

## Nigeria – Conflict

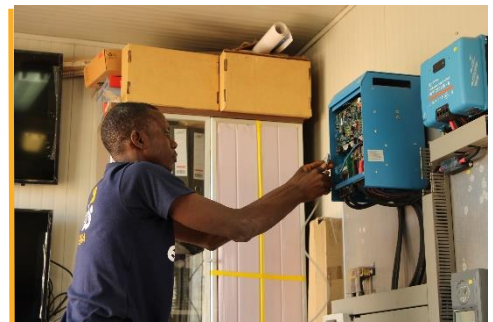
### ETS Situation Report #85 January

Reporting period: 01/01/2024 to 31/01/2024

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

- Based on a new funding allocation of US\$100,000 from the UNOCHA-managed Nigerian Humanitarian Fund (NHF) on 30 January, the ETS plans to expand its services to Damboa and Pulka in 2024 to support humanitarian actors with critical ICT services. The ETS is currently engaging partners working in these two locations to plan for an ICT needs assessment in collaboration with UNOCHA and UNDSS.
- From 06 to 10 January, the ETS updated the UniFi devices in Banki to the latest firmware to support a faster user experience for humanitarians. UniFi is a high capacity Wi-Fi operating system. The same exercise will be carried out across all remaining seven humanitarian hubs to maximize service quality and availability of connectivity for humanitarians working in the deep field.
- The ETS completed the configuration of the internet router equipment of the CrisisNet kits on 23 January. The configuration is currently undergoing testing and monitoring before moving to the next stage. The CrisisNet kit is a portable connectivity solution developed to provide humanitarians with internet connectivity in locations where national networks are absent or unreliable.



The ETS conducted routine maintenance on the security operation centre (SOC) in Banki. Photo: ETS/Oluwashina Oni

## Activities

### Coordination

The new dedicated ETS Coordinator—Patrick Midy—resumed duty in Maiduguri on 08 January. He has met with partners and members of the ETS Local Working Group.

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### Internet connectivity

In January, the ETS provided data connectivity to 1,140 users from 80 organizations—13 United Nations (UN) agencies and 67 Non Governmental Organizations (NGOs).

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The ETS conducted a technical mission to Banki from 16 to 18 January to replace faulty batteries powering the uninterrupted power supply (UPS) device. The UPS device—installed on 17 January—will provide a power back-up for a short period in the case of power downtime. The system is currently undergoing monitoring.

In the Maiduguri Red Roof humanitarian hub, the internet service deteriorated between the early hours of 07 January and late hours of 08 January. This downtime was a result of a link outage from one of the Internet Service Providers (ISPs). During that period, humanitarians in Maiduguri were unable to work effectively because of the reduced speed of the internet. The internet service became stable in the late hours of 08 January—the ETS engaged the service provider to diagnose the problem and to avoid future occurrence.

### Security communications

The ETS continues to provide security communications services in 10 common operational areas across north-east Nigeria. 1,628 humanitarian staff from 16 UN agencies and 36 NGOs are using the ETS Very High Frequency (VHF) radio services for staff safety and security in the field.

To further improve the security communications system in North-East Nigeria, the ETS rolled out a new code plug launched on 01 January. The ETS is now reprogramming the radios of the interagency community in line with the new code plug. So far, the sector has programmed 155 handheld VHF radios—26 for the United Nations High Commission for Refugees (UNHCR), 25 for the World Health Organization (WHO), 20 for UNOCHA, 16 for the Food and Agricultural Organization (FAO), nine for the United Nations Department of Safety and Security (UNDSS), 28 for the United Nations Development Programme (UNDP) six for the UN Women, 14 for the United Nations Populations Fund (UNFPA), and 13 for the International Organization for Migration (IOM). Additionally, the ETS also reprogrammed nine mobile base radios—four for the United Nations High Commission for Refugees (UNHCR), three for the United Nations Development Programme (UNDP), and two for the UN Women.

Power downtime affected the security communications system and internet services in the Monguno and Banki humanitarian hubs due to inoperable batteries at the Security Operations Centre (SOC) and the unstable power supply in the hub. To resolve the power

issue, the ETS conducted missions to Monguno on 09 January and to Banki on 16 January to replace the faulty batteries to ensure an uninterrupted power supply. The sector is currently monitoring the system. So far, it is working fine in both locations.

### Services for communities

The ETS extended the timeframe needed to monitor and troubleshoot the public announcement system installed in November 2023 at the Internally Displaced Persons (IDP) camp in Bama to further accommodate replacement of some of the equipment. The ETS received a report on 31 January that the equipment supporting the new public announcement system has been significantly damaged and depleted by looters. The incident has been reported to the relevant agencies.

### User support

The ETS resolved 56 helpdesk tickets in January.

## Additional Information

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

Click [on this link](#) to be included on the ETS Contact List to receive up to date information about ETS activities, Dashboard, Situation Report and also be part of the Local Working Group Meeting.

## Funding

The ETS Nigeria budget requirement for 2023 was US\$2 million. At the end of 2023, the ETS was 72% funded for 2023 activities from funding rolled over from 2022. With many thanks to donors USAID/BHA and ECHO for their generous contributions.

In 2024, the ETS in Nigeria requires US\$1.16 million in funding to continue its critical work. The ETS received a new funding allocation of US\$100,000 from the NHF on 30 January. The ETS is currently 0% funded out of the US\$1.16 million requirement for 2024.

## Challenges

Pockets of conflict from armed groups in the northeast and northwest of the country continue to be major factors that contribute to instability and may affect ETS mobility.

## Meetings

The next Local ETS Working Group meeting will be held on **29 February 2024**.

## Contacts

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

[www.etcluster.org/emergencies/nigeria-crisis](http://www.etcluster.org/emergencies/nigeria-crisis)

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