



## **ADMINISTRATION department**

### **ACTIVITY REPORT JUNE TO SEPTEMBER 2021**

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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**

- Through the storekeeper, allocated materials from the warehouse for over 300 work orders.
- Assisted with 14 relocations of KRG employees arriving to or leaving Kuujjuaq.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries.
- Created several new regional janitorial positions and assisted the HR department with recruiting and onboarding of employees.
- In collaboration with the Legal department, launch of a public call for tender to determine the up-to-date values of all of the KRG assets
- Managed the sealift reception of goods in the 14 communities.

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

- For this reporting period, 689 Purchase Orders for goods and services were issued to suppliers, over 200 of these Purchase Orders were for sealift. 60 Call for tenders were prepared.
- For this reporting period, almost 1400 travel warrants were generated through the KRG Travel Management System.
- A senior buyer position was created and filled to keep up with the complex requests upon the Procurement section.

#### **Information Technology Section**

- During this reporting period, a total of 1,124 new tickets were created while the team resolved and closed a total of 558 tickets.
- The Nunavik Police Services secure-server technologies were staged and prepared this summer. A great deal of work was done in preparation for these software applications going into production this fall.
- With collaboration of the Procurement Section, review the KRG cellular phones and subsequent change of provider and hardware upgrades.

## **Tamaani Internet Section**

### Strategic Telecommunication Development

- The submarine fibre optic cable was landed at Puvirnituq August 7<sup>th</sup> and at Inukjuak on August 24<sup>th</sup>. The installation in Umiujaq is expected about September 6<sup>th</sup> and Kuujjuaraapik will be done by the end of September.
- The fibre optic cable in Chisasibi has been deployed from the beach manhole to the 18 km mark and awaits the cable ship for final splice expected end of September
- The fiber to the home (FTTH) splicing is completed in Umiujaq, Kuujjuaraapik, Kangiqsualujjuaq, Aupaluk, and Tasiujaq. – Others by early 2022.
- Cable drops and the optical network termination boxes (ONT) are completed in Umiujaq. – planned to complete Kuujjuaraapik, Kangiqsualujjuaq, Kangirsuk, Quaqtaq, Aupaluk and Tasiujaq by the end of year.
- CRTC Round 1 funding program – submittal of a request for funding (\$27M) for 5 years increased satellite capacity did not produce any results to date.
- CRTC Round 2 funding program – Finalizing the statement of work for submission to the CRTC commission

### Network Operations

- A Network Operations Coordinator was hired
- Tests done in Kuujjuaq to deploy a new wireless technology to replace the Redline technology.
- Planning the design and architecture of the networks in anticipation of the new bandwidth to come,

### Field Operations

- Resolved over 400 service calls for repairs on the network.
- Tests and inspections were completed to verify the installation quality of the subcontractor doing the fiber to the home (FTTH) in Kuujjuaraapik, Umiujaq, Aupaluk and Kangiqsualujjuaq
- the preparatory work was carried out in the shelters for the migration to FTTH

### Customer Service

- For the period of this report, Customer Service Representatives handled over 5200 telephone calls, 800 fax requests and over 5100 emails from our customers.
- The online portal has been introduced and in use by most customers (old and new). Customers are able to update their credit card information, make an online payment, and view their billing details. The project that is being worked on right now is the additional features such as data usage graphs and automated warnings of balances due.

## Administration Department Employees

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Vacant IT Clerk

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