



ADMINISTRATION department
ACTIVITY REPORT
SEPTEMBER TO NOVEMBER 2021

The Administration Department provides support and a variety of services to every KRG department, as well as to the organization's Council and Executive Committee. It also manages Tamaani Internet.

The department's activities are divided into four sections:

- Operations and Asset Management
- Procurement and Travel
- Information Technology
- Tamaani Internet

Operations and Asset Management Section

- Through the storekeeper, allocated materials from the warehouse for almost 250 work orders.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries.
- Managed the sealift reception of goods in the 14 communities.

Procurement and Travel Section

- For this reporting period, almost 400 Purchase Orders for goods and services were issued to suppliers, 20 of these Purchase Orders were for sealift. 30 Call for tenders were prepared.
- 2021 marks the completion of a 3-year contract between the KRG and Taqramut Transport for the sealift packaging and shipping of goods. The section is working on the tender documents for a public call for tender to be launched before the end of the year for another 3-year contract
- Year to date, the travel clerks have processed over 4100 travel warrants for the KRG. These warrants have generated significant revenue for regional businesses:
 - ✓ Air Inuit – \$2.6 M
 - ✓ Canadian North – \$1.2 M
 - ✓ FCNQ Hotels – \$1 M
 - ✓ Various Landholding Corporations and privately owned hotels – \$152,000.00

Information Technology Section

- During this reporting period, a total of 608 new tickets were created while the team resolved and closed a total of 341 tickets.
- By the end of September, the rotational IT Specialist had visited all Nunavik communities. Some locations have already been visited a 2nd time for follow up support.
- All Nunavik Police Services secure-server technologies were finalized and implemented before the end of October.
- The IT team continues to focus on building a technology environment which is secure from potential vulnerabilities. Backup capabilities have been expanded to ensure prompt resumption of business during a critical event (cyber breach, power outage, etc.)

Tamaani Internet Section

Strategic Telecommunication Development

- The submarine fiber optic cable between Chisasibi and Puvirnituk made its first landing in Puvirnituk on August 7th and at the final splice in Chisasibi was done at the end of September,
- The EAUFON project is in commissioning and testing phase, Training of employees will be carried out this fall as well.
- The fiber to the home (FTTH) splicing is completed in Umiujaq, Kuujjuaraapik, Kangiqsualujuaq, Aupaluk, and Tasiujaq. – Remaining communities will be done early 2022.
- Cable drops and the optical network termination boxes (ONT) are completed in Umiujaq. – planned to complete Kuujjuaraapik, Kangiqsualujuaq, Kangiqsujuaq, Kangirsuk, Quaqtaq, Aupaluk and Tasiujaq by the end of year.
- CRTC Round 1 funding program – submittal of a request for funding (\$27M) for 5 years increased satellite capacity did not produce any results to date.
- CRTC Round 2 funding program –
 - 2021-104 Fibre from Kuujjuaq to Kawawachikamach approved. All funding secured. Awaiting M30 to sign agreement with fund manager.
 - 2021-105 EAUFON-2 approved. All funding secured. Awaiting M30 to sign agreement with fund manager.

Network Operations

- Procured all the necessary Fiber optics hardware for the interconnection of the submarine fiber (EAUFON) to the last mile Fiber to the home (FTTH) in Kuujjuaraapik, Umiujaq, Inukjuak and Puvirnituk.
- Identified areas of improvement and taking action towards improvement of Hardware licensing, workflow, and automation of repetitive tasks.
- Installed new LTE core in Umiujaq and Inukjuak.
- Developing network plans for the reassignment of satellite capacity as the network evolves resulting from the EAUFON and other projects coming online in 2022.

Field Operations

- Resolved over 400 service calls for repairs on the network.
- Corporate customers have been transferred to the FTTH in Umiujaq and Kuujjuaraapik. Residential customers in Umiujaq have also been transferred to the FTTH.
- Fiber splicing has been done in Salluit for the town expansion and correcting multiple fiber breaks.

Customer Service

- For the period of this report, Customer Service Representatives handled over 6000 telephone calls, 1200 fax requests and over 6000 emails from our customers.
- The Self-serve online portal has been introduced and being used by about 50% of our existing customers. The Customer Service Representatives are continually offering assistance to customers concerning updating of credit card information, making online payments and viewing billing details. Additional features such as data usage graphs and automated balance due warnings are still being configured and tested.

Administration Department Employees

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Operations

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IT Section

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Vacant	IT Clerk		

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