



ADMINISTRATION department
ACTIVITY REPORT
NOVEMBER 2020 TO FEBRUARY 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 over 300 work orders;
- Assisted with 6 relocations of KRG employees arriving to, or leaving Kuujuaq;
- Ongoing coordination and support related to custodial duties, vehicle maintenance, snow removal, mail and cargo deliveries;
- In collaboration with the Procurement Section and the Legal department, launched a call for tender for 3 years of preventative and corrective vehicle maintenance services.

Procurement and Travel Section

- For this reporting period, over 430 Purchase Orders for goods and services were issued to suppliers, 14 of these Purchase Orders were for sealift. 49 Call for tenders were prepared;
- For this reporting period, over 1100 travel warrants were generated through the KRG Travel Management System.

Information Technology Section

- During this reporting period, a total of 690 new work order tickets were created while the team resolved and closed a total of 473 tickets;
- The IT section continues to improve the capabilities of Zoom and MS Teams. Some of the older services being used such as pragmatic calling cards will be phased out by end of summer;
- The IT section finalized the implementation of the KRPF segregated server. The team is now preparing the final requirements to expand use of the SQ/CRPQ database. This final portion will ensure that the database is accessible to KRPF across all communities;
- For this reporting period, the IT Specialist on rotation has visited 9 communities. During these community visits, regular equipment maintenance and upgrades are carried out as well as providing ad required individual user support to employees.

Tamaani Internet Section

Customer Service

- For the period of this report customer service representatives handled over 4300 telephone calls, 630 fax requests and over 4900 emails from our customers;
- The online portal has been in place since September whereby customers can make online payments, view billing details and update account information. Development is started towards additional features such as data usage graphs and automated warnings of balances due;
- There are still far too many customers who wait to have services suspended before attempting to make a payment. During the initial months of the Covid pandemic from March to August, Tamaani did not suspend anyone's service for non-payment. Starting in September, gradual suspensions were done for customers with balances of greater than 90 days in arrears. The same was repeated in October. In November however, there were over 1100 customers who were cut off for non-payment – over 30% of our customer base which was very problematic
- The current customer cut off schedule will be adjusted to allow for staggered cut offs and we ask our customers to stay tuned to social media and your local FM stations for updates in the coming weeks;
- Community visits are being planned with the intention to have visited all communities before the end of the year. This will provide an opportunity to meet and discuss issues with our customers as well as some one on one training of self-serving options that are available concerning online payments, data usage monitoring, etc. In December, the team spent a week in Quaqtac meeting with customers and answering questions, this proved very beneficial.

Strategic Telecommunication Development

- The Submarine fiber project from Chisasibi to Puvirnituc is still on schedule to be in service by December 2021. The fiber optic cables, repeaters and branching units are currently being manufactured and final permitting requests are being carried out.
- CRTC Round 2 funding program – submittal of 2 requests;
 - Extension of the submarine fiber from Puvirnituc to Salluit and overland to Kangiqsujuaq
 - Upgrading the microwave link between Kuujuaq and Schefferville to a terrestrial fiber
- Universal Broadband Fund (UBF) – Submitting 3 applications. The deadline to apply has been pushed back from Feb 15 to Mar 15 2021. Result should be known by late summer.
 - Extension of the submarine fiber from Puvirnituc to Salluit and overland to Kangiqsujuaq
 - Upgrading the microwave link between Kuujuaq and Schefferville to a terrestrial fiber.
 - Satellite capacity renewal and upgrade.

- Satellite Capacity Research;
 - The KRG is keeping abreast of all new developments regarding additional satellite capacity with SES and Telesat in an attempt to try and obtain more capacity
 - The KRG is also exploring and discussing upcoming Low Earth Orbit satellite technologies with the major operators such as Telesat, Oneweb and SpaceX to determine capabilities and when they are expected to cover Nunavik.

Network Operations

- In December, a team of technicians and Customer Support employees deployed a new LTE core in Quaqtq;
- Constant monitoring of the network;
- Continued testing of caching servers and related components in an effort to reduce limited bandwidth consumption.

Field Operations

- Resolved almost 300 service calls for residential subscribers;
- Linesmen have completed the Fiber to the Home (FTTH) exterior main trunk network in Kangiqsualujjuaq, Tasiujaq, Aupaluk, Kangirsuk, Kangiqsujuaq, Umiujaq and Kuujjuaraapik. The balance of the work will be done starting in mid-March and should be finished in August.

Administration Department Employees

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