

Nigeria – Conflict

ETS Situation Report #91

Reporting period: 01/07/2024 to 31/07/2024

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 ETS reached out to the Internet Services Providers (ISPs) to explore solutions to improve the internet efficiency and resolve frequent downtime experienced on 08 July. The ISPs confirmed a radio freeze occurred from their site. The ISP resolved the issue to restore the internet connection.
- On 16 July, the ETS engaged with the Borno State Emergency Management Authority (BOSEMA) team to discuss the next step of the deployment and the handover process of the public announcement system in Bama camp for displaced persons. The BOSEMA team gave written authorization for the final phase of the deployment.
- In July, the ETS optimized security communications services in both the Ngala and the Bama Security Operations Centres (SOCs)—power issues and a faulty satellite phone were restored in Ngala while solar batteries were restored, and radio testing took place in Bama. Security communications are critical for the safety of humanitarian staff in the field.



The ETS team taking a tour of the server room in Maiduguri. Photo: WFP/Oluwashina Oni

Activities

Coordination

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.

To ensure a smooth handover of the public announcement system for displaced communities in the camp in Bama, the ETS carried out an advocacy visit to the State Emergency Management Agency (SEMA) in Maiduguri to receive final clearance and discuss the handover process with the SEMA team. Further, the sector initiated a Note for the Record (NFR) on the handover documents, which is with WFP management for approval.

Internet connectivity

In July, the ETS provided data connectivity to 1,090 users from 117 organizations—16 United Nations (UN) agencies and 101 Non-Governmental Organizations (NGOs).

Following a report of intermittent internet outage in Ngala, the ETS conducted a maintenance mission in Ngala from 02 to 05 July to resolve the internet connectivity issues which were caused by a faulty antenna. The faulty antenna was adjusted to increase the internet performance and minimize downtime.

The ETS reached out to the Internet Services Providers (ISPs) to explore solutions to improve the internet efficiency and resolve frequent downtime experienced on 08 July. The ISPs confirmed a radio freeze occurred from their site. The ISP resolved the issue to restore the internet connection. The ETS resolved an internet connectivity issue in the Gwoza Security Operations Centre (SOC) on 11 July which had been affecting communications between UNDSS in Gwoza and the SOC in Maiduguri via the Remote SOC (RSOC). It was caused by a device freeze from the ISP equipment. The sector conducted a troubleshooting on the faulty device and reconfigured it to re-establish internet connection and communications via the RSOC.

To ensure that user experience optimal internet performance in Maiduguri, the ETS began updating the UniFi devices to the latest version. The update is currently 90% complete.

On 18 July, the ETS remotely coordinated with the ISPs and local support team to resolve the intermittent outage of internet services in Monguno. The connection was restored and is currently being monitored to ensure stability of the connection.

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 general SOC maintenance mission in Ngala on 02 to 05 July to troubleshoot and permanently resolve the power issues affecting the security communications system and other vital equipment providing services to the humanitarians in the Ngala humanitarian hub. Additionally, the ETS fixed the faulty satellite phone in the bunker to establish communication from the bunker to the SOC.

The ETS conducted a routine maintenance mission to Bama from 09 to 12 July to replace the depleted solar batteries in the SOC causing outages of internet and security communications services. The solar batteries have been replaced and power has been restored. Additionally, during the mission, the sector also conducted radio testing on Bama security communications and conducted general maintenance in the Bama bunker to ensure the security communications system in place is up and running.

The ETS conducted basic radio communications training on 11 July for 34 newly deployed humanitarian staff in Bama—two from CARITAS, one from CEDAR Foundation, two from

GREENCODE, two from ZOA, two from Plan international, nine from Prudential guard, two from EYN Project, three from Save the Children International, one from UNAF, one from UNDSS, four from INTERSOS, one from LABDI, one from AUN, two from BOWDI, and one from SHO. The sector also trained two humanitarian staff in Maiduguri—one from FAO and one from ETS partner—PUI.

The ETS supported UNWomen to troubleshoot and fixing their VHF radio. The VHF radio had a faulty mouthpiece and battery issue which disrupted communication between UNWomen and UNDSS in the field. The VHF radio is now working, and communication has been restored.

The sector continues to programme radios for humanitarian actors in north-east Nigeria. In July, four VHF handheld radio were programmed—one radio UNOCHA, five for IOM, one for UNDP, two for UNWomen, and three VHF radios for ETS partner—PUI, and three for Fact foundation.

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.

The ETS also engaged with the Borno State Emergency Management Authority (BOSEMA) team to discuss the next step of the deployment and the handover process of the system. The BOSEMA team gave written authorization for the final phase of the deployment.

User support

The ETS resolved 78 helpdesk tickets in July.

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.

The ETS is currently 28% funded out of this requirement, 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.

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.

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 **29 August 2024**.

The previous Local ETS Working Group meeting was held on **25 July 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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