

## Yemen – Conflict

### ETC Situation Report #72

Reporting period: 01/09/2022 to 30/09/2022

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

## Highlights

- In September, the ETC provided data connectivity services to 995 humanitarians and security communications services to a total of 2,600 responders across 17 sites in Yemen.
- The ETC finalized the set-up of IT infrastructure in the office of the Supreme Council for the Management and Coordination of Humanitarian Affairs (SCMCHA)—the associated services are fully operational.
- The local authority has approved the deployment of four VSAT stations that will enable ETC services to be delivered in new sites for INGOs in Sana’a, Ibb, Sa’ada, and Hajjah. 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 the Norwegian Refugee Council (NRC) in Hajjah.



The ETC team in Aden provided technical support for WFP office in AlMokha. Photo: WFP/ETC

## Activities

### Coordination

The ETC supported the UN Resident Coordinator’s Office (UNRCO) mission to Aden from 15-16 September by providing connectivity and IT helpdesk support.

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On 27 September, the Emergency Operations Centre (EOC) conducted a joint mission with the WFP Engineering unit and the ETC to assess the feasibility and technical capacity of relocating the existing EOC from Al-Amana to the new location in Sana’a. The ETC is reviewing to finalize the Bill of Quantities (BoQ).

### Internet connectivity

In September, the ETC provided data connectivity to 995 humanitarians across 17 sites in Yemen.

The ETC has completed setting up the ICT infrastructure in the office of the Supreme Council for the Management and Coordination of Humanitarian Affairs (SCMCHA) in Sana'a.

The ETC supported the transition of VSAT services to TelYemen, the local service provider, in seven EOCs in the south. This follows a directive from the Ministry of Telecommunications and Information Technology (MoTiT). The service has been activated since 1 September. The transition of the remaining VSATs for five EOCs is under procurement process.

In Aden, the ETC restored a microwave link in the Office of the Special Envoy of the Secretary-General for Yemen (OESGY) after the service went down from 10-11 September.

The ETC back-up link provided by an Internet Service Provider (ISP) in the UN guesthouses was down on 13 September while the main VSAT link remained operational. The ETC and the ISP rectified the issue.

The ETC in Aden conducted preventive maintenance for the network in the UN guesthouses located in the hub in Aden.

The ETC received a request from the UN clinic in Aden to provide their office with a stable and reliable internet connection through the existing ETC link provided to the UN hub. The extension of the ETC internet connectivity to the UN clinic in Aden is ongoing.

The ETC responded to an urgent request to repair the damaged microwave link providing connectivity to FAO in Aden. ETC connectivity services were successfully restored.

### Security communications

ETC security communications services were provided to a total of 2,600 responders using the eight UNDSS-managed Security Operations Centres (SOCs) across the country.

In coordination with UNDSS, at the request of UNDP, the ETC programmed eight VHF mobile radio stations for newly arrived Armoured Vehicles (AVs). The ETC also provided UNDSS and partners in the UN hub in Marib with batteries for VHF handheld radios.

Together with UNDSS, the ETC programmed two VHF handheld radios for the World Bank.

A VHF radio and mobile satellite radio have been installed and programmed in the WFP Guesthouse in Aden, as per UN standards.

The relocation of the SOC in Aden from the UNDP Area Office to the new UN clinic building provided by UNDP is in process.

### User support

In September, the ETC helpdesk received and resolved 1,114 user requests.

The ETC received new licenses for the required software for use by responders in the UN Common Accommodation Facility (UNCAF) in Sana'a to maintain continuity of service provision.

## Planning

### Coordination

In Sana'a, the ETC Coordinator and an OCHA representative will conduct a site visit to SCMCHA on 2 October to officially handover the project.

The ETC Coordinator is planning an oversight mission to Al-Mukalla to assess the performance of ETC services provision in response to humanitarian operational needs.

### Internet connectivity

The ETC will sign the Memorandum of Understanding (MoU) with NRC in Hajjah to provide ETC services in the new site.

OCHA has requested the ETC to provide a stable connectivity source for their staff located in the UNOPS office in Al-Hodeidah. The ETC is currently working to provide a high capacity VSAT terminal to support the humanitarian connectivity requirement.

The ETC is planning to improve the data connectivity services in the UN hubs in Al Mukalla and Al Mokha in response to the increased need in connectivity.

### Capacity Building

The ETC is planning to conduct IT capacity building training in October for the IT outsource support staff for the EOC in the North.

## 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

The ETC is 72 percent funded out of a required US\$3.4 million for activities in 2022. Funding of US\$900,000 was received from the OCHA-managed Yemen Humanitarian Fund (YHF) to support its activities in Q3 2022, and YHF provided an additional US\$30,000 to fund partner projects.

The ETC presented a budget of US\$219,000 to implement service upgrades across hubs in Yemen during the Operational Management Team (OMT) meeting held on 20 September. The OMT cleared the budget for UN Country Team (UNCT) approval.

WFP allocated US\$110,000 on loan to the ETC to support its activities and maintain the current level of service provision in Q4 2022.

## Meetings

The next Global ETC Joint teleconference will take place on **12 October 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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