

Nigeria – Conflict

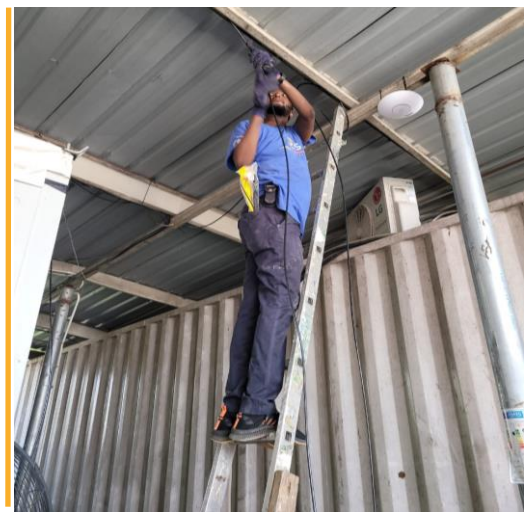
ETS Situation Report #73

Reporting period: 01/11/2022 to 30/11/2022

Led by the World Food Programme (WFP), the ETS was activated in North-East Nigeria in November 2016 in response to the protection crisis. ETS Nigeria SitReps are issued monthly.

Highlights

- The ETS conducted its annual user satisfaction survey from 1 to 15 November to assess the performance of ETS services and activities delivered in Nigeria in 2022. The survey resulted in an overall user satisfaction rate of 96%.
- The ETS successfully conducted an advanced telecommunications radio training session for UN and NGO staff from 28 to 30 November in Maiduguri.
- The ETS has now completed the installation of BGAN portable satellite connectivity terminals in all eight field locations.



The ETS extended internet connectivity in UNHAS Maiduguri Airport passenger lounge. Photo: WFP/ETS

Activities

Internet connectivity

Since the beginning of the year, the ETS has provided reliable internet connectivity services to 3,533 users from 108 organizations—including 20 UN agencies and 88 NGOs—across eight sites in north-east Nigeria. Internet connectivity is up and running at full capacity in all eight locations.

The ETS deployed to Monguno and Yola to conduct preventative maintenance activities in the Security Operations Centre (SOC) and on network infrastructure. The ETS team also conducted a mission to Damasak to fix internet connectivity issues.

The ETS has now completed the installation of BGAN portable satellite connectivity terminals in all eight field locations. This activity has been ongoing for the past four months, and was initiated in order to provide new remote troubleshooting and monitoring capabilities for all the ETS' VSATs across Nigeria.

The ETS installed internet connectivity in the UNHAS Maiduguri Airport Passenger lounge in September. In November the ETS extended the internet connectivity by installing more access points.

Security communications

Following a serious security incident in which an NGO staff member was killed and an UNHAS pilot injured, UNDSS postponed all ETS field missions until further notice, including a planned mission to Damboa.

As a part of routine maintenance, the aviation warning light on the ETS' telecommunications tower at the Red Roof humanitarian hub in Maiduguri was successfully replaced.

ETS Nigeria successfully conducted an advanced radio telecommunications training session from 28 to 30 November in Maiduguri. 10 NGO and UN ICT staff members participated. The objective of the training was to boost participants' capacity with comprehensive training on radio security communications systems configuration and installation.

In addition, 26 users from five agencies were trained on the use of handheld VHF radio, including staff from the American University of Nigeria (AUN), Borno Women Development Initiative (BOWDI), CARITAS, Grassroot Initiative Strengthening Resilience (GISCOR), and UNHCR. 27 handheld VHF radios were programmed for staff from the same organisations.

User satisfaction survey

The ETS conducted its annual user satisfaction survey from 1 to 15 November to assess the performance of its services and activities delivered in Nigeria in 2022. The services included in the survey were internet connectivity, customer support helpdesk, and security communications services. ETS activities included coordination and information management (IM). The survey resulted in an overall user satisfaction rate of 96% for ETS services and activities. The detailed report of the survey is being finalised for publication.

User support

The team resolved 81 issues reported to the ETS helpdesk in November.

Additional Information

See the [ETS Dashboard](#) for an overview of planned and existing service locations.

Funding

The ETS is fully funded with US\$1,600,000 to carry out its 2022 activities.

Challenges

The availability of helicopter flights to field locations is currently very restricted due to space limitations, weather conditions, and security concerns. This is impacting on ETS deployments.

The security situation remains volatile.

Meetings

The next Global ETC Joint Teleconference will be held in **January 2023**.

Contacts

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

www.etcluster.org/emergencies/nigeria-crisis

For more informations or to be added or deleted from the mailing list please contact:

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