Nigeria – Crisis

ETS Situation Report #37

Reporting period 1/11/19 to 30/11/19

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening 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 has provided Internet connectivity services to 4,506 humanitarian workers from 112 organizations since the beginning of 2019.

- A delegation from the Government of Luxembourg visited ETS team in Maiduguri and Ngala to see the services provided by emergency.lu.

- The ETS conducted maintenance missions in Monguno and Dikwa to address issues on the security communications services infrastructure and to ensure full operability of security communications services.

The ETS team welcomes a delegation from the Government of Luxembourg during visits to Maiduguri and Ngala. *Photo: ETS Nigeria*

Situation Overview

Nigeria continues to face immense humanitarian and protection challenges due to the ongoing conflict in the north-east of the country resulting in human rights violations and impacting significantly on the most vulnerable civilians, including women and girls. Other consequences of the conflict include hunger, malnutrition, illiteracy, and diseases. Humanitarian organisations have limited access to many areas due to the security situation as armed groups have indiscriminately assaulted civilians, attacked health structures and even kidnapped and killed aid workers. Natural disasters have exacerbated the situation. In early November, more than 40,000 people – mostly internally displaced people – had little or access to food or services in Borno State due to heavy flooding of the River Kaalia in neighbouring Cameroon.

ETS Response

- The ETS is now providing critical Internet connectivity and security telecommunications services to humanitarian responders across ten common operational areas. Since the beginning of the year, the ETS is providing Internet connectivity to 4,506 humanitarians from 112 organisations.

- A delegation from the Government of Luxembourg visited the ETS team in Maiduguri from 5-8 November, including a round-trip to Ngala humanitarian hub on 7 November. The purpose of the visit was to capture feedback on the services provided by emergency.lu, gather photo/video footage of the ETS operation and promote the work of emergency.lu in North-East Nigeria. The ETS emphasized the need to continue providing critical Internet connectivity services at Red Rood humanitarian hub in Maiduguri and to explore options to support other hubs in deep field locations.

- The ETS project for the 2020 Humanitarian Response Plan (HRP) was developed and uploaded to the Humanitarian Programme Cycle (HPC) tools platform.

- ETS maintenance missions were carried out in Monguno and Dikwa to address issues on the security communications services infrastructure and to ensure full operability of all ETS services.

- After analysing the data, the report on the ETS User Feedback Survey, which garnered 416 respondents, has been drafted. A significant number of comments received were regarding the ETS network, a possible increase the bandwidth in the humanitarian hubs and improving user management. Several respondents mentioned the need to have dedicated training activities for IT staff, while many others thanked the team for providing critical services to support them.

- From 26 to 29 November, the ETS delivered SOC operators training activity to ten UNDSS SOC operators from Abuja, Damaturu, Lagos and Yola.

Planned Response

- The ETS is planning to conduct maintenance works in Bama, Dikwa, Gwoza, Ngala and Yola to ensure security communications services are fully operational for humanitarian use.

- In December, the ETS will support a SSAFE training activity by delivering the Security Telecommunications module.

Challenges

- Providing back-up connectivity to the hubs continues to be challenging.

Funding

- The ETS operation in Nigeria is currently 87.5% funded out of the US$3.4 million required for 2019.

- The interim report for the European Union Civil Protection and Humanitarian Aid (ECHO) grant received this year has been submitted to Brussels.

- The ETS is preparing a joint proposal with the Logistics Sector and the UN Humanitarian Air Service (UNHAS) to ECHO for additional funding for 2020.

- The ETS is preparing a joint funding proposal with the Logistics Sector and UNHAS to the Office of U.S. Foreign Disaster Assistance (OFDA) to support the delivery of logistics services, reliable telecommunications services and air service operations that facilitate timely and effective humanitarian assistance.

Meetings

- The ETS held its Local Working Group meeting on Wednesday 6 November 2019 with 13 participants from 6 organisations, including the delegation from the Government of Luxembourg.

- The next Global ETC Joint Teleconference covering Bangladesh, Central African Republic and Nigeria operations will be held on Wednesday 4 December 2019.

Information

- ETS Nigeria information can be found on: www.etcluster.org/emergencies/nigeria-crisis

- The latest ETS Dashboard displaying where ETS services are available and planned can be found here: https://www.etcluster.org/document/ets-nigeria-dashboard-october-2019

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Acronyms

ECHO   European Union Civil Protection and Humanitarian Aid
ETC   Emergency Telecommunications Cluster
ETS   Emergency Telecommunications Sector
HPC   Humanitarian Programme Cycle
HRP   Humanitarian Response Plan
IOM   International Organisation for Migration
IT   Information Technology
MoU   Memorandum of Understanding
OCHA   Office for the Coordination of Humanitarian Affairs
S4C   Services for Communities
SCS   Security Communications System

SOC	Security Operations Centre
UN	United Nations
UNDSS	UN Department of Safety and Security
UNHAS	UN Humanitarian Air Service
UNHCR	UN High Commissioner for Refugees
USAID	United States Agency for International Development
WFP	World Food Programme
WHO	World Health Organization

All information related to ETC operations can be found on the ETC website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Nigeria.ETS@wfp.org