



# Standard Project Report 2015

## World Food Programme in South Sudan, Republic of (SS)

### Provision of Life Saving Emergency ICT Services to the Humanitarian Community in South Sudan

Reporting period: 1 January - 31 December 2015

Project Information	
Project Number	200791
Project Category	Single Country Special Operation
Overall Planned Beneficiaries	N/A
Planned Beneficiaries in 2015	N/A
Total Beneficiaries in 2015	N/A

Key Project Dates	
Project Approval Date	February 02, 2015
Planned Start Date	January 01, 2015
Actual Start Date	January 01, 2015
Project End Date	December 31, 2015
Financial Closure Date	N/A

Approved budget in USD	
Food and Related Costs	N/A
Capacity Dev.t and Augmentation	3,773,588
Direct Support Costs	408,474
Cash-Based Transfers and Related Costs	N/A
Indirect Support Costs	292,744
<b>Total</b>	<b>4,474,806</b>

Commodities	Metric Tonnes
Planned Commodities in 2015	0
Actual Commodities 2015	0
Total Approved Commodities	N/A

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# COUNTRY OVERVIEW



## Country Background

The Republic of South Sudan, a land-locked country situated in eastern Africa, is sparsely populated, with an estimated population of 11.7 million people on 644,329 square km of land. In 2005, the Comprehensive Peace Agreement was signed between the Sudan People's Liberation Movement and the Republic of Sudan, ending one of the longest civil wars on record. In July 2011, the Republic of South Sudan gained independence and remains the world's youngest nation.

On 15 December 2013, armed conflict broke out in the capital Juba between forces loyal to President Salva Kiir and those loyal to ex-Vice President Riek Machar and quickly spread to Jonglei, Unity and Upper Nile States, a region known as Greater Upper Nile. By the end of 2015, approximately 1.66 million had been displaced in country (including 185,000 in UNMISS Protection of Civilian sites) and about 646,000 into neighbouring nations.

Basic services within the country have been severely limited by several decades of nearly continuous war. In August 2015, the parties to the conflict signed a peace deal after months of mediation from the Intergovernmental Authority on Development (IGAD). Infrastructure, institutional capacity and economic stability continue to suffer as implementation of the peace agreement has been slow.

During the rainy season, between May and October, access to already limited basic services is significantly decreased as huge swaths of the country become inaccessible. Each year, infrastructure assets, including roads and bridges, deteriorate further due to insufficient maintenance during the dry season, thus extending the effects of the rainy season.

Despite plentiful natural resources, including fertile soil and rich biodiversity, only 4 percent of arable land is cultivated. More than 80 percent of the population live in rural areas and survive on subsistence farming. The country's economy is 98 percent dependent on oil revenues. Although it retained the bulk of the oil fields with the independence split, South Sudan remains dependent on the Republic of Sudan for its oil pipeline. Disputes between the two countries over the pipeline as well as interruptions to investments have contributed to the volatile economic situation. By the end of 2015, the decline in oil production together with falling oil prices resulted in a devastating declining revenue and to a huge disparity between the official exchange rate of the South Sudanese Pounds (SSP) to the US Dollar. In December 2015, the government announced the adoption of a market regulated exchange rate, and the official rate leapt overnight from 3.16 SSP to 18.55 SSP per 1 USD, dramatically changing the way business is conducted in country.

South Sudan has some of the world's worst socio-economic indicators and is not on track to achieve any of the Millennium Development Goals. It ranks 169 out of 188 on the 2014 Human Development Index. More than 53 percent of the population lives below the poverty line and the average life expectancy at birth is only 55.7 years. According to the latest Integrated Food Security Phase Classification (IPC) report, the country's overall nutrition status remained Critical, with Global Acute Malnutrition rates above the World Health Organization's Emergency threshold (more than 15 percent of the population was classified as malnourished). Moreover, the last IPC of the year showed 3.9 million people classified as severely food insecure with 2.4 million people projected to be in Crisis and Emergency phases from October to December 2015.

## Summary Of WFP Assistance

WFP continued to implement its emergency operation (EMOP) 200659 from 01 January to 30 September 2015 to provide emergency food and nutrition assistance to vulnerable groups including internally displaced persons and conflict-affected residents. These population groups live in United Nations Mission in South Sudan (UNMISS) Protection of Civilian sites (PoCs), in IDP settlement camps (such as Mingkaman in Lakes state), or shelter in hard-to-reach locations. Most interventions took place in the three conflict affected states of Jonglei, Unity and Upper Nile. From 01 October 2015 to the end of the year, assistance continued under EMOP 200859.

The continued efforts of the 'Integrated Rapid Response Mechanism' (IRRM) have been vital to the success in providing assistance to communities in hard-to-reach locations. The mobile teams were composed of WFP, other United Nations agencies and NGOs, deployed to remote locations to deliver an essential package of food, nutrition, emergency health, livelihood and protection services. WFP was able to reach nearly 80 remote and insecure sites with emergency food assistance at least once in the year, a significant increase from about 55 locations in 2014. However, frequent delays and mission cancellations related to security concerns and logistical challenges meant that several locations were served very infrequently.

Under the EMOP, WFP has continued its joint Nutrition Scale-Up Plan with UNICEF. The two organizations provided their specific nutrition expertise to address severe acute malnutrition (UNICEF) and moderate acute malnutrition (WFP). Cash-based transfers were successfully introduced in the largest single IDP population outside of UNMISS camps. However, the current market situation, including prices and consistent availability of goods, has become volatile and WFP will therefore continue to monitor the sustainability of cash-based transfers.

Before the start of the conflict in December 2013, WFP had developed its protracted relief and recovery operation (PRRO) 200572, to promote the country's shift from unconditional emergency food assistance to more recovery-based food transfers. The operation continued in 2015, in the seven states identified as non-conflict (Central, Western and Eastern Equatoria, Northern and Western Bahr el Ghazal, Lakes and Warrap). General food distributions were still provided to vulnerable populations, particularly refugees, but the main focus remained on Food/Cash Assistance for Assets, Food for Education and nutrition interventions, including the prevention of acute malnutrition, treatment of moderate acute malnutrition, and Institutional Feeding Programme. Purchase for Progress was integrated into the PRRO, to promote the work of smallholder farmers.

WFP's portfolio in South Sudan included five special operations (SOs) to support the two main food assistance operations and to provide services to the greater humanitarian community and the Government of South Sudan.

WFP and the Food and Agriculture Organization (FAO) co-lead the Food Security and Livelihoods Cluster, which was operated in part through SO 200775. This cluster was dedicated to ensuring a coordinated and efficient response for food availability, production and access issues and aimed at reaching the most affected population in close coordination with food security and livelihood actors at both national and sub-national levels.

WFP led the Logistics Cluster under SO 200778. As a service cluster, the Logistics Cluster provided the humanitarian community in South Sudan with logistical expertise, coordination, warehousing and transport services.

The Emergency Telecommunications Cluster is also led by WFP, under SO 200791, and ensured the delivery of a reliable Internet connectivity network and information technology services to the entire humanitarian community.

SO 200786 is the United Nations Humanitarian Air Service (UNHAS), which facilitated the movement of humanitarian actors and relief items across the country. Most areas in the country cannot be reached by road due to difficult terrain, insecurity and the lengthy rainy season.

The construction of feeder roads under SO 200379 benefitted the people and Government of South Sudan as well as the humanitarian community by improving access to rural markets and essential social services.

Beneficiaries	Male	Female	Total
Children (under 5 years)	290,864	290,864	581,728
Children (5-18 years)	569,604	669,384	1,238,988
Adults (18 years plus)	531,438	556,483	1,087,921
<b>Total number of beneficiaries in 2015</b>	<b>1,391,906</b>	<b>1,516,731</b>	<b>2,908,637</b>

Distribution (mt)						
Project Type	Cereals	Oil	Pulses	Mix	Other	Total
Single Country EMOP	88,044	4,753	7,407	10,284	489	110,976
Single Country PRRO	64,969	3,979	5,472	4,563	350	79,334
<b>Total Food Distributed in 2015</b>	<b>153,013</b>	<b>8,732</b>	<b>12,879</b>	<b>14,847</b>	<b>839</b>	<b>190,311</b>

# OPERATIONAL SPR

## Operational Objectives and Relevance

South Sudan has one of the most underdeveloped communications technology infrastructures in the world. Years of civil conflict and warfare have inhibited growth across the sector, discouraging both public and private investments. An unreliable and minimal mobile network, combined with the absence of a national telecommunications backbone and the lack of access to conventional power sources, creates a challenging environment for the deployment of telecommunications services.

The special operation 200791 provided emergency information and communications technology (ICT) services to the humanitarian community in South Sudan, thus enabling them to provide assistance to people in need. More specifically, the operation aimed to deliver common emergency ICT services to enable humanitarian partners to deliver life-saving assistance; provide a structured and effective response to the ICT needs of the humanitarian community through the implementation of standardized tools and methodologies; and leverage the existing ICT infrastructure to provide self-reliant and sustainable connectivity services at competitive costs to partners in a post-conflict scenario.

The operation contributed to Strategic Objective 1 of WFP's Strategic Plan (2014 - 2017): save lives and protect livelihoods in emergencies.

## Results

### Story Worth Telling

In November 2015, the emergency telecommunications cluster (ETC) conducted a hands-on technical training on digital mobile radios for staff from a range of humanitarian agencies.

This technology comes with newly added features like one-to-one calls, one-to-group calls, one-to-all calls, global positioning system (GPS) tracking and geo-referencing. Funding constraints did not allow the ETC to take up the project at the beginning of 2015. However, with an inter-agency cost-sharing approach among United Nations agencies, the digital mobile radio project was later endorsed by the United Nations community, allowing the cluster to move forward. The first step was to train humanitarian staff in how to use the new radios. Training participants from various humanitarian agencies including the United Nations and NGOs obtained a fundamental understanding on the new technology. The training focused on the effective and efficient programming, installation and deployment of portable/mobile digital radios and digital repeaters.

The overall feedback on this training was very positive, and all participants stated that they would be willing to collaborate with the ETC in the deployment of digital mobile radios in South Sudan.

One participant from the International Organization for Migration (IOM) said: "It was a good introduction to digital mobile radios. And the GPS tracking will greatly improve the security of staff and UN assets."

Other participants praised the hands-on nature of the training, noting that it increased their confidence in their ability to use the radio and teach these new skills to others as needed. The instructors, from WFP's Fast IT and Telecommunications Emergency and Support Team (FITTEST) in Dubai, were said to be very approachable, interactive and eager to impart their expertise to the participants.

## Outputs

The ETC maintained security telecommunications coverage in all ten state capitals in South Sudan and the Abyei contested area, as well as in six deep-field hubs across South Sudan. In the state capitals and Abyei, security telecommunications were provided for 24 hours a day throughout the year.

Despite the achievements in 2014 in providing humanitarian partners with internet connectivity in 11 sites, the 2015 targets were reduced to six emergency sites based on the inter-cluster working group response priorities, the ETC response timeframe strategy and resourcing constraints. Throughout the year, the cluster continued to respond to

the needs of the humanitarian community by establishing common telecommunications infrastructure and services in those six sites. The cluster provided internet connectivity in areas with no power supply by deploying data connectivity solutions served with hybrid solar power.

In 2015, five sites (Aweil, Bentiu, Bor, Malakal and Mingkaman) were targeted for conversion to the Humanitarian Internet Support Project (HISP). The HISP was developed and is managed by WFP as a lead agency in telecommunications as well as the global emergency telecommunications cluster lead. The cluster began deploying the project in South Sudan before the conflict started in mid-December 2013, focusing on the existing ICT infrastructures as part of a strategy to phase out its normal front-line services. The HISP is a sustainable solution developed to replace the donor-funded ETC internet service and part of an exit strategy to reduce reliance on ETC services. It is based on a cost-sharing scheme among actors intervening in a particular location. In 2015, conversion to HISP was completed in four out of the planned five sites. HISP conversion in the Bentiu Protection of Civilian (PoC) site, the 5th site, was still ongoing at the end of 2015.

In addition, the ETC continued to coordinate with the Government of South Sudan regarding radio frequency licenses and regulations, which are required for operating telecommunications in South Sudan. This was carried out through the ETC local working group, composed of members from various United Nations agencies, international and national NGOs, and the government's telecommunications authority – the Ministry of Telecommunications and Postal Services. The cluster regularly shared relevant information with the humanitarian community and its government counterpart.

Furthermore, the ETC coordinated FITTEST-led trainings for humanitarian partners' ICT technicians from on digital mobile radios, as the country plans to migrate from analog to digital mobile radios. Radio trainings were customized to meet the needs of the partners and were carried out for the general humanitarian community and government counterparts. The training participants were chosen from various national and international NGOs and United Nations agencies taking into consideration their training needs, the type of organization and their previous participation in ETC trainings. In addition, women and national staff were prioritized for the trainings. As 'the provider of last resort', the cluster also provided radio programming services, maintained the very high frequency (VHF) and high frequency (HF) network in all of South Sudan and undertook missions to provide technical support in the deep field locations and other locations of interest.

Output	Unit	Planned	Actual	% Actual vs. Planned
<b>SO1: Special Operation (ICT)</b>				
Number of IT officers provided with advanced FITTEST training	site	24	24	100.0
Number of UN agency/NGO staff members trained in radio communications	individual	400	368	92.0
Number of administrative centres/cities provided with radio room services	site	11	11	100.0
Number of operational locations provided with radio communications services	site	24	22	91.7
Number of operational locations provided with the Humanitarian Internet Support Project Internet connectivity services on a cost-recovery basis	site	5	4	80.0
Number of prioritised locations provided with ETC Internet connectivity services	site	6	6	100.0

## Outcomes

The capability of the humanitarian community to respond to those in need was severely impeded by the lack of telecommunications infrastructure in deep field locations in South Sudan. Through the implementation of this special operation, the ETC fundamentally improved the security and operational environment for humanitarian interventions.



The ETC provided training to both technical and non-technical staff. The training enhanced the capacity of ICT staff to respond effectively and efficiently to the type of complex emergencies found in South Sudan. In addition, the series of trainings also helped to improve the security of non-technical staff by ensuring knowledge of the correct and responsible use of security telecommunications equipment. The ETC contributed to all seven strategic objectives of the OCHA common humanitarian action plan in South Sudan, by maintaining front line services, responding to emergencies, improving coordination and providing training and decentralized capacity development.

Unfortunately, the user satisfaction survey for 2015 was inconclusive due to issues with the survey's format, which did not require a response for each item. However, the survey provided some information about individual ETC services. While the majority of respondents were overall satisfied with the cluster's service overall, some users complained about a delay in technical assistance being provided when clients encountered difficulty accessing the services. This can be attributed to disparities in the number of humanitarian agencies and users being served by the cluster in locations all over the country, as compared to the number of staff able to respond to problems. However, the shift to HISP implementation is expected to reduce users' reliance on ETC personnel and should alleviate this problem.

Outcome	Project End Target	Base Value	Previous Follow-up	Latest Follow-up
<b>SO1 Save lives and protect livelihoods in emergencies</b>				
<b>National institutions, regional bodies and the humanitarian community are able to prepare for, assess and respond to emergencies</b>				
<b>User satisfaction rate</b>				
CLUSTER SERVICE USERS , <b>Project End Target:</b> 2015.12 User Feedback Survey , <b>Base value:</b> 2014.12 WFP survey User Feedback Survey	>80.00	72.00	-	-

## Sustainability, Capacity Development and Handover

In 2015, the ETC continued to enhance emergency preparedness and response capacities by offering training to partners. As part of the decentralized capacity development process, the ETC provided one technical digital mobile radios training where a total of 25 participants were trained. For every training session, 5 percent of places were reserved for staff from the Ministry of Telecommunications and Postal Services.

One of the risks identified for the successful implementation of the ETC operation was the unavailability of qualified national staff. They were therefore prioritized for trainings. Overall, 95 percent of training participants were national staff and 5 percent international staff. Although women were prioritized for the training, only 10 percent of participants were women due to difficulties in identifying female ICT officers.

In 2015, under the inter-agency projects, the ETC coordinated the deployment of the HISP in Malakal, Bor, and Mingkaman, on a cost-sharing basis. This response helped in providing ICT services that enabled humanitarian actors to better coordinate assessments and relief operations, notwithstanding the high cost of commercial internet services as well as weak public telecommunications infrastructure.

## Management

### Partnerships

The ETC was responsible for the coordination, implementation and overall operational support for common ICT services for the humanitarian community in South Sudan. The ETC partnered with the United Nations Department for Safety and Security (UNDSS), UNHCR, UNICEF, WFP and with the NGO Forum (focal contact point for both national and international NGOs) in order to provide security telecommunications. Globally, the cluster partnered with Emergency.lu, Ericsson Response and Australian Aid in both data connectivity equipment as well as for contributions. The ETC worked regularly with partner UN agencies, national and international NGOs and the host government to provide advisory and technical support through engagement of the local working group, NGO Forum and the inter-cluster working group. Specifically, the ETC was involved in the identification of its response priorities under the umbrella of the inter-cluster working group.



In 2015, the ETC became an active member of the United Nations Operational Management Team (OMT) in South Sudan, participating in all OMT meetings and events. Furthermore, the ETC was endorsed as a member of the communications with communities (CwC) cluster under the auspices of the inter-cluster working group.

## Lessons Learned

Recognizing the decreasing funds available for its operation, the ETC developed a new strategy towards the end of the year that focused on supporting humanitarian coordination by brokering services, coordinating or playing an advisory role and working in partnership with mobile network operators. In addition, there is a longer-term "ETC 2020" strategy which will guide the cluster over the next five years as it seeks to strengthen local communities as first-responders and evolves to enable innovative and more effective humanitarian assistance, facilitating access to data. Following the introduction of these new strategies, the ETC handed over the management of its ongoing internet services sites to identified on-site lead organizations in 2015: International Rescue Committee in Ganyiel and Nyal, Save the Children International in Akobo, and Norwegian People's Aid in Old Fangak. The lead organizations were chosen following discussions on the ground, during which potential candidates were identified based on their response time plans in the area, capacities for hosting equipment, proximity to other partners and the willingness of the agencies management to take lead. This process worked very well as humanitarian partners in deep-field locations needed more robust coordination and organization, and one single point of contact to align themselves to the cost-sharing process. Moreover, it reduced the pressure on the cluster to raise funds, and empowered partners to play a greater role in maintaining services.

Pursuant to the "ETC 2020" strategy and the challenges experienced in 2015 resulting from persistent fuel shortages, the ETC will seek to migrate its services to hybrid solar power to enhance connectivity. However, this technology could not be deployed in many locations due to insecurity, as the risk of theft was high. The ETC team will re-evaluate the situation in 2016.

Providing the kind of ETC services planned through this project in a complex civil conflict situation in a country where infrastructure was already lacking continues to be challenging. The ETC services became the backbone of operational effectiveness. In 2016, the cluster will further define its transition plan to ensure that the duration of free-of-charge service provision is clear and communicated to all stakeholders.