

Yemen – Conflict

ETC Situation Report #69

Reporting period: 01/06/2022 to 30/06/2022

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

Highlights

- In June, 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.
- Jay Mahanand, WFP Chief Information Officer (CIO) and Chair of the ETC visited north Yemen from 11 to 15 June. During the oversight mission, ETC services delivered to humanitarian partners across Yemen were presented to the CIO. Read Jay's blog post, ['Technology brings change and hope to Yemen'](#) following his visit.
- After two years of follow up and coordination, the ETC obtained the required equipment to install security communications equipment in the IOM-hosted site in Marib to support the safety and security of responders there.



The ETC welcomed WFP Chief Information Officer, Jay Mahanand, and Regional IT Officer, Dalia Mansour, during their oversight visit to Sana'a in north Yemen. Photo: WFP/ETC

Activities

Coordination

Jay Mahanand, WFP Chief Information Officer (CIO) and Chair of the ETC visited north Yemen alongside the WFP Regional IT Officer (RITO), Dalia Mansour, from 11 to 15 June. During the oversight mission, ETC services delivered to humanitarian partners across Yemen were presented to the CIO. This included: connectivity services delivered in 17 sites; the ETC response in Hodeidah when national telecommunications infrastructure was damaged by airstrikes in early 2022; connecting hospitals and ambulances in Aden with a radio network and; providing equipment and setting up connectivity for thousands of students in Aden University. Read Jay's blog post, ['Technology brings change and hope to Yemen'](#) following his visit.

During the visit, the CIO was invited to the Emergency Operations Centre (EOC) in Sana'a on 13 June where the EOC team provided an overview of the project dashboard and the impact of both WFP and ETC IT support in response to the cholera pandemic that has ravaged Yemen since 2016.

The set up of an IT network system in the Supreme Council for the Management and Coordination of Humanitarian Affairs (SCMCHA) office in Sana'a is being completed under ETC supervision and with technical support. This will support cluster coordination between SCMCHA, humanitarian organizations and line ministries.

The ETC in Yemen is working with the Global ETC Services for Communities team to capture the impact of existing projects on communities and explore opportunities for further collaboration, based on communities' feasible needs. The ETC, in coordination with OCHA, has recently joined the Yemen Community Engagement Working Group (CEWG) to coordinate and explore areas for collaboration with the clusters.

Internet connectivity

In June, the ETC provided data connectivity to 961 humanitarian across 17 sites in Yemen.

The ETC in Aden activated leased line services from a second back-up Internet Service Provider (ISP) for the WFP guesthouse in Aden.

An ETC IT specialist, based in Sana'a, conducted a mission to Aden on 20 June to assess the readiness and effectiveness of ETC service provision. Based on the findings, the ICT specialist is now working on upgrading the ETC connectivity network and deploying the ETC user authentication system in the WFP guesthouse.

The ETC completed the installation of additional Wi-Fi access points to expand internet connectivity services in response to increased resident demand in the UN Common Accommodation Facility (UNCAF) in Sana'a.

The ETC team in Aden completed extension of internet connectivity services to the UN Development Programme (UNDP) meeting room. The link will provide a stable and reliable internet connection for all humanitarian meetings.

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.

The ETC installed HF/VHF security communications equipment in the UNDSS SOC situated in the IOM-hosted UN hub in Marib.

The ETC team assisted the Office of the Special Envoy of the Secretary-General for Yemen (OSESGY) in Aden by programming four VHF mobile base radios. The ETC also programmed six VHF mobile base radios for UNDP.

In coordination with UNDSS, the ETC is relocating the UNDSS SOC from the office of UNICEF to WFP in Ibb.

User support

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

The ETC in Aden is piloting the ETC Wi-Fi user registration with the World Health Organization (WHO) and the Food and Agriculture Organization (FAO) that will enhance user authentication to unify and simplify the system, similar to the set up in Sana'a.

Capacity building

Four ETC staff attended the Project Management Leadership training from 15-17 June provided by LearningTree.

An ETC staff member based in Sana'a took part in the global ETC Coordination Course from 16 May for six weeks. The blended course is designed to equip humanitarian responders with the knowledge and tools to enable them to coordinate or support the coordinate of inter-agency ICT emergency operations.

iMMAP conducted virtual training courses on Power BI from 20-22 June. 12 participants from the ETC and partner organizations attended the training. The acquired skills will enhance information management services in Yemen.

An ETC staff member based in Aden is taking part in the ETC Let's Comm Training of Trainers (ToT) course launched with two virtual sessions held from 27 June to 2 July in Luxembourg.

Planning

Internet connectivity

The ETC team plan to upgrade internet connectivity services in the WFP-hosted UN hub in Ibb.

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

In Hajjah, 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.

Capacity building

The ETC—in coordination with Learning Tree—is planning to organize ITIL 4 Leader Digital and IT Strategy training for six ETC staff members.

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 Resident Coordinator's Office (RCO) has escalated the issue with Yemen's authorities. The ETC continues to await their formal approval, before initiating the procedure.

Funding

The ETC is 51 percent funded out of a required US\$3.4 million in 2022. The cluster has allocated US\$951,000 of its funding to activities in Q2 2022.

OCHA has committed new funding of US\$1.5 million to the ETC in Yemen, pending receipt in two installments in August and October. The funding will be used to ensure the continued delivery of ETC services in Q3 and Q4 of 2022.

Meetings

The next Global ETC Joint teleconference will take place on **20 July 2022**.

Contacts

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

<https://www.etcluster.org/emergencies/yemen-conflict>

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