"Providing emergency telecommunications services to the humanitarian community"

Republic of South Sudan
Situation Report #11
Reporting period 18/05/12 to 14/06/12

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Summary:

- The humanitarian community is increasing its response to the influx of refugees in Yida, Unity State. ETC is assessing the requirements there to ensure humanitarian actors are provided with security and data communications services.

Cluster Responsibilities:

- WFP is leading ETC activities in South Sudan with responsibility for coordination, implementation and overall operation support for common ICT services.

Achievements:

- ETC South Sudan has received 1million Australian dollars from AusAid (approximately USD 992,000). Additionally, another USD 210,000 is expected from CHF providing a total of USD 1.1million that will support critical ETC South Sudan operations, including the implementation of the HISP.
- One IT office kit has been ordered from the Somalia office to be included in ETC South Sudan's contingency stock.
- An initial assessment of organizations present in Yida concluded that an ETC solution is needed. An assessment mission is currently underway in Yida to determine if data and security telecommunications setup are feasible.

- Update on ETC Response:

    Bentiu
    − The ETC response solution will be discontinued as of 1 July; however the site will be supported by the HISP on a cost recovery basis at the WFP compound.

    Maban
    − ACTED is currently installing a repeater for emergency security telecommunications with ETC support.
    − ETC South Sudan is also working with local GSM providers to ensure that the Jemam area is serviced with mobile telephone networks for a total population of approximately 300 humanitarian staff currently operating in the area.
    − Since UNHCR has procured VSAT equipment, the ETC solution will discontinue as planned on the 30th of June. RI, Save the Children, and IOM are also planning to procure their own VSAT equipment for their respective compounds.

- The ETC Solution is operational at the InterSOS and will be extended for six additional weeks, until 15 July, to support ongoing operations.
- Agencies were consulted and informed that they need to seek alternative solutions.

Renk

- The ETC solution is fully operational at IOM and MSF compounds and will be extended until the end of September.

Challenges and Gaps:

- The HISP project has been delayed to due to lack of funding and is now planned to be partially implemented in July.
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- Logistical challenges exist in reaching the ETC field sites due to flight cancellations and poor road conditions during the rainy season.
- The initial assessment in Yida identified the following gaps and challenges:
    - ➢ Area will be inaccessible via road soon due to poor infrastructure and anticipated rains;
    - ➢ There is no mobile phone coverage in Yida;
    - ➢ Internet is currently being used through BGAN. MSF, SP, UNHCR, IRC, NVPF and Care are currently operating in the area and all NGO compounds are within a 200 m radius;
    - ➢ MSF had a VSAT, but was destroyed by a storm and no other ICT equipment is available;
    - ➢ Efficiency, effectiveness in responding, and staff security are compromised due to lack of communication.

Planned Activities:

- The Let's Com training will take place in Juba. Registration is open until 25 June for NGO/UN agencies to apply. CVs should be sent to SouthSudan.ETC@wfp.org. The training will enable technicians to deploy telecommunications setup by understanding HF/VHF and data programming. More details are posted on the ICT HEP (http://ictemergency.wfp.org/web/ictepr/lets-comm). Due to scheduling issues, the ETC Working Group will be consulted regarding the date for training during the next meeting scheduled for 28 June.
- The ETC response solution in Pibor will end mid-July. Should the additional six weeks not be sufficient, ETC will re-evaluate and potentially extend for no longer than three additional months.
- In support to the humanitarian response in Yida, Unity State, a new ETC solution will be set up in Yida following the dismantling of the site in Maban or the delivery of contingency stock from Mombasa.

Meetings:

The Global ETC teleconferences on RoSS will be held on an as-needed basis. Operational updates will now be shared via monthly ETC SitReps.

Acronyms:

ACTED   Agency for Technical Cooperation and Development
BGAN   Broadband Global Area Network
Care   Care International-NGO

CV	Curriculum Vitae
ETC	Emergency Telecommunications Cluster
FITTEST	Fast Information Technology and Telecommunications Emergency and Support Team
GSM	Global System for Mobile Communications
HEP	Humanitarian Emergency Platform
HISP	Humanitarian Internet Service Provider
HF/VHF	High Frequency/Very High Frequency
ICT	Information and Communications Technology
IOM	International Organization for Migration
IRC	International Rescue Committee
MSF	Médecins Sans Frontières (Doctors Without Borders)-NGO
NGO	Non-Governmental Organization
NVPF	Non-Violent Peace Force-NGO
OCHA	Office for the Coordination of Humanitarian Affairs
RoSS	The Republic of South Sudan
RI	Relief International
SP	Samaritan's Purse
UNHCR	UN High Commissioner for Refugees
VSAT	Very Small Aperture Terminal (Satellite ground station)
WFP	UN World Food Programme

ICT Emergency website (HEP) links:

Humanitarian Emergency Platform:
http://ictemergency.wfp.org

FORUM: Republic of South Sudan:
http://ictemergency.wfp.org/group/ictepr/forum/-/message_boards/category/287645

Status Matrix:

LOCATION	STATE	AGENCY	REPEATER CH.	TEL. LINES	RADIO ROOM	ICT SUPPORT	CONNECTIVITY	STAFF TRAINED
Aweil	Northern Bahr El Ghazal	WFP	11, 13	No	24/7	Yes		Yes
Bentiu (Rubkona)	Unity	WFP	6, 7, 9	No	24/7	Yes	VSAT	Yes
Juba	Central Equatoria	WFP	1,2,6,7,8,9,13,14, 15	No	24/7	Yes	VSAT	Yes
Malakal	Upper Nile	WFP	6,7,9	No	24/7	Yes	VSAT	
Maban	Upper Nile	UNHCR	3, 9 (planned)	No	n/a	Yes	VSAT	Yes
Pibor	Jonglei	UNMISS	9	No	n/a	Yes	VSAT	Yes
Renk	Upper Nile	IOM	n/a	No	n/a	Yes	VSAT	Yes
Rumbek	Lakes	WFP	10, 11, 13	No	24/7	No	VSAT	Yes
Torit	Eastern Equatoria	UNHCR	10, 12	No	24/7		VSAT	Yes
Wau	Western Bahr El Ghazal	WFP	6, 11, 15	No	24/7	Yes	VSAT	Yes
Yambio	Western Equatoria	UNICEF	6, 7, 9	No	24/7		VSAT	Yes

Staff in the Operation:

This list below shows the key people involved in providing and supporting inter-agency ICT services.

LOCATION	STATE	AGENCY	NAME	EMOP MOBILE
Aweil	Northern Bahr El Ghazal	WFP	Malek Ring	+211 955 928 008
Bentiu	Unity	WFP	Supported by Juba team	
Bor	Jonglei	WFP	Rida Shaba	+211 922 465 434
Juba	Central Equatoria	WFP	Haidar Baqir	+211 922 465 540
			Blessing Dzambo	+211 956 414 072
Maban	Upper Nile	WFP	Supported by Juba team	
Malakal	Upper Nile	WFP	Caroll Katshuki	+211 956 814 950
			Anywar Nicholas	+211 923 819 778
Pibor	Jonglei	WFP	Supported by Juba team	
Renk	Upper Nile	WFP	Supported by Malakal team	
Wau	Western Bahr El Ghazal	WFP	Shantal BOODHUN	+211 956803221

For specific ICT contacts, please email: SouthSudan.ETC@wfp.org