

YEMEN

OPERATION OVERVIEW



TYPE OF EMERGENCY:

Conflict

ETC ACTIVE SINCE:

April 2015

SITUATION OVERVIEW:



The humanitarian situation in Yemen continues to deteriorate almost one and a half years after the escalation of conflict in March 2015. More than 19 months since conflict escalated have left an estimated 18 million people in need some kind of assistance or protection in order to meet their basic needs. The ETC continues to operate in Yemen since April 2015, providing emergency coordination, basic security telecommunications, connectivity services and power charging stations. The ETC provides shared vital communications services in five sites across the country, namely Sana'a, Sa'ada, Al Hudaydah, Ibb and Aden.

KEY DATA



NUMBER OF SITES

5



SERVICES PROVIDED

- Internet Connectivity
- Security Telecommunications
- Training & Capacity Building
- Customer support
- Coordination
- Information Management



CHALLENGES

- Access to operational areas.
- Importation of IT and telecommunications equipment.
- Frequency license for the use of telecommunications equipment.



FUNDING STATUS

- The ETC in Yemen is appealing for US\$ 3.2 million to continue delivering services until the end of 2017.



PLANNED ACTIVITIES

- Deploy 1x NGO hub in Sa'ada
- Deploy 1 x NGO hub and 1 x UN hub in Aden
- Upgrade 5x Communications Centres (COMCENs)
- Expand security telecommunications network



TRAININGS CONDUCTED

- Radio standard operating procedures for radio operators.

RESPONSE

- The ETC continues to provide vital communications services in 5x common operational areas across Yemen: Sana'a, Sa'ada, Al Hudaydah, Ibb and Aden. Services such as Internet connectivity and security telecommunications allow humanitarians to carry their jobs more efficiently and safely on the ground.
- The ETC conducted a user satisfaction survey among the humanitarian community in Yemen resulting in an 83% satisfaction rate. New areas of focus have been identified and the ETC is incorporating them into its 2017 workplan.
- The ETC continues to lead a coordinated IT response on the ground. Local ETC working group meetings are organized on a monthly basis and have been attended by 21 humanitarian organisations on the ground. Global ETC meetings are held monthly.
- The ETC is teaming up with the lead agencies on the ground to establish services for humanitarian community, utilizing local resources to provide consistent and quality service.

PLANNED ACTIVITIES

- Back-up connectivity services for the NGO community in Sa'ada will be deployed by the ETC.
- As soon as the security situation allows, communications services will be deployed in operational areas like Mukalla and Ta'izz.
- Back-up internet connectivity service for the UN and NGOs will be established at hubs in Aden.
- COMCENs in Sana'a, Sa'ada, Al Hudaydah, Ibb and Aden will be upgraded to meet the UN standards.
- The ETC will expand the security telecommunications network in five operational areas across the country.

CHALLENGES:

- Humanitarian workers face insecurity and movement restrictions due to the intensification of the conflict.
- Importation of IT and Telecoms equipment, especially security telecommunications, remains a major obstacle to the ETC operation in Yemen.
- The total project of the ETC in Yemen in 2017 is US\$3.2 million. No contributions have yet been received. The ETC is actively engaging with local partners to identify further funding opportunities.

UNDER THE LEADERSHIP OF

