

Nigeria – Conflict

ETS Situation Report #89

Reporting period: 01/05/2024 to 31/05/2024

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

- In the face of funding challenges, the ETS in Nigeria continues working with its host agency—UN World Food Programme (WFP)—to explore funding possibilities to continue delivering and expanding services. In May, the ETS submitted a funding appeal via WFP. The ETS is currently 28% funded out of the US\$1.16 million requirement in 2024.
- In preparation for the upcoming windy/rainy season, the ETS conducted preventative and corrective maintenance on the communications infrastructure in the humanitarian hubs in Banki and Monguno. This activity will ensure damage mitigation and uninterrupted services.
- Following the successful launch of the new code plug and reprogramming of the radios for humanitarian actors in north-east Nigeria, the ETS has registered and updated the reprogrammed VHF radios on the dispatcher for user identification during radio calls.



The ETS conducts routine maintenance on the internet infrastructure in Banki. Photo: WFP/ETS

Activities

Coordination

In the face of funding challenges, the ETS in Nigeria continues to work with its host agency—UN WFP—to explore funding possibilities to continue delivering and expanding services. In May, the ETS submitted a funding appeal via WFP. The ETS is currently 28% funded out of the US\$1.16 million requirement in 2024.

The ETS continues engaging with partners in Pulka and Damboa to ensure all parties involved in the planned ETS service expansion to these two locations are aligned. The sector continues working on a Memorandum of Understanding (MoU) to ensure an agreement between the ETS and the hosting partners in both locations. The reports on the assessments carried out in Pulka and Damboa conducted on 20 and 28 February in collaboration with UNDSS and UNOCHA are to be sent to partners in preparation for the implementation of the services.

Internet connectivity

In April, the ETS provided data connectivity to 1,180 users from 108 organizations—15 United Nations (UN) agencies and 93 Non-Governmental Organizations (NGOs).

On 02 May, the ETS diagnosed and resolved a faulty internet connection cable in the humanitarian hub in Bama. The cable had been causing a slow internet experience for users.

On 16 May, the ETS successfully deployed the pre-configured firewall device in Banki following testing and fine-tuning in the ETS lab environment over the preceding four weeks. This is part of the wider project to transition the firewall used for ETS data connectivity services in eight humanitarian hubs in Nigeria as part of enhanced cybersecurity measures. So far, the firewall has been installed in six humanitarian hubs starting from February—in Maiduguri, Banki, Bama, Gwoza, and Monguno, and Ngala. Two hubs are remaining—Damasak, and Dikwa.

In preparation for the upcoming windy/rainy season, the ETS conducted preventative and corrective maintenance on the telecommunications infrastructure (security communications systems and data connectivity) in the humanitarian hubs in Banki and Monguno. This activity will ensure damage mitigation and an uninterrupted internet connectivity service and performance security communications services.

Similarly, on 08 May, the ETS conducted maintenance on one of the ISPs in the Monguno humanitarian hub to optimize the connection and reduce the risk of the infrastructure being damaged and destroyed by strong wind and rainstorms.

To enhance cybersecurity protection, the ETS continues migrating its connectivity architecture onto the cloud service agreed with its host agency, WFP. The migration is currently at 45 percent completion.

The CrisisNet kit¹ continues to be used as a critical tool by humanitarian actors in north-east Nigeria to provide them with emergency connectivity support while working in the deep field. On 23 May, the ETS supported a WFP mission to Pulka with the CrisisNet kit for internet accessibility while in the location.

Security communications

The ETS continues providing 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 ensure an uninterrupted power supply at the ETS-maintained Security Operations Centre (SOC) in Monguno, on 08 May, the ETS conducted routine maintenance on the solar hybrid system that is providing power to the ETS equipment in the SOC.

The ETS re-established the Remote SOC (RSOC) connection with the SOCs in Banki and Bama as communications had been disrupted between UNDSS and the RSOC in Maiduguri.

¹ An emergency connectivity solution designed by ETS Nigeria: www.etcluster.org/blog/whats-box-novel-solution-emergency-connectivity-deep-field-nigeria

Following the successful launch of the new code plug and reprogramming of the radios for humanitarian actors in north-east Nigeria, the ETS has registered and updated the reprogrammed VHF radios on the dispatcher for user identification during radio calls. In May, seven VHF handheld radio was reprogrammed—one radio for the International Organisation for Migration (IOM), and six for UNHAS.

Services for communities

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

User support

The ETS resolved 59 helpdesk tickets in May.

Additional Information

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

Click [on this link](#) to be included in the ETS contact list to receive up-to-date information about ETS activities, receive Information Management (IM) products, and be part of the Local ETS Working Group meetings.

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 north-east 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 north-east and north-west 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 **27 June 2024**.

The previous Local ETS Working Group meeting was held on 30 May 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

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