



ADMINISTRATION department

ACTIVITY REPORT JUNE TO SEPTEMBER 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.
- In collaboration with the IT Section, facilitated the move of KRG employees in Kuujjuaraapik to a new office location.
- Managed the sealift reception in 14 communities.

Procurement and Travel Section

- For this reporting period, 595 Purchase Orders for goods and services were issued to suppliers totalling about \$50 M in expense. 55 Call for tenders were prepared.
- For this reporting period, almost 1800 travel warrants were processed for employee and consultant travel.
- Initiated a new requisition module within KRG's financial software. The "Norming" module is now being used by a few departments with the intention of having all departments using the platform before end of 1st quarter 2023.

Information Technology Section

- During this reporting period, a total of over 1008 new tickets were created while the team resolved and closed a total of over 538 tickets.
- The rotational IT Specialist is continuing a maintenance schedule to check all network components across all communities. The network Systems Administrator position has been transferred to a rotational position to better support remote networks and employees.
- A new server for Land Use and Planning was installed along with ArcGIS mapping software. This will greatly improve capabilities of GIS mapping across the organization.

- 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

- All components of the marine fiber for EAUFON 1 have been installed and turned on.
 - Service was turned on June 30th and the communities of Kuujjuaraapik, Umiujaq, Inukjuak and Puvirnituq are utilizing the marine fiber. Capacity used as of August 8th is 1.3 Gbps. *About 2.3 times the capacity used over satellite.*
- A tender was awarded for EAUFON 2, the extension north for the communities of Akulivik, Ivujivik, Salluit and Kangiqsujaq. Work is presently being done to deliver the cable and submersible items (branching units, repeaters, Sea Earth unit) from Calais, France to Halifax. This should be done by Mid October. Work for installation will begin late July 2023.
- A contract for the EAUFON 2 ground civil work and beach manholes has been awarded and work is underway.
- A marine survey in Ungava Bay has been approved by the Government of Quebec. A contract has been awarded and work will begin Sept 1.
 - A tender is being developed for a terrestrial survey between the communities of Kuujuaq, Tasiujaq and Aupaluk as a possible alternative route due to the distance inland and the tidal activity.
- 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)
- The deployment of the fiber in the house continues to progress and the contractor should have completed the installation of the equipment by the end of October. At the same time, we carry out inspections of the works to detect any potential failures. Once these failures have been corrected, we will proceed with the migration of our customers to fiber optics. We should be able to start migrating some communities next month. 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 Sept.

Network Operations

- Migrated Residential and then corporate customers from Satellite to EAUFON 1 fiber access at the Networking level.
- In close Coordination with Tamaani CSR (customer service reps) Migrated all customer accounts in the four EAUFON communities to fiber.

- Continued Planning and Implementation for redundancy of KRG-Tamaani's southern infrastructure.
- Using the lab environment for further development of our services in terms of reliability and removing points of failure.
- Planning and implementing the movement of unused satellite bandwidth from the four EAUFON communities to all the other communities.

Field Operations

- The field team completed work to extend the fiber optic network in Inukjuak to be able to serve areas of the city that were still not served by fiber optics. Moreover they made many repairs or modifications which allowed to correct certain problems which limited us for future expansions of the network. A total of approximately 100 new dwellings have been connected to fiber in Inukjuak.
- Work to extend the fiber-optic network has been completed in Salluit, more than 180 recently constructed houses have now access to fiber optics.
- Since mid-July, work to extend and repair the FTTH network in Kuujuaq has been underway.

Customer Service

- For the period of this report, Customer Service Representatives (CSR) handled over 9000 telephone calls, 2000 fax requests and over 4000 emails from our customers.
- Almost 80% of customers are now using the customer portal on the Tamaani website
- FTTH deployment at Kuujuaapik with the assistance of the local agents.
- Hired new local agent in Quaqtaq, Umiujaq and Kangiqsualujuaq so we can assist all our customers in those villages.
- Keeping the customers inform regarding the internet outage and system maintenance.

Administration Department Employees

Name	Title	Phone Extension	Email
Daryl Combden	Director	2303	dcombden@krg.ca
Mae Makiuk	Administrative Technician	2373	mmakiuk@krg.ca

Operations

Wray Willson	Logistics Coordinator	2373	wwillson@krg.ca
Dave Parsons	Equipment Services Technician	2216	dparsons@krg.ca
Jobie Airo	Messenger Van Driver		jairo@krg.ca
Vacant	Laborer Messenger		
Sammy Munick	Laborer Messenger		smunick@krg.ca
Johnny Kudluk	Laborer Messenger		jkudluk@krg.ca
Noah Angnatuk	Laborer Messenger		nangnatuk@krg.ca
Adamie Johannes	Storekeeper	2361	ajohannes@krg.ca
Vacant	Asst. Storekeeper		
Alexandre Gagne	Shipper Receiver	2208	agagne@krg.ca
Janice Walsh	Receptionist	0	jwalsh@krg.ca
Sarah Gordon	Receptionist (Term)	0	sgordon@krg.ca
Raiki Cain	Janitorial		
Mark Gordon	Janitorial		mgordon@krg.ca

Anita Koneak	Janitorial		akoneak@krq.ca
Arthur Cody	Janitorial Inukjuak		acody@krq.ca
Vacant	Janitorial Salluit		
Mary Niquanicappo	Janitorial Kuujjuaraapik		mnicquanicappo@krq.ca
Emily Toomas	Janitorial Kangiqsualujjuaq		
Jennifer Abraham	Sr. Travel Clerk	2376	jabraham@krq.ca
Susan Tuglavina	Travel Clerk	2334	stuglavina@krq.ca
Rebecca Jones	Travel Clerk		rjones@krq.ca

Procurement Section

Vacant	Assistant Director	2215	
Sean Aitchison	Senior Purchaser	2235	saitchison@krq.ca
Guillaume Marleau	Purchaser	2258	gmarleau@krq.ca
Steve Lefebvre	Senior Purchaser	2394	slefebvre@krq.ca
Karen Power	Purchaser	2308	kpower@krq.ca

IT Section

Scott Brunton	Assistant Director	2342	sbrunton@krq.ca
Martin Chaperlin	Systems Administrator	2390	mchaperlain@krq.ca
Yanick Lampron	Systems Administrator	2284	ylampron@krq.ca
Vacant	Application Specialist		
Kevin Sylvestre	IT Support Technician	2413	ksylvestre@krq.ca
Vacant	IT Support Technician	2420	
Vacant	IT Support Technician	2390	
Philip Han	IT Support Technician (Term)	2331	phan@krq.ca
Vacant	Network Administrator, Security		
Raymond Fortin	IT Support Technician (Rotation)		rfortin@krq.ca
Vacant	IT Clerk		

Tamaani Internet

Eric Landry	Assistant Director	2462	elandry@krq.ca
Jonathan Moraal	Network Ops Coordinator	2465	jmoraal@krq.ca
Charles Crevier	SR Network Administrator	2458	ccrevier@krq.ca
John Fann	SR Network Administrator	2459	zfann@krq.ca
Vacant	Network & VC Admin	2466	
Vacant	Network & VC Admin	2465	
Vacant	Field Operations Coordinator	2462	
Robert Sansregret	Implementation Specialist	2461	rsansregret@krq.ca
Paul Giroux	Implementation Specialist	2468	pgiroux@krq.ca
Theo Theriault	Implementation Specialist	2463	ttheriault@krq.ca
Pascal Laporte	Implementation Specialist	2468	plaporte@krq.ca
Bruno Ferland	Implementation Specialist	2468	bferland@krq.ca
Norman Gordon	Implementation Specialist	2460	ngordon@krq.ca
B Guillermo	Coordinator Internet Services	2456	bguillermo@krq.ca
Anna Pirti	Customer Support	2454	apirti@krq.ca
Anna Eliyassialuk	Customer Support	2453	aeliyassialuk@krq.ca
Jeannie Gordon	Customer Support	2467	jgordon@krq.ca
Jeannie M. Gordon	Accounting Clerk	2452	jegordon@krq.ca

