



## **ADMINISTRATION department**

### **ACTIVITY REPORT FEBRUARY TO MAY 2022**

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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**

- A new Coordinator was hired to plan, coordinate, and supervise all operations such as inventory control, mail and cargo handling, asset management, custodial requirements and fleet of light vehicle management.
- Through the storekeeper, allocated materials from the warehouse for approximately 260 work orders.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries.
- In collaboration with the Legal department, assisted with the preparation of the Call for Tender documents for an appraisal of the KRG and NV's immovable properties.

#### **Procurement and Travel Section**

- For this reporting period, over 767 Purchase Orders for goods and services were issued to suppliers totalling about \$30M in expense. 76 Call for tenders were prepared. 12 tenders for the NV's.
- Sealift 2022 planning and ordering is well under way. At the time of writing this report, about 23% of all Purchase Orders issued to vendors, were for sealift.
- For this reporting period, almost 1800 travel warrants were processed for employee and consultant travel. These numbers are coming back inline with pre-COVID numbers.

#### **Information Technology Section**

- During this reporting period, a total of over 1100 new tickets were created while the team resolved and closed a total of over 650 tickets.
- The rotational IT Specialist has commenced a maintenance schedule of all network components across all communities.
- A secondary redundant fail-over NPS "secure" server was installed during this reporting period.

- The IT Team has continued to enhance the technology environment and kept the KRG protected from cyber attacks, and other malware or “virtual infections”.

## **Tamaani Internet Section**

### Strategic Telecommunication Development

- All components of the marine fiber have been installed and turned on.
- A public call for tenders is launched 2 times for the installation of EAUFON 2, which is the extension of the marine fiber from Puvirnituaq to Kangiqsujaq. After 2 call for tender requests, no tenders were received. Vessels are unavailable to do the work in 2022, and a subsequent call for tenders is launched for the work to be done in 2023.
- Although the main marine cable for EAUFON 2 will not be installed in 2022, various other tenders were awarded for on ground work such as the installation of beach manholes, aerial fiber from the beach manholes to the Tamaani shelter.
- A call for tenders for the work between Kuujuaq and Kawawachikamach is being finalized and will be launched in the SEAO before the end of May.
- A marine survey in Ungava Bay has been approved by the Government of Quebec. A survey agreement is being worked on and the survey is to be done for the summer of 2022. This will provide information to work on funding requests, engineering designs and eventual call for tenders.
- KRG is pressing Innovation, Science and Economic Development Canada for the Universal Broadband Fund to fund the applications that were submitted in March of 2021. These applications are:
  - SES2 for existing capacity (1500 mbps)
  - SES6 for additional capacity (1000 mbps)

### Network Operations

- Deployed Corporate and Residential access switches in the communities.
- Installed and tested bandwidth management units in the 4 EAUFON 1 communities of Kuujuaaraapik, Umiujaq, Inukjuak and Puvirnituaq.
- Generated documentation, diagrams and IP plan lists for the migration from Satellite to EAUFON bandwidth.
- Using the lab environment created in the Kuujuaq office, live testing was done on the Fiber to the home (FTTH)/EAUFON bandwidth with full accounting and control. All tests are satisfactory.

### Field Operations

- Hired 2 new Field Technicians whose role is to perform preventative and corrective maintenance on our networks physical infrastructure
- Planning of FTTH extension works and working with procurement for shipping on the sealift.
- Replaced the wireless technology that serves as a backup in the vent of a fiber break in Inukjuak and Puvirnituaq.
- Continual maintenance of the FTTH network – community wide.

## Customer Service

- For the period of this report, Customer Service Representatives (CSR) handled over 8500 telephone calls, 1500 fax requests and over 5000 emails from our customers.
- Almost 75% of customers are now using the customer portal on the Tamaani website.
- The CSR Section has hired 4 new staff during this reporting period bringing them to a near full staff level.

## **Administration Department Employees**

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