



ADMINISTRATION department

ACTIVITY REPORT SEPTEMBER TO NOVEMBER 2022

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 the Municipal Public Works department, Building Maintenance section.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries and employee movements.
- Initial planning for an eventual move of the KRG Transportation dept. into the former Air Inuit cargo building. Lease agreement being finalized with Air Inuit.
- Facilitated the sealift reception in fourteen (14) communities.

Procurement and Travel Section

- For this reporting period, 250 Purchase Orders for goods and services were issued to suppliers totalling about \$16.2 M in expense. 31 Call for tenders were prepared.
- For this reporting period, just over 1800 travel warrants were processed for employee and consultant travel.
- The 2022 sealift season is now complete. For this season, the KRG shipped just over 5600 cubic metres of cargo to the various northern villages.

Information Technology Section

- During this reporting period, a total of over 750 new tickets were created while the team resolved and closed a total of over 900 tickets.
- In collaboration with an external vendor, facilitated the introduction of a paperless meeting software for the KRG. On October 26th, the KRG held its first Executive meeting using the paperless solution.
- Migrated the Travel Management Software (TMS) to a cloud environment, allowing for improved remote support and updates.
- Upgrades and improvements made to the KRG Intranet site. This is still in a beta version and expected to be released live before the end of the year.

- The IT Team continues to build greater redundancy on systems, which provides greater protection from cyber attacks, and other malware or “virtual infections”.

Tamaani Internet Section

Strategic Telecommunication Development

- The Fibre Optic cable and submersible components for EAUFON 2, the extension north for the communities of Akulivik, Ivujivik, Salluit and Kangiqsujuaq has been delivered from Calais, France to Halifax. Work for installation will begin late July 2023.
- The marine survey in Ungava Bay was completed on schedule. The data is being compiled and the final report will be available for KRG before the end of January
 - A tender has been awarded for a desktop study between the communities of Kuujuaq, Tasiujaq and Aupaluk as a possible alternative route due to the distance inland and the tidal activity. Work to begin in November and be completed by end of December.
- KRG is continuing to lobby Innovation, Science and Economic Development Canada for the Universal Broadband Fund to fund the applications that were submitted in March of 2021. These applications are:
 - SES2 for existing capacity (1500 mbps)
 - SES6 for additional capacity (1000 mbps)
 - OneWeb for additional capacity (3300 mbps)
 - Telesat for additional capacity (18000 mpbs). Not available until 2026
- The deployment of the Fiber to the Home (FTTH) continues to progress and the contractor should have completed the installation of all components by the end of the year. At the same time, a contract was awarded for the final inspection of the work checking for deficiencies, etc. Once any deficiencies have been corrected, we will proceed with the migration of our customers to the FTTH as the primary method for local distribution. We expect to be able to start migrating some communities’ before the end of the year
- Rapid Response satellite.
 - An additional 3 transponders on SES2 have been procured for 32 months. This is now in service.
 - An additional 3 transponders on Anik F2 have been procured for 24 months. This service will start as soon as the connection between the KRG and Telesat facilities in Montreal is installed. Expecting this to be done mid-November.

Network Operations.

- Upgraded EAUFON and satellite core equipment such as switches/routers to the latest technologies.
- Analyzed traffic on our network which is now comprised of a satellite backbone and submarine fiber optic network. The data from these analyses will be used to determine network engineering and designs moving forward.
- Finalized and ordered replacement hardware for “last mile” delivery of service, the Redline Radio system which will be phased out.

Field Operations

- The field team completed work to extend the fiber optic network in Kuujjuaq to be able to serve areas of the community that were still not served by fiber optics. Additionally they made many repairs or modifications which permit for future expansions of the network, keeping up with the growth of the community
- Work to extend the fiber-optic network has been done in Puvirnituk.
- More than 300 tickets for repairs or new installations were completed in the communities of Kuujjuaq, Kuujjuaraapik, Inukjuak, Puvirnituk and Salluit.

Customer Service

- Despite having an online portal for customers to access their accounts to pay online, we are still experiencing about 25-30% of our residential customers who are suspended every month for non-payment. This has a very negative effect on customer service call volumes, etc.
- Working with an external vendor, Tamaani is introducing pre-paid cards in ALL communities allowing for cash to be accepted as a form of payment.
- Hired new local agents in Umiujaq and Kangiqsualujjuaq so we can better assist our customers in those villages.
- Keeping the customers informed regarding internet outages and system maintenance that happens from time to time.

Administration Department Employees

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