



ADMINISTRATION department

ACTIVITY REPORT FEBRUARY TO MAY 2023

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.
- In compliance with KRG's accounting practices, facilitated a full physical inventory of maintenance parts & supplies at the Kuujjuaq warehouse location.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries and employee movements.

Procurement and Travel Section

- The section is responsible for travel requests and the purchase of goods and services for the KRG. For this reporting period, the purchasers issued over 820 purchase orders to vendors totaling over \$37M worth of goods and services.
- The 2023 sealift season is well underway, at the time of writing this report, space was no longer available on the 1st sailings and filling up very quickly for the final sailings.
- Attended the Association of Secretary Treasurers of Nunavik's meeting in Montreal to give a presentation concerning Procurement and support that can be offered from the KRG.
- For this reporting period, almost 1400 travel warrants were processed for employee and consultant travel.

Information Technology Section

- During this reporting period, almost 1000 new tickets were created while the team resolved and closed a total of over 870 tickets.
- A new, redesigned KRG intranet site was launched on April 21. This new site comes with various features and improvements that will enhance employees work experience and internal communication within the organization.
- The KRG email servers were upgraded to provide enhanced performance, security and reliability.
- The Nunavik Police Service Call Center integration with St. Eustache was successfully implemented in Umiujaq. The communities of Kuujjuaraapik, Puvirnituq and Inukjuak will come online in the coming months.
- For the period of this report, IT maintenance visits were done in Quaqtaq, Kangirsuk, Aupaluk and Kangiqsualujjuaq. During these visits, KRG hardware/software was refreshed, health checks were performed on the network as well as general IT in-person support.

Tamaani Internet Section

Strategic Telecommunication Development

- The EAUFON 2 project continues to be on schedule. This is the construction of Fibre Optic cable and submersible components extending north from Puvirnituq for the communities of Akulivik, Ivujivik, Salluit and Kangiqsujuaq. The work is scheduled to begin late July 2023.
- The KRG has received the final report from the marine survey that was done in Ungava Bay last year in September – October. This report is being reviewed by the maritime shipping companies for comments.
- Despite continued efforts, the KRG is still waiting a final decision from Innovation, Science and Economic Development Canada for the Universal Broadband Fund to fund the applications that were submitted nearly 2 years ago in March 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 Canadian Radio-television and Telecommunications Commission (CRTC) has launched a third round of funding. The KRG will submit an application to the CRTC to continue the fiber optic network in Ungava Bay which will ultimately close the loop surrounding Nunavik. The CRTC is an administrative tribunal that regulates and supervises broadcasting and telecommunications in the public interest.
- The KRG is also applying to the CRTC for additional satellite capacity under the satellite component.

The deployment of the Fiber to the Home (FTTH) is almost complete with only the communities of Kangiqsualujjuaq, Tasiujaq and Kangirsuk left to be completed. The Final Inspections have been done. Once the correction of deficiencies has been established with the builder, then KRG will proceed to provisional acceptance, completion of network builds and migration of communities from wireless to fibre.

Network Operations.

- Bandwidth and Network Management software LiveNX ongoing deployment was completed. This allows us to see into the quality of service and flows of traffic in the EAUFON Network, as well as visibility into the core of the Satellite Network at Weir.
- Server Infrastructure upgrade design completed and now in procurement phase. This ongoing work on Server Infrastructure will replace, “out of date and out of support” server equipment that is in the critical traffic path at Weir. Once Weir is completed we anticipate replacing the aging Server Infrastructure in Kuujjuaq.
- Drafted and Finalised “CONSULTING SERVICES FOR IT NETWORKING AND SOFTWARE PROJECTS” Call for Tender that will enable KRG Tamaani to retain external engineering services as a result of multiple staff vacancies in Kuujjuaq.
- As we anticipate the turn up of EAUFON phase 2 and the increase of up to 20Gbps bandwidth, we are also upgrading our routing point in Montreal.

Field Operations

- We are finalizing the FTTH engineering work for Hudson and preparing phase 2 of the FTTH extension project on Ungava.
- A contract was awarded to an engineering firm to implement a micro-cell type LTE solution to allow better LTE coverage in all communities.
- We are working on preparing a pilot project to cover areas not served by the current LTE with another frequency and different type of equipment.
- The electrical engineering plans have been produced to allow the connection of the old shelters to the electrical systems of the new shelters in order to be protected from power failures by the generator. The requisitions for the purchase of parts are also completed.

Customer Service

- For the period of this report, Customer Service Representatives handled 1200 telephone calls, 800 fax requests and over 1500 emails from our customers all over Nunavik
- We are continuously encouraging the customers to use the customer’s portal on the Tamaani website

Administration Department Employees

| Name | Title | Phone Extension | Email |
|-----------------------------------|----------------------------------|------------------------|--|
| Daryl Combden | Director | 2303 | dcombden@krg.ca |
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| <u>Operations</u> | | | |
| Wray Willson | Operations Coordinator | 2373 | wwillson@krg.ca |
| Dave Parsons | Equipment Services Technician | 2216 | dparsons@krg.ca |
| Vacant | Messenger Van Driver | | |
| Pater Saunders | Laborer Messenger | | |
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| Noah Angnatuk | Laborer Messenger | | nangnatuk@krg.ca |
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| Vacant | Asst. Storekeeper | | |
| Alexandre Gagne | Shipper Receiver | 2208 | agagne@krg.ca |
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| Vacant | Janitorial | | |
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| Arthur Cody | Janitorial Inukjuak | | acody@krg.ca |
| Esiola Tayara | Janitorial Salluit | | |
| Mary Niqunicappo | Janitorial Kuujjuaraapik | | mniqunicappo@krg.ca |
| Jennifer Abraham | Sr. Travel Clerk | 2376 | jabraham@krg.ca |
| Susan Tuglavina | Travel Clerk | 2334 | stuglavina@krg.ca |
| Tommy Sequaluk | Travel Clerk | 2217 | |
| <u>Procurement Section</u> | | | |
| Ahmad Allami | Assistant Director | 2299 | aallami@krg.ca |
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| <u>IT Section</u> | | | |
| Vacant | Assistant Director | 2342 | |
| Martin Chaperlin | Systems Administrator | 2390 | mchaperlain@krg.ca |
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| Phillip Han | IT Support Technician | 2331 | phan@krg.ca |
| Vacant | IT Support Technician | | |
| Vacant | IT Support Technician | | |
| Vacant | IT Support Technician | | |
| Yanick Lampron | Network Administrator, Security | 2284 | yampron@krg.ca |
| Raymond Fortin | IT Support Technician (Rotation) | | rfortin@krg.ca |

Tamaani Internet

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|-------------------|-------------------------------|------|--|
| Eric Landry | Assistant Director | 2462 | elandry@krg.ca |
| Vacant | Admin Technician | | |
| Jonathan Moraal | Network Ops Coordinator | 2465 | jmoraal@krg.ca |
| Vacant | SR Network Administrator | | |
| John Fann | SR Network Administrator | 2459 | zfan@krg.ca |
| Vacant | Team Leader | 2466 | |
| Vacant | Team Leader | 2465 | |
| Robert Sansregret | Implementation Specialist | 2461 | rsansregret@krg.ca |
| Vacant | Implementation Specialist | 2468 | |
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| Vacant | Implementation Specialist | | |
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| Norman Gordon | Implementation Specialist | 2460 | ngordon@krg.ca |
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| Vacant | Tier two support technician | | |
| B Guillermo | Coordinator Internet Services | 2456 | bguillermo@krg.ca |
| Vacant | Regional Agent | | |
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