



ADMINISTRATION department

ACTIVITY REPORT JUNE TO SEPTEMBER 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:

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

Asset Management Section

- Facilitated the reception of KRG cargo upon arrival in the communities via sealift
- Ongoing coordination related to office/household furniture, custodians and short term internal transit requests
- Initial analysis performed for an eventual replacement of current employee safety clothing provisions
- Implemented the process to dispose of several end of life vehicles in accordance with the KRG disposal of asset policy.

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 xxx purchase orders to vendors totaling over \$ xx M worth of goods and services.
- The 2023 sealift season is well underway, at the time of writing this report, all communities have received their initial sealifts and the section has facilitated the reception of KRG cargo.
- For this reporting period, almost 1900 travel warrants were processed for employee and consultant travel.

Information Technology Section

- On the morning of June 25th, the KRG experienced a severe cyber incident that affected most facets of KRG's operations. The KRG with Cyber Security specialists, are returning the IT infrastructure to a normal course of operations.
- We have identified replacement infrastructure components that once installed will bring the KRG to a necessary and sufficient level of security to prevent against future threats.
- Since June 25th, all communities have been visited and advanced security monitoring tools have been deployed on user device end points.
- The department continues to work with DGO and provide advice on the next steps regarding a forensic audit on the recent cyber incident. The audit will assist the department in identifying the root cause, assess the impact and strengthen KRG security measures to prevent a similar incident from happening in the future.

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 Kangiqsujaq. The initial shore landing at the Western End of Wakeham Bay was done August 17, and remaining shore landings are scheduled to be done by Sept 22nd with service planned for end of December.
- 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.
- 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 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) is almost complete with only the communities of Kangiqsualujuaq, 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.

- Assisted in the response and recovery of operations during cyber incident.
- Configured numerous Customer Premise switches for Field Operations to install. This moves customers off older technology such as “redline radio” and provides corporate direct fiber.
- Created and implemented backup bandwidth options for Puvirnituk during the Power Feed Equipment move to Salluit. Completed Branching Unit switching for the contractor to complete splicing.
- Configured several communities for FTTH in anticipation of EAUFON 2 reaching Akulivik, Ivujivik and Kangiqsujuaq.
- Active participation in HR selection process for two new Senior Networking personnel.

Field Operations

- An inspection of the satellite infrastructure was carried out to perform preventive maintenance as well as the repair of identified failures.
- The fiber needed to extend the FTTH network to the Hudson communities has been delivered to each community. A call for tenders is underway to find a contractor to carry out the work.
- A generator installed in a container with holding tank was purchased to be installed in Kuujuaq to compensate for power outages with the telecommunication shelter fiber. The installation is planned for the week of August 28th.
- All the electrical equipment needed to connect the old shelters to the generators of the new shelters has been ordered and partially received.

Customer Service

- For the period of this report, Customer Service Representatives handled over 3000 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
- Despite staff shortages, the team continues to work hard on delivering the best services possible
- CSR Section is continuously hiring new staff during this reporting period.

Administration Department Employees

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Tamaani Internet

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