



ADMINISTRATION department

ACTIVITY REPORT NOVEMBER 2022 TO FEBRUARY 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.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries and employee movements.
- Advance preparations were carried out for the annual physical inventory of material assets at the KRG warehouse in Kuujuaq. In order to maintain compliance with KRG's accounting practices, a full physical inventory will be conducted during the week of February 20th.
- Facilitated the sealift reception in fourteen (14) communities. For the 2022 sealift season, just over 1650 metric tons / about 5600 M3 of cargo were shipped north for the KRG, while almost 880 metric tons / about 4100 M3 were shipped back south. About 50% of all backhaul was from the Kangirsuk recycling project.

Procurement and Travel Section

- The section is responsible for travel requests and the purchase of goods and services for the KRG. In the 2022 fiscal year, the purchasers issued over 2400 purchase orders to vendors totaling almost \$102M worth of goods and services.
- For the 2022 fiscal year in the Travel section, just over 9000 travel warrants were issued for the KRG. These warrants in addition with the KRG general cargo that was shipped from Montreal, generated significant revenue for regional businesses;

	Travel	Cargo	Total
Air Inuit	4.8M	604,000.00	\$5.4M
Canadian North	2.8M	652,000.00	\$3.45M
FCNQ Hotels	1.3M	n/a	\$1.3M
Other Hotels	465,390.00	n/a	\$465,390.00

Information Technology Section

- During this reporting period, a total of over 835 new tickets were created while the team resolved and closed a total of over 820 tickets.
- Supported the Nunavik Police Service(NPS)with ICO solutions upgrade and NPS Call Center project (design, development and installation of Network and Telephony Infrastructure along side other vendors such as Bell, St. Eustache Call Center IT Teams
- Supported various meetings and conferences, e.g. Nunavik SAR (Search and Rescue) conference, ~100 participants in Montreal, Ungaluk Joint Makivvik KRG Executive meetings, Elder's Committee Meeting, KEAC (Kativik Environmental Advisory Committee
- Upgrades and improvements made to the KRG Intranet site, to be launched Q1 2023. New prototype of krg.ca main website, in progress. Content management of other websites, e.g. nunavikpolice.ca.
- The IT Team continues to build greater redundancy, access controls, monitoring and backups of the KRG systems, which provides greater protection from cyber attacks, and other malware or "virtual infections".
- Participating in the IT portion of the audit underway by the KRG Auditors, RCGT.

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 Puvirnituk for the communities of Akulivik, Ivujivik, Salluit and Kangiqsujaq. 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 now 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 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 are halfway done and we expect to begin migration of communities before the end of the 1st quarter

Network Operations.

- Testing and ongoing integration of software to Manage LTE activation / deactivation to make the Customer Service Representative's tasks more efficient. The FTTH last mile technologies are integrated in the communities of Kuujjuaraapik, Umiujaq, Inukjuak, Puvirnitiq and Ivujvik.
- Planning and Implementation of fault tolerant systems in the following areas: Server Infrastructure (Lenovo), switching and routing methods (OSPF) and Management Software (LiveNX and Tacacs).
- Implemented and brought online Anik F2 bandwidth in Kangiqsualujjuaq, Kangiqsujaq, Salluit. Tasiujaq. Kangirsuk will be completed by mid-February.
- Internet traffic Load Balancing was implemented in Kangiqsualujjuaq in Decemeber 2022 to enable customer traffic to access all transponders equally, minimizing empty transponders space. Ongoing work to install, configure and commission load balancers in the remaining Satellite communities is underway. The necessary hardware arrived in Kuujjuaq late December.

Field Operations

- Required Pole surveys to enable engineering and design of future FTTH extensions have been completed in all Hudson coast communities and Kuujjuaq.
- A contract was awarded to an engineering firm to implement a micro-cell type LTE solution to allow better LTE coverage in all communities.
- A call for tenders has been launched for the purchase of three (3) bucket trucks which will make the necessary repairs on our FTTH network much more efficient.

Customer Service

- For the period of this report, Customer Service Representatives handled over 7000 telephone calls, 1000 fax requests and over 3000 emails from our customers.
- Almost all of customers are now using the customer portal on the Tamaani website.
- We are continually hiring new staff in the CSR Section and will hopefully soon will have a full complement of employees to assist customers.

Administration Department Employees

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