

## Yemen – Conflict

### ETC Situation Report #70

Reporting period: 01/07/2022 to 31/07/2022

The ETC was activated in Yemen in April 2015 in response to the conflict crisis. Situation Reports are issued monthly.

## Highlights

- In July, the ETC provided data connectivity services to 961 humanitarian and security communications services to a total of 2,564 responders across 17 sites in Yemen.
- The ETC conducted a technical mission to Aden from 20 June to 4 July to assess the deployment the ETC user authentication system. The ETC users' registration system for all UN guesthouses in Aden was successfully activated to improve the login process for responders.
- On 7 July, the ETC received US\$900,000 from the OCHA-managed Yemen Humanitarian Fund (YHF). The ETC is now 72 percent funded out of the required US\$3.4 million in 2022. The ETC also received US\$1.5 million from the World Health Organization (WHO) to continue its support for the cholera epidemic response, including provision of IT services in the 29 Emergency Operation Centres (EOCs) across the country.



The ETC technical specialist in Sana'a visited Aden to upgrade the connectivity network in the WFP office. Photo: WFP/ETC

## Activities

### Coordination

The ETC received US\$900,000 from the Yemen Humanitarian Fund (YHF), managed by the UN Office for the Coordination of Humanitarian Affairs (OCHA). The contribution will be used to fund ETC activities from August to October 2022. With the new funding, the ETC is 72 percent funded out of the required US\$3.4 million in 2022.

The ETC also received US\$1.5 million from the World Health Organization (WHO) to continue its support for the cholera epidemic response, including provision of IT services in the 29 Emergency Operation Centres (EOCs) across the country in coordination with WHO. This funding received from WHO is dedicated to the response to the cholera epidemic and is not included in the ETC's 2022 requirement of US\$3.4 million.

The ETC team in Hajjah supported a high-level mission from OCHA from 18 to 21 July.

The ETC team in Sana'a supported a high-level mission from WFP and UNHCR from 31 July to 4 August in the UN Common Accommodation Facility (UNCAF).

### **Internet connectivity**

In July, the ETC provided data connectivity to 961 humanitarians across 17 sites in Yemen.

The ETC team based in Sana'a conducted a mission to Aden from 20 June to 4 July to assess the feasibility and readiness of the ETC user authentication deployment in the WFP-managed UN guesthouse. The first phase of the implementation was carried out successfully.

In response to additional needs, ETC internet connectivity services were extended in the UN Clinic situated in the UNDP villa in Sana'a.

The ETC in Aden conducted preventive maintenance of its network infrastructure to identify areas of improvement in response to the needs of the humanitarian community, and to improve its service provision for both UN and INGOs organizations.

The ETC is coordinating the transition of VSAT satellite services for seven EOCs to TeleYemen in Aden, following the directive from the Ministry of Telecommunications and Information Technology (MoTIT).

The project to set up ICT systems in the office of the Supreme Council for the Management and Coordination of Humanitarian Affairs (SCMCHA) in Sana'a is being completed and has been partially handed over to OCHA, following assessment and validation from the ETC.

### **Security communications**

ETC security communications services were provided to a total of 2,564 responders using the eight UNDSS-managed Security Operations Centres (SOCs) across the country.

### **User support**

In July, the ETC helpdesk received and resolved 1,091 user requests.

The ETC users' registration system for all UN guesthouses in Aden was successfully activated to improve the login process for responders.

### **Capacity building**

Six ETC staff attended the ITIL 4 Leader Digital and IT Strategy training from 25-27 July provided by LearningTree.

## **Planning**

### **Internet connectivity**

OCHA requested the ETC to support the establishment of a new site for INGOs in Mukalla which will provide connectivity services as part of the emergency response to the torrential rains and thunderstorms which impacted the southern region of Yemen on 19 July.

The ETC coordinator is planning an oversight mission to Aden, Ibb, and Sada'a to assess the performance of ETC service provision in response to humanitarian operational needs.

In Hajjah, the development of the Bill of Quantities (BoQ) to provide ETC internet connectivity services in a new site for INGOs, hosted by the Norwegian Refugee Council (NRC), is in process.

Furthermore, the Purchase Order (PO) has been awarded for the procurement of four VSAT stations to provide connectivity to four new sites for INGOs; two sites will be hosted by Save the Children in Ibb and Sa'ada, one by Action Contre La Faim (ACF) in Sana'a, and one by NRC in Hajjah. The ETC is awaiting the supplier's confirmation to proceed with the deployment.

The ETC team in Aden is planning a mission to the WFP-hosted UN hub in Al Mokha to conduct preventive maintenance of the equipment.

### Capacity building

The ETC is planning to conduct IT technical training on topics including solar, networking, and Information Technology Infrastructure Library (ITIL) in mid-August for the IT staff supporting the EOC in the north of Yemen. Similar training was conducted in the south.

iMMAP will conduct a virtual training courses on Tableau for ETC staff and its partners.

## Challenges

The ETC continues to face difficulties in the importation of IT and telecommunications equipment. The pre-import certificate for the shipment of its two consignees from Djibouti to Aden is still pending approval from the Internationally Recognized Government (IRG). The UN Resident Coordinator's Office (UNRCO) has escalated the issue with Yemen's authorities. The ETC continues to await their formal approval, before initiating the procedure.

## Funding

On 7 July, the ETC received US\$900,000 from the OCHA-managed Yemen Humanitarian Fund (YHF) to support its activities in Q3 2022. The ETC is now 72 percent funded out of a required US\$3.4 million for activities in 2022.

WHO also committed new funding of US\$1.5 million in two allocations to continue ETC support for the cholera epidemic, led and coordinated by WHO.

## Meetings

The next Global ETC Joint teleconference will take place on **07 September 2022**.

## Contacts

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All information related to ETC operations can be found on the website:

[www.etcluster.org/emergencies/yemen-conflict](http://www.etcluster.org/emergencies/yemen-conflict)

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