

Nigeria – Conflict

ETS Situation Report #90

Reporting period: 01/06/2024 to 30/06/2024

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

- The project to enhance cybersecurity across all eight humanitarian hubs in north-east Nigeria has been fully completed following the successful installation of the firewall devices in the final two locations in June—Damasak and Dikwa. The new firewall system will keep humanitarians and their data safe amid a surge in cyber-attacks across the country in 2024.
- The ETS installed a hybrid solar system at the Security Operations Centre (SOC) in Dikwa, which had been impacted in the long-term by an attack on the humanitarian hub in February 2021 which left equipment in the SOC critically damaged. Following the successful installation of the hybrid solar system in June, ETS services—internet and security communications—are now running 24/7 to keep humanitarians safe and connected.
- The ETS resolved 79 helpdesk tickets in June. See the new [video](#) showing behind the scenes of the ETS helpdesk service in north-east Nigeria.



The ETS conducted basic radio training to the humanitarian actors. 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. 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. On 18 June, the reports on the assessments carried out in Pulka and Damboa conducted on 20 and 28 February in collaboration with UNDSS and UNOCHA were sent to partners in preparation for the implementation of the services.

To further support the humanitarian actors in areas where internet connectivity is unavailable or unreliable, the sector has developed a standard operating procedure (SOP) guiding the request of the CrisisNet kit¹ by humanitarians working in north-east Nigeria. This follows successful case studies of the kit being used in the field and an increase in the number of requests for the CrisisNet kit services.

Internet connectivity

In June, the ETS provided data connectivity to 1,070 users from 114 organizations—15 United Nations (UN) agencies and 99 Non-Governmental Organizations (NGOs).

On 05 June, the ETS responded to an internet outage by switching to its secondary backup Internet Service Provider (ISP) link so that humanitarian actors at the Red Roof humanitarian hub in Maiduguri could continue working. The internet issue was caused by the failure of one of the major ISPs backbones which led to a total disruption of both voice and data services affecting humanitarians in the Maiduguri metropolitan area. The sector engaged the ISPs in Maiduguri for accountability and to improve their services.

From 10 to 12 June and from 18 to 21 June, the ETS successfully deployed the firewall devices in Damasak and Dikwa respectively following testing and fine-tuning in the ETS lab environment. The project aims to enhance cybersecurity measures. The ETS has now completed the rollout of the new firewall system in all eight humanitarian hubs—Bama, Banki, Dikwa, Damasak, Gwoza, Monguno, Ngala, and Maiduguri.

Following a report of an internet outage in Ngala, the ETS conducted a remote troubleshooting of the internet system to restore connectivity.

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.

From 04 to 06 June, the ETS conducted a maintenance mission to Gwoza to resolve the power issue which has been disrupting communications services at the Security Operations Centre (SOC). The sector observed a defective solar battery as the root cause which was quickly replaced by a new one. Additionally, the sector also conducted a general maintenance of the VHF radio transmitters located at the SOC to ensure the transmitters are functioning properly.

To resolve the power issues in Dikwa, the ETS conducted a mission from 18 to 21 June to install the hybrid solar system and security communications system at the SOC located at the humanitarian hub in Dikwa. On 19 February 2021, armed groups attacked the humanitarian hub in Dikwa, damaging critical equipment inside the SOC. Following the successful installation of the hybrid solar system, ETS services—internet and security communications—are now running 24/7 to keep humanitarians safe and connected.

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

The ETS conducted basic radio communications training on 21 June for two newly recruited UN Women staff.

The sector continues to programme radios for humanitarian actors in north-east Nigeria. In June, 32 VHF handheld radio were programmed—13 radios for the UN Humanitarian Air Service (UNHAS), 15 for UNDP, four for UNWomen, and one mobile radio for UNHCR.

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 located in Bama's camp for Internally Displaced Persons (IDPs). Once the ETS receives clearance for deployment, the team will complete the installation, test, and handover the equipment to the camp management to re-establish the public announcement service for communities.

User support

The ETS resolved 79 helpdesk tickets in June. See the new [video](#) showing behind the scenes of the ETS helpdesk service in north-east Nigeria.

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 **25 July 2024**.

The previous Local ETS Working Group meeting was held on **27 June 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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