



## **ADMINISTRATION department**

### **ACTIVITY REPORT NOVEMBER 2023 TO FEBRUARY 2024**

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**

- Ongoing coordination related to office/household furniture, custodial duties, and short-term internal transit requests.
- Initial Implementation of processes towards improved reporting of KRG assets during all stages of the lifecycle from acquisition to disposal.
- Began working with external vendors to develop a retention schedule for KRG documents and implement a long-term solution for archives.

#### **Supply Chain and Logistics**

- The Supply Chain & Logistics Section plays a crucial role in ensuring smooth operations and management of Travel and the procurement of goods and services. For the 2023 fiscal year, the section processed almost 2,500 purchase orders, totalling over \$116 million, reflecting a 25% increase compared to 2022.
- Also, for 2023, the section processed over 6,400 travel warrants for employee and consultant travel. These warrants resulted in about \$8.3 million in revenue for regional airlines and hotels.
- With more than 7,000 cubic meters of cargo shipped from the south in 2023, the section is well advanced in its planning for 2024. We are positioning ourselves to meet the KRG's expectations of a successful upcoming sealift season.

## Information Technology Section

- In collaboration with the Nunavik Police Services, we completed the installation of Starlink terminals at all police stations. Once fully configured, these terminals will allow for 911 services in all communities, as we wait for Tamaani to finalize its EAUFON fibre network, while providing redundancy in communities where the EAUFON network already exists.
- We are completing a forensic audit of events surrounding the cyber incident that occurred on June 25<sup>th</sup>. This audit consists of primarily three parts: a security risk assessment, a network penetration testing, and a forensic recovery of all data on affected network infrastructure. This audit is expected to be completed before the middle of March, at which time a report of recommendations will be presented to the KRG. From there, we will develop a plan to implement all recommendations according to urgency, keeping network security at the forefront.
- The IT section facilitated the last of the upgrades to our main office conference rooms. This project is now complete with our focus remaining on continued training of all users.
- For this reporting period, just over 1,500 Helpdesk tickets have been created while just over 1,300 tickets (87%) successfully resolved and closed. These numbers represent about a 35% increase in the number of tickets opened and closed compared to previous reports. This increase can be mainly attributed to improvements in security procedures, better password subscription, and multi-factor authentication.

## Tamaani Internet Section

### Strategic Telecommunication Development

- The EAUFON 2 project is expected to be put in service in early February. This is the Fibre Optic network extending north from Puvirnituk to Akulivik, Ivujivik and Salluit.
- Discussions are ongoing with the Quebec government regarding ongoing satellite requirements. In the past, this funding came from the Government of Canada's Department of Innovation, Science and Economic Development (ISED). Funding since has been transferred to Quebec to manage its own broadband fund.
- The funding requests to Canadian Radio-television and Telecommunications Commission (CRTC) third round of funding is still pending. This funding application is to further extend the fiber optic network in Ungava Bay which will ultimately close the fiber loop surrounding Nunavik.
- The KRG's application to the CRTC for additional satellite capacity was denied. We are currently working with the Quebec government to ensure funding for satellite is available until all communities are connected by high-capacity fibre.
- On January 11<sup>th</sup>, the KRG facilitated a meeting with the Nayumivik Landholding Corporation in Kuujuaq to provide a full update on the project and scope of work required to complete the terrestrial fibre link between Kuujuaq and Kawawachikamach. At the writing of this report, we have not received feedback on whether the project will receive their support, or if they will ask for more community involvement.
- A new project management firm was awarded a contract to provide project management support and expertise to ongoing larger scale telecommunication projects the KRG is involved in.

### Network Operations.

- The technical details and agreements have been completed allowing for the mine sites of Glencore and Canadian Royalties to receive bandwidth through the EAUFON 2 network. This is expected to be put into service in early February.
- The restriction in bandwidth on the EAUFON1 network has been lifted, and we are taking full advantage of the full bandwidth available through the submarine fibre.
- We implemented the recently acquired IP address management software, allowing for improved management of our IP space.
  - The acronym IP address stands for internet protocol address; it is an identifying number that is associated with a specific computer or computer network. When connected to the internet, the IP address allows the computers to send and receive information.

### Field Operations

- From November 12 - 25, 2023, our employees received training in Salluit on the EAUFON2 equipment.
- The FTTH network expansion work was begun in Umiujaq.
- The electrical connection of older Tamaani shelters to the back-up generator in the new shelters is continuing. This work is expected to be completed by the end of March. When completed, all Tamaani telecommunication shelters will have back-up generator functionality in case of Hydro Quebec power outages.

### Customer Service

- For the period of this report, Customer Service Representatives handled over 3,100 telephone calls, 1,500 fax requests and over 1,300 emails from our customers.
- Prior to Akulivik and Ivujivik being migrated to the EAUFON2 network, a team of employees from the section will visit the communities for equipment activation with residential customers.

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