

Nigeria – Crisis

ETS Situation Report #56

Reporting period 01/06/2021 to 30/06/2021

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the Emergency Telecommunications Sector (ETS) in Nigeria, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS Nigeria SitReps are issued monthly.

Highlights

- The ETS continues to provide reliable Internet connectivity and security communications services to the response community in 10 sites. Since the beginning of the year, the team has provided Internet connectivity to more than 2,676 users from 91 organizations across North-East Nigeria.
- The ETS deployed to Damaturu to upgrade the VHF system in the Security Operations Centre (SOC).
- In June, the ETS conducted assessments in two Internally Displaced Persons (IDP) camps in Damaturu and Maiduguri to explore the need for services for communities.



An ETS telecommunications associate carries out an upgrade to the VHF system in the Damaturu Security Operations Centre (SOC).

Photo: ETS Nigeria

ETS Activities

Internet connectivity

- Since the beginning of the year, the ETS has provided reliable Internet connectivity services to more than 2,676 users from 91 organizations (15 UN agencies and 76 NGOs) across North-East Nigeria.
- The ETS conducted a mission to Banki on 5 June to carry out corrective maintenance work on satellite connectivity equipment to optimize services for humanitarians. The planned follow-up visit has been cancelled due to security concerns.

Security communications

- Throughout June, the ETS programmed 13 radios for humanitarian staff — Mentor Initiative, the Norwegian Refugee Council (NRC), UNWOMEN, WFP and WHO — to improve the communications network between staff in the region.
- This month, the ETS conducted a webinar session on basic VHF radio use for eight participants from the NRC in Monguno.
- The ETS completed a technical evaluation of proposals to install solar lighting equipment in a site in Maiduguri where ETS security communications equipment is based. The installation is a security measure to provide lighting at the site during the night.
- From 14-21 June, the ETS deployed to Damaturu to upgrade equipment in the Security Operations Centre (SOC). A power back-up system was installed to support security communications equipment. During the mission, the ETS also carried out a VHF radio coverage check in and around Damaturu and found out that the coverage is satisfactory.

Services for communities

- In June, the ETS carried out an assessment in two Internally Displaced Persons (IDP) camps in Damaturu and Maiduguri to explore the need for services for communities.

User support

- The team resolved 120 issues reported to the ETS helpdesk in June.

Planned Activities

- The ETS is planning to support the Telecommunications Security Standards (TESS) mission to Nigeria for the Remote Security Operations Centre (RSOC) project during the first two weeks of July. The project aims to support UNDSS to remotely connect all the SOCs in the field to Maiduguri, where operations will be managed. This will improve tracking of assets and personnel as well as enhance security communications services to better support the safety and security of staff in the field.

Challenges

- The availability of helicopters to field locations is currently very restricted due to space limitations, weather conditions and security concerns, which is impacting on ETS deployments.
- The security situation remains volatile.



Funding

- The ETS is now 69.4 percent funded to continue its activities in 2021.

Meetings

- The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Ethiopia, Libya, Nigeria, Syria and Yemen operations will be held on **21 July 2021**.
- The next Local ETS Working Group meeting will be held on **4 August 2021**.

Information

- All information on the ETS response in North-East Nigeria, including the latest ETS Dashboard and infographic, can be found [here](#).
- For more information or to contact the team on the ground please contact Nigeria.ETS@wfp.org.

Key ETS Contacts

| LOCATION | NAME | TITLE | EMAIL |
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