Yemen – Conflict

ETC Situation Report #74
Reporting period: 01/11/2022 to 30/11/2022

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

Highlights

- In November, the ETC provided data connectivity services to 1,131 humanitarians and security communications services to a total of 2,608 responders across 18 sites in Yemen.

- The ETC coordinator, Wali Noor, carried out an oversight mission to Marib from 7-9 November. As a result, an improvement plan was agreed and is being implemented that includes the establishment of an authentication system for users of the ETC network.

- In response to the increased demand of humanitarian operations, the ETC installed a dedicated VSAT station to provide stable and secure connectivity for the INGOs hosted by Save the Children International (SCI) in Ibb.

The ETC conducted a joint mission with the RCO to Aden University's Faculty of Medicine.
Photo: WFP/ETC

Activities

Coordination

The ETC coordinator carried out an oversight mission to Marib from 7-9 November. Following an assessment of the services at the site, the ETC agreed to upgrade the capacity of its connectivity services to meet the increased demand of its partners. A plan of action has been agreed and is being implemented . The ETC also conducted an oversight mission to Turba from 12-15 November to monitor the performance of the site and carry out routine preventive mainenance of its services.

On 14 November, the ETC conducted a joint visit with the Resident Coordinator's Office (RCO) to Aden University's Faculty of Medicine to assess the impact of their IT infrastructure rennovation, assisted by the ETC, and to determine potential needs for future support that will be coordinated by the RCO. The dean of the university expressed his appreciation of the the continued support and coordination throughout the implementation of this project.

The ETC user satisfaction survey was launched on 1 November to gather feebdack from users on the performance of ETC services and activities and to identify areas for improvement. The survey closed on 22 November with 200 responses. A report on the results of the survey will be published in December 2022.

Internet connectivity

In November, the ETC provided data connectivity to 1,131 humanitarians across 18 sites in Yemen.

The ETC installed a dedicated VSAT station to provide stable and secure connectivity to the INGOs hosted by Save the Children International (SCI) in Ibb.

The ETC provided stable and secure connectivity services as well as IT helpdesk support for the World Health Organisation (WHO) workshop held in Aden from 3-5 November.

On 22 November, the team conducted a visit to the new ETC site hosted by Norwegian Refugee Council (NRC) in Hajjah and installed a router with two access points in the NRC Data Center. This is one of the new INGO sites that the ETC has equipped with VSAT stations.

The ETC is continuing to support the transition of VSAT services in the south of the country, provided by Tele Yemen, a local service provider, following a directive from the Ministry of Telecommunications and Information Technology (MoTiT). Nine of the ten sites have been installed and completed, including the ZOA site in Aden and the PUAMI site in Al-Mokha.

The ETC conducted preventive maintenance of its network infrastructure at the UN hubs/guesthouses in in Aden.

Security communications

In November, ETC security communications services were provided to a total of 2,608 responders using the nine UNDSS-managed Security Operations Centres (SOCs) across the country.

In coordination with UNDSS, the ETC team in Aden programmed four VHF radios for WFP staff according to the UN standard callsign structure.

The ETC team in Aden conducted preventive maintenance of the Security Communication System (SCS) in Al-Mokha.

User support

In November, the ETC helpdesk received and resolved 1,000 user requests.

On 13 November, the ETC provided training to UNDSS personnel on the use of the UN Common Accommodation Facility (UNCAF) access automation system, which was facilitated by the ETC. This system will enhance the security of the premise by providing visitors with controlled acess to the compound.

Capacity Building

The ETC provided a five-day hands-on telecommunications training to UNDSS radio operators in Al-Mokha on the use of HF and VHF radios.

Planning

Internet connectivity

The technical assessment of the relocation of the Ministry of Health Emergency Operations Centre (EOC) from Al-Amana to the new location in Sana'a and the replacement of the damaged batteries for the solar systems in three government EOCs in Aden has been submitted to the procurement unit.

The ETC is planning to pilot a new project for communities in the Internally Displaced Persons (IDP) camp in Al-Mokha. The project will provide solar powered lights around the water tanks already built by humanitarian responders.

Capacity Building

iMMAP is planning capacity-building courses for ETC staff and its partners in 2023 in order to improve the ETC's information management services in Yemen.

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 RCO has escalated the issue with Yemen's authorities. The ETC continues to await their formal approval before initiating the procedure.

Funding

The ETC in Yemen is 72 percent funded. The ETC received USD 900,000 from the Yemen Humanitarian Fund (YHF). An additional allocation of USD 219,000 is expected from the cost-shared agreement with other operational partners—mainly UN agencies—to cover the ETC network upgrade cost in the south of Yemen.

On 14 November, the ETC presented its 2023 funding projection to the RCO upon their request.

The ETC received the Humanitarian Country Team's approval for the cost-sharing of its infrastructure upgrade in the South.

Meetings

The next Global ETC Joint teleconference will take place in January 2023

Contacts

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

Emergency Telecommunications Cluster (ETC)   www.ETCluster.org

www.etcluster.org/emergencies/yemen-conflict

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