

Nigeria – Crisis

ETS Situation Report #36

Reporting period 1/10/19 to 31/10/19

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening the Emergency Telecommunications Sector (ETS) in Nigeria, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS Nigeria SitReps are issued monthly.

Highlights

- The ETS has provided Internet connectivity services to 4,188 humanitarian workers from 111 organizations since the beginning of 2019.
- In line with the Memorandum of Understanding (MoU) migrating radio operators from WFP to the United Nations Department of Safety and Security (UNDSS), the ETS has transferred USD 216,553 to UNDSS to cover up to 31 December 2019.
- The ETS conducted maintenance missions in Monguno and Damaturu to ensure full operability of security communications services, and deployed the first phase of the Security Operations Centre (SOC) in Yola.
- The ETS launched a User Feedback Survey on 14 October to determine ways to improve its response to meet evolving needs on the ground.



The ETS team deploys the first phase of the SOC in Yola, Adamawa state.

Photo: ETS Nigeria

Situation Overview

The 10-year-long conflict in north-east Nigeria has caused a large-scale humanitarian crisis across the worst-affected states of Borno, Adamawa, and Yobe with 7.1 million people in need of humanitarian assistance in 2019. An estimated 1.8 million people are internally displaced across the three states in the northeast; livelihoods have been lost, commercial markets and trade disrupted, resources of host communities are depleting, and large areas of Borno State remain inaccessible for humanitarian actors due to the volatile security situation.

Movement of humanitarian assistance into key operational areas remains limited, access for humanitarian staff is restricted, and some areas remain completely inaccessible due to active hostilities.



ETS Response

- The ETS is now providing critical Internet connectivity and security telecommunications services to humanitarian responders across nine common operational areas. Since the beginning of the year, the ETS is providing Internet connectivity to 4,188 humanitarians from 111 organisations.
- In line with the MoU migrating radio operators from WFP to UNDSS, the ETS has transferred USD 216,553 to UNDSS to cover up to 31 December 2019
- On 7 October, the ETS supported a SSAFE training activity by delivering the Security Telecommunications module to 27 staff from 11 organisations.
- The ETS programmed a total of 108 VHF portable and vehicular radios with the most updated firmware.
- The ETS Internet Access policy has been enforced. 27 user accounts have been suspended, over 500 devices blocked and 123 users warned due to abnormal number of devices associated to their user accounts.
- The ETS User Feedback Survey was launched on 14 October, and the deadline was extended until 31 October. The results of the survey will be used to determine how the ETS can continue to improve its services in line with the evolving needs on the ground and to support the efficient implementation of humanitarian activities across North-East Nigeria.
- The ETS prepared the European Union Civil Protection and Humanitarian Aid (ECHO) interim report for the grant of USD 883,193 received this year.
- The ETS has prepared its financial requirements for 2020 and has an estimated budget of USD 3 million.
- The ETS Coordinator attended the Humanitarian Needs Overview (HNO) consultation workshop for Borno state led on 3 October in Maiduguri and the Humanitarian Response Plan (HRP) workshop on 29 October in Abuja.
- The ETS conducted maintenance missions in **Monguno** from 9 to 10 October and **Damaturu** from 14 to 19 October to ensure full operability of security communications services.
- After carrying out a mission from 4 to 7 October to assess the readiness of the site and to position some equipment, the ETS completed the first phase of deploying the Security Operations Centre (SOC) in **Yola** in Adamawa state from 21–25 October. One repeater is currently operational, providing coverage up to the airport.

Planned Response

- The ETS will receive a delegation from the Government of Luxembourg from 5 to 8 November in Maiduguri and will organize a round trip to the Ngala humanitarian hub.
- The ETS is planning to conduct maintenance works in Banki and Dikwa to ensure security communications services are fully operational for humanitarian use.
- The ETS will deliver SOC operators training activity to six newly recruited UNDSS SOC operators.



Challenges

- Providing back-up connectivity to the hubs continues to be a challenge. The ETS has issued a request for quotation (RFQ) to Mobile Network Operators (MNOs) and service providers to investigate if any of them can provide connectivity services.

Funding

- The ETS operation in Nigeria is currently 87.5% funded out of the US\$3.4 million required for 2019.

Meetings

- The ETS attended the Global ETC joint teleconference covering Bangladesh, Central African Republic, Nigeria and Venezuela (UNHCR) on 2 October.
- The ETS held its local Working Group meeting on 4 October with 12 participants from 7 organizations.
- The next Global ETC joint teleconference covering Bangladesh, Central African Republic, Nigeria and Venezuela (UNHCR) operations will be held on Wednesday 4 December 2019.
- The next Local ETS Working Group meeting will be held on 6 November 2019.

Information

- ETS Nigeria information can be found on: www.etcluster.org/emergencies/nigeria-crisis
- The latest ETS Dashboard displaying where ETS services are available and planned can be found here: <https://www.etcluster.org/document/ets-nigeria-dashboard-october-2019>

Key ETS Contacts

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Acronyms

ECHO	European Union Civil Protection and Humanitarian Aid
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector



GEMS	Global Equipment Management System
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
IOM	International Organisation for Migration
IT	Information Technology
MoU	Memorandum of Understanding
MSU	Mobile Storage Units
OCHA	Office for the Coordination of Humanitarian Affairs
RFQ	Request for Quotation
SCS	Security Communications System
SOC	Security Operations Centre
UN	United Nations
UNDSS	UN Department of Safety and Security
UNHAS	UN Humanitarian Air Service
UNHCR	UN High Commissioner for Refugees
VHF	Very High Frequency
WFP	World Food Programme
WHO	World Health Organization

All information related to ETC operations can be found on the ETC website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Nigeria.ETS@wfp.org