



ADMINISTRATION department

ACTIVITY REPORT NOVEMBER 2021 TO FEBRUARY 2022

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 approximately 200 work orders.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, mail and cargo deliveries.

Procurement and Travel Section

- For this reporting period, 435 Purchase Orders for goods and services were issued to suppliers. 40 Call for tenders were prepared.
- 2021 marked the completion of a 3-year contract between the KRG and Taqramut Transport for the sealift packaging and shipping of goods. A public call for tender was launched for another 3-year contract.
- For this reporting period, 526 travel warrants were processed for employee and consultant travel. This represents about a 50% decrease in travel compared to the same period last year.

Information Technology Section

- During this reporting period, a total of over 800 new tickets were created while the team resolved and closed a total of over 420 tickets.
- By the end of 2021, the rotational IT Specialist had visited all Nunavik communities at least once and secured all outdated network equipment. Communities are now being re-visited again with the focus being on refreshing older laptops and desktop PC's.
- A secondary redundant fail-over NPS "secure" server was purchased and received at the end of last year. This will be implemented in Q1 2022.
- The IT Team is keeping their focus on optimizing technologies which keep the network secure 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 tender is launched for the installation of EAUFON 2, which is the extension of the marine fiber from Puvirnituaq to Kangiqsujuaq.
- A dedicated Project Manager for EAUFON 2 and for the fiber between Kuujjuaq and Kawawachickamach has been hired.
- The FTTH (fiber to the home) as the local distribution method in all communities is being finalized as soon as possible.

Network Operations

- Implemented a new ticketing system for Network Operations. This facilitates follow-up, ownership and completion of tasks.
- Implemented a Corporate customer facing web portal. This allows our corporate customers to actively participate in our troubleshooting and resolution process.
- Completed the data control network for the EAUFON and successful completion of all subsequent testing, including network security requirements.
- Built a “15th community” inside a lab model. This allows testing and configuration of network components before deployed live in the community.

Field Operations

- Resolved over 400 service calls for repairs on the network.
- Training on the marine fiber equipment in Chisasibi was completed by Tamaani employees in December.

Customer Service

- For the period of this report, Customer Service Representatives handled over 6500 telephone calls, 1800 fax requests and over 5500 emails from our customers.
- Majority of Tamaani’s customers have been using the customer portal on the Tamaani website. Continuous support is being provided
- Covid travel restrictions played havoc on our ability to travel in the region and our local agents in the community’s really made a difference – Nakurmiik! We are focusing for the remainder of 2022 on increased efforts towards empowering our local agents.

Administration Department Employees

Name	Title	Phone Extension	Email
Daryl Combden	Director	2303	dcombden@krq.ca
Mae Makiuk	Administrative Technician	2373	mmakiuk@krq.ca
<u>Operations</u>			
Vacant	Operations Coordinator		
Dave Parsons	Equipment Services Technician	2216	dparsons@krq.ca
Jobie Airo	Messenger Van Driver		jairo@krq.ca
Peter Saunders	Laborer Messenger		psaunders@krq.ca
Sammy Munick	Laborer Messenger		smunick@krq.ca
Johnny Kudluk	Laborer Messenger		jkudluk@krq.ca
Noah Angnatuk	Laborer Messenger		nangnatuk@krq.ca
Adamie Johannes	Storekeeper	2361	ajohanned@krq.ca
Vacant	Asst. Storekeeper		
Alexandre Gagne	Shipper Receiver	2208	agagne@krq.ca
Janice Walsh	Receptionist	0	jwalsh@krq.ca
Sarah Gordon	Receptionist (Term)	0	sgordon@krq.ca
Anita Pembroke	Janitorial		
Mark Gordon	Janitorial		mgordon@krq.ca
Anita Koneak	Janitorial		akoneak@krq.ca
Arthur Cody	Janitorial Inukjuak		acody@krq.ca
Vacant	Janitorial Salluit		
Mary Niquanicappo	Janitorial Kuujjuaraapik		mniquanicappo@krq.ca
Vacant	Janitorial Kangiqsualujjuaq		
Jennifer Abraham	Sr. Travel Clerk	2376	jabraham@krq.ca
Susan Tuglavina	Travel Clerk	2334	stuglavina@krq.ca
Rebecca Jones	Travel Clerk		rjones@krq.ca
<u>Procurement Section</u>			
Jacques Leclerc	Assistant Director	2215	jleclerc@krq.ca
Sean Aitchison	Senior Purchaser	2235	saitchison@krq.ca
Guillaume Marleau	Purchaser	2258	gmarleau@krq.ca
Steve Lefebvre	Senior Purchaser	2394	slefebvre@krq.ca
Karen Power	Purchaser	2308	kpower@krq.ca
<u>IT Section</u>			
Scott Brunton	Assistant Director	2342	sbrunton@krq.ca
Martin Chaperlin	Systems Administrator	2390	mchaperlain@krq.ca
Yanick Lampron	Systems Administrator	2284	yampron@krq.ca
Vacant	Application Specialist		
Vacant	IT Support Technician		
Vacant	IT Support Technician	2420	
Vacant	IT Support Technician	2390	
Philip Han	IT Support Technician (Term)	2331	phan@krq.ca
Vacant	Network Administrator, Security		
Raymond Fortin	IT Support Technician (Rotation)		rfortin@krq.ca
Vacant	IT Clerk		

Tamaani Internet

Eric Landry	Assistant Director	2462	elandry@krg.ca
Jonathan Moraal	Network Ops Coordinator	2465	jmoraal@krg.ca
Charles Crevier	SR Network Administrator	2458	ccrevier@krg.ca
John Fann	SR Network Administrator	2459	jfann@krg.ca
Vacant	Network & VC Admin	2466	
Vacant	Network & VC Admin	2465	
Vacant	Field Operations Coordinator	2462	
Robert Sansregret	Implementation Specialist	2461	rsansregret@krg.ca
Paul Giroux	Implementation Specialist	2468	pgiroux@krg.ca
Theo Theriault	Implementation Specialist	2463	ttheriault@krg.ca
Yanick Lebreaux	Implementation Specialist	2468	ylebreaux@krg.ca
Vacant	Implementation Specialist	2468	
Norman Gordon	Implementation Specialist	2460	ngordon@krg.ca
B Guillermo	Coordinator Internet Services	2456	bguillermo@krg.ca
Vacant	Customer Support		
Anna Eliyassialuk	Customer Support	2453	aelyassialuk@krg.ca
Vacant	Customer Support		
Vacant	Customer Support		
Lizzie Sakiagak	Accounting Clerk	2452	lsakiagak@krg.ca