



ADMINISTRATION department

ACTIVITY REPORT SEPTEMBER TO NOVEMBER 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:

- Asset Management
- Supply Chain and Logistics
- Information Technology
- Tamaani Internet

Asset Management Section

- Coordinated the reception of KRG cargo upon arrival in the communities via sealift
- Ongoing coordination related to office/household furniture, custodial duties and short-term internal transit requests.
- Facilitated the move of the Transportation dept. from the KRG main office to the leased space in the former Air Inuit cargo building. All employees are now working from the new workspace. There are still some minor deficiencies to be addressed as quickly as possible.

Supply Chain and Logistics

- 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 600 purchase orders to vendors totaling over \$ 16.5 M worth of goods and services. This represents about a 25% increase over the same reporting period last year.
- The 2023 sealift season is now complete. For this season, the KRG shipped over 7000 cubic metres of cargo from the south to the various northern villages.
- For this reporting period, almost 1200 travel warrants were processed for employee and consultant travel.

Information Technology Section

- Replacement infrastructure components have been ordered and once installed will bring the KRG to an increased level of security and to assist with preventing future intrusions.
- Monitoring systems for the NV water plant infrastructure are being updated to the latest versions ensuring “real time” visibility and increased levels of security.
- In collaboration with the Nunavik Police Services, working on adding redundancy and increased efficiency by installing Starlink terminals on all Police Stations. This will allow for 911 services in all communities while waiting for Tamaani to finalize its EAUFON fibre network.
- A call for tenders was performed and an external company has been selected to perform a forensic audit of all events surrounding the cyber attack that occurred on June 25th.
- The IT team is still working in a recovery mode and although most of the systems and functionality has been restored, we are waiting for the delivery of hardware to implement the new servers, etc.
- For this reporting period, just over 1000 Helpdesk tickets have been created while just over 740 tickets were closed.

Tamaani Internet Section

Strategic Telecommunication Development

- The EAUFON 2 project is on schedule. This is the construction of Fibre Optic cable and submersible components extending north from Puvirnituk for the communities of Akulivik, Ivujivik, Salluit and Kangiqsujuaq. Shore end landings have been completed. Alcatel (ASN) has completed their tests of the Shore Landing Terminal Equipment (SLTE which is the electronics that provide light and monitoring). They have completed their testing of the Power Feed Equipment (PFE) which powers the cable so the repeaters and branch units work.
- The KRG has received the final report from the marine survey that was done in Ungava Bay last year in September – October. Funding for this project has been submitted to the CRTC Round 3 of the broadband fund. KRG is waiting to hear back on the success of the application to the CRTC.
- 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) Update: SES6 is no longer available.
 - OneWeb for additional capacity (3300 mbps) Update: this amount of capacity is no longer available from Oneweb due to it being utilized with other customers.
 - Telesat for additional capacity (18000 mbps). *Not available until 2027*
- The Canadian Radio-television and Telecommunications Commission (CRTC) has launched a third round of funding. The KRG has submitted 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 also applied to the CRTC for additional satellite capacity under the satellite component. KRG met with CRTC on August 22 to discuss increased costs regarding these projects due to unforeseen market conditions since the initial planning stages.

The deployment of the Fiber to the Home (FTTH) in all communities is complete. Once the correction of deficiencies has been established with the builder, then KRG will proceed to provisional acceptance, and full migration of communities from wireless to fibre.

Network Operations.

- Participated in Acceptance testing of EAUFON 2 in Chisasibi.
- Upgraded Cisco switches to allow for the higher capacity bandwidth provided through the EAUFON cable.
- Purchased two (2) 10 Gigabit links to upgrade our bandwidth in Montreal.
- Coordinated and completed 10G cross connect with EEYOU / ECN. This allows us to offer higher bandwidth packages and removes the 3Gigabit bottleneck.
- Purchased IP address management software, allowing for improved management of our IP space.
- Continued expansion of Fiber to the Home (FTTH) and Direct Corporate fiber 3750 Switches.

Field Operations

- Hydro Québec replaced poles in Inukjuak during the summer. The FTTH network was transferred to new poles in the affected locations.
- Corporate customers of Kangirsuk and Kangiqsujuaq have been transferred to the FTTH network.
- Corporate customers of Akulivik and Ivujivik have been partially transferred to the FTTH network.
- The electrical connection of the old shelters to the generator of the new shelters has been started. Once this work is completed, all Tamaani telecommunication shelters will have back up generator functionality in case of Hydro Quebec power outages
- The generator and the anti-spill container have arrived in Kuujuaq, the connection will be done by the end of November.

Customer Service

- For the period of this report, Customer Service Representatives handled over 3200 telephone calls, 1000 fax requests and over 1500 emails from our customers.
- Almost 75% of the customers are now using the customer portal on the Tamaani website to check their invoice and make a payment.

Administration Department Employees

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