

## OPERATION OVERVIEW



TYPE OF EMERGENCY:

# CONFLICT

ETC ACTIVE SINCE:

# 2014

### SITUATION OVERVIEW:

The surge in violence between armed groups and government forces has resulted to over 3 million internally displaced persons (IDPs) across Iraq and left more than 11 million in need of humanitarian assistance.

The ETC in Iraq was activated in August 2014 in response to the deteriorating security situation in the country. Since then, under the leadership of the World Food Programme (WFP), the ETC has been delivering vital communications services to the entire response community on the ground, including its partners, UN agencies, NGOs and other humanitarian organisations.



## KEY DATA



### NUMBER OF SITES

# 19



### SERVICES PROVIDED

- Internet Connectivity
- Security telecommunications (Radio)
- Radio training
- Coordination
- Information Management
- Services for Communities (S4C)



### TRAININGS CONDUCTED

- Let's Comm Digital



### NUMBER OF HUMANITARIANS SERVED (INTERNET)

# 210



### FUNDING STATUS

- The ETC in Iraq is appealing for US\$1.9 million to carry out its activities in 2018.
- The ETC has US\$98,000 left in carryover. No new funds have been received.



### PLANNED ACTIVITIES

- The ETC plans to roll out Services for Communities projects
- An ICT4Gov training is planned for December, 2018
- Supporting LRT



### CHALLENGES

- The lack of funding is a major constraint.
- The security situation remains volatile.

## RESPONSE

- The ETC continues to provide critical shared Internet and security telecommunications services to the humanitarian community in 19x sites across the Kurdistan Region of Iraq and Ninewa.
- The ETC demobilized its Internet connectivity services (S4C) provided to the affected population in Domiz camp, Dohuk, and Arbat camp, Sulaymaniyah, as local Internet Service Providers and Mobile Network Operators are stable and reliable.
- A locally-recruited Information Management associate and S4C associate joined the team in September to bolster national capacity and ensure the long-term provision of services.
- A Let's Comm Digital training was conducted in Erbil in September to nine participants from five organisations.
- The ETC team conducted a mission to As Salamiyah camp to relocate the main Internet service connection to enable UNHCR and the Agency for Technical Cooperation and Development (ACTED) teams to maintain a database registration (iris scanners) for all IDP families resident in the camps.

## PLANNED ACTIVITIES

- The ETC is planning to establish an S4C project in Mosul University in conjunction with World Food Programmes' (WFP) Tech for Food initiative. The ETC will rehabilitate the College of Electronic Engineering and will provide laptops, furniture and Internet connectivity. This will enable young members of the affected population to attend English, CV writing and web design classes.
- The ETC is collaborating with the International Organisation for Migration (IOM) on its Community Resources Centres (CRC) project. The ETC will provide Internet connectivity, security telecommunications, alternative power, ticketing systems and a large screen in three CRCs (West Mosul, East Mosul, Fallujah). CRCs will be used by affected communities to find out information about what assistance is available to them and attend awareness sessions and workshops about CV writing, job opportunities, English classes and web design.

### CHALLENGES:

- Access to new priority areas to support the Mosul response is a major challenge.
- Funding is a major challenge to the ETC operation.
- The security situation remains volatile across the country. Movements of humanitarian aid workers are restricted.

### THE GLOBAL ETC IS GRATEFUL FOR THE SUPPORT OF KEY PARTNERS, INCLUDING:



World Food Programme



### UNDER THE LEADERSHIP OF



### CONTACT INFORMATION

[www.ETCluster.org](http://www.ETCluster.org) | [Iraq.ETC@wfp.org](mailto:Iraq.ETC@wfp.org)