

## Nigeria – Conflict

### ETS Situation Report #88

Reporting period: 01/04/2024 to 30/04/2024

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

- To ensure a secondary backup system for internet connectivity services is available in the seven deep field locations—Bama, Banki, Dikwa, Damasak, Gwoza, Monguno and Ngala—the ETS has obtained approval to procure the services of a new secondary Internet Service Provider (ISP)—Starlink—to ensure humanitarian actors have access to uninterrupted services. This will allow the ETS to cost save on internet services and reduce redundancy for better service support.
- On 25 April, the ETS deployed a backup connectivity solution to maintain business continuity at the Red Roof hub in Maiduguri, which encountered significant internet downtime affecting their two primary ISPs. The outage persisted for over two hours, adversely affecting the network's connectivity performance.
- In the face of funding challenges, the ETS is working with its host agency, the UN World Food Programme (WFP), to explore funding possibilities to continue its operation. The ETS is only 28% funded out of the US\$1.16 million requirement in 2024.



The ETS provides connectivity to support UNHAS to monitor and collect flight information and data. Photo: ETS/Oluwashina Oni

## Activities

### Coordination

In the face of funding challenges, the ETS is working with its host agency, the UN World Food Programme (WFP), to explore funding possibilities to continue its operation. The ETS is only 28% funded out of the US\$1.16 million requirement in 2024.

As part of the plan to expand internet connectivity and security communications services to Pulka and Damboa, the ETS continues to work on the Memorandum of Understanding (MoU) to ensure an agreement between ETS and the hosting partners in the two locations. Following the assessments in these two locations conducted on 20 and 28 February in collaboration with UNDSS and UNOCHA, the sector compiled two reports to be sent to partners in preparation for the implementation of the services.

### Internet connectivity

In April, the ETS provided data connectivity to 1,070 users from 104 organizations—15 United Nations (UN) agencies and 89 Non-Governmental Organizations (NGOs).

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To ensure the ETS can conduct remote monitoring and troubleshooting of its system, on 04 April, the sector configured and installed an internet access point at the VHF repeater site at the National Television Authority (NTA) Maiduguri field office. This activity is in line with the newly acquired firewall cybersecurity system.

The ETS installed a temperature and humidity sensor in the server room located at Red Roof on 03 April and NTA repeater site in Maiduguri on 29 April to ensure that the humidity and temperature in the server room is remotely monitored and within the acceptable range for a standard server room.

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As part of ETS plans to improve its cybersecurity architecture in all eight hubs, the ETS completed the proof of concept and testing of the newly acquired firewall cybersecurity equipment at Red Roof in Maiduguri, which was integrated into the ETS connectivity network there on 23 February as part of the first stage of the deployment. The ETS has commenced the configuration process in preparation to next deploy the firewall cybersecurity equipment in Bama and Banki.

### 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.

The ETS conducted a routine maintenance check at the VHF repeater installed at the National Television Authority (NTA) Maiduguri field office on 23 April. The sector repaired the faulty Air Conditioning system (AC) at the site to ensure cooling of the repeater due to the high temperature.

In response to 'out of coverage' notifications received by users of VHF radios on 02 April, the ETS swiftly conducted a radio test in Maiduguri and discovered the issue was from one of the repeaters installed at Red Roof humanitarian hub which was later replaced with a different repeater. Now VHF radio users in Maiduguri can make radio calls using the VHF radios with no issues.

The ETS continues to reprogramme the radios of humanitarian actors according to the newly rolled out code plug launched on 01 January. In April, the sector programmed 10 handheld VHF radios—three for the International Organisation for Migration (IOM), one for the UN Department of Safety and Security (UNDSS), two for FAO, one for UNOCHA, and three for NGO partner—Solidarites Internationale (SI). The ETS also reprogrammed two mobile base radios—one each for UNDP and FAO.

On 22 April, the ETS created a radio frequency for UNHAS staff to use over VHF radio to improve coordination through internal communication.

In preparation for the expansion of ETS services in Pulka and Damboa, the ETS is prepositioning the required equipment at the WFP warehouse in Maiduguri. The sector has completed the programming and testing of the intended VHF frequencies and repeaters.

The ETS conducted basic radio communications training on using the Iridium satellite phone PTT features on 26 April for two UNICEF staff.

### Services for communities

The sector is currently engaging with UNDSS, WFP, and camp security in Bama to ensure security measures are available for the installation of the faulty parts of the Public Announcement System. Once the ETS receives clearance for deployment, the team will complete the installation, test, and hand over equipment to the camp management.

### User support

The ETS resolved 60 helpdesk tickets in April.

## 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 be part of the Local Working Group Meeting.

## Funding

In 2024, the ETS in Nigeria requires US\$1.16 million in funding to maintain and expand services in 12 common operational areas across northeast Nigeria. Thanks to the multilateral contribution of US\$280,00 received from WFP HQ and US\$50,000 received from the OCHA coordinated Nigerian Humanitarian Fund (NHF) for service expansion, the ETS is currently 28% funded out of this requirement.

## 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 **30 May 2024**.

The previous Local ETS Working Group meeting was held on 25 April 2024. All minutes are uploaded [here](#).

## 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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