



## **ADMINISTRATION department**

### **ACTIVITY REPORT MARCH 2021 TO MAY 2021**

---

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 400 work orders.
- Assisted with 7 relocations of KRG employees arriving to or leaving Kuujuaq.
- Ongoing coordination and support related to custodial duties, vehicle maintenance, snow removal, mail, and cargo deliveries.

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

- For this reporting period, over 730 Purchase Orders / contracts for goods and services were issued to suppliers including 270 for sealift. Over 70 Call for tenders were prepared.
- In collaboration with the Legal department and the IT section, issued a public call for tender for a 5-year (2021-2026) contract for photocopier service / contract awarded.
- Reactivation of the project of integrating a requisition module within the KRG Financial software into the day-to-day procurement process.
- For this reporting period, almost 1300 travel warrants were generated through the KRG Travel Management System. 950 of these warrants were for travel within Nunavik while the remainder were for travel back and forth to the south.

## **Information Technology Section**

- For this reporting period, 576 tickets were treated by the team.
- The IT section completed the configuration and initial testing of the SQ/CRPQ database in 2 communities. The roll-out for general use by the Nunavik Police Services in all communities will continue throughout the summer.
- By the end of April, the IT Specialist on rotation had visited a total of 7 communities. Priorities during these visits are focused on upgrading hardware to mitigate the risk of security breaches.

## **Tamaani Internet Section**

### Customer Service

- For the period of this report customer service representatives handled over 3800 telephone calls, 550 fax requests and over 3300 emails from our customers.
- Kuujuaq office reopened to the public on March 29th with reduced hours. It has been noted however, that most customers find the online payment process much more efficient, and the number of walk-ins is only about 5-6 customers per day.
- Posting of a position of regional agent to be based outside of Kuujuaq (on-going)
- Changes have been made to the customers billing cycle. Instead of all customers being invoiced on a single day each month, invoicing has been staggered over the whole month.
- The schedule of visits to the communities has been adjusted to better align with the installation of the Fiber to the Home networks (FTTH). This will permit the Customer Service Representatives to exchange the LTE modem for a fiber ONT at the same time. It is still our intention to visit all communities before the end of the year, but in the short term, the communities of Umiujaq, Kuujuaaraapik, Puvirnituk, Inukjuak, Aupaluk, Tasiujaq and Kangiqsualujuaq will be visited between June and August.

### Strategic Telecommunication Development

- The Phase 5 Submarine fiber project from Chisasibi to Puvirnituk: still on schedule (December 2021).
- A community consultation to explain the phase 5 project and allow for questions and answers was done virtually with the cree community of Chisasibi on April 14<sup>th</sup>.
- CRTC Round 2 funding program – two requests were approved in March.
  - \$36.3M was approved for the extension of the submarine fiber from Puvirnituk to Salluit and overland to Kangiqsuaq.
  - \$17.1M was approved to upgrade the microwave link between Kuujuaq and Schefferville to a terrestrial fiber.
    - CRTC Statement of work (SOW) is in progress and will be sent to the CRTC commission to be approved.
    - Work is being done to finalize matching funds of \$36.2M from Quebec SPN.
- Future fibre development

- Phase 6 to connect Akulivik, Ivujivik, Salluit, Kangiqsujaq and both mine sites: \$45.2M has already been secured - discussions with Quebec Government on-going for the balance of \$34.7M
- Submarine fibre from Kangiqsujaq to Kuujuaq with spurs for Quaqtaq, Kangirsuk, Aupaluk, Tasiujaq and Kangisualujuaq: discussions on-going with both governments.
- Universal Broadband Fund (UBF)
  - Three applications have been submitted to the UBF for almost \$150M of requested funding – awaiting results:
    - Continuation of existing SES2 satellite plus additional capacity on SES6
    - Application for Oneweb Low Earth Orbit capacity. Anticipated service date November 2021
    - Application for Telesat Low Earth Orbit capacity. Anticipated service date First Quarter 2024
- Universal Broadband Fund Rapid Response Stream (RRS)
  - RRS awarded funding of \$4,467,500 to KRG to temporarily increase satellite capacity (792 mbps by August 2021).
  - Discussions on-going with Quebec SPN and Quebec Economic Development for matching funds.

### Network Operations

- Deployment of a new project management software and a cloud-based solution for all network documentation.

### Field Operations

- Technicians on-rotation have visited all communities performing tests of all platforms both residential and corporate to detect areas of poor performance. Where possible, immediate corrective actions were taken and, in some cases, issues were reported to Network Operations in Kuujuaq for a greater in depth analysis.

## Administration Department Employees

Name	Title	Phone Extension	Email
Daryl Combden	Director	2303	<a href="mailto:dcombden@krq.ca">dcombden@krq.ca</a>
Vacant	Administrative Technician		
<u>Operations</u>			
Vacant	Operations Coordinator	2373	
Dave Parsons	Equipment Services Technician	2216	<a href="mailto:dparsons@krq.ca">dparsons@krq.ca</a>
Jobie Airo	Van Driver		<a href="mailto:jairo@krq.ca">jairo@krq.ca</a>
Peter Saunders	Laborer Messenger		<a href="mailto:psaunders@krq.ca">psaunders@krq.ca</a>
Sammy Munick	Laborer Messenger		<a href="mailto:smunick@krq.ca">smunick@krq.ca</a>
Johnny Kudluk	Laborer Messenger		<a href="mailto:jkudluk@krq.ca">jkudluk@krq.ca</a>
Noah Angnatuk	Laborer Messenger		<a href="mailto:nangnatuk@krq.ca">nangnatuk@krq.ca</a>
Adamie Johannes	Storekeeper	2361	<a href="mailto:ajohanned@krq.ca">ajohanned@krq.ca</a>
Vacant	Asst. Store keeper		
Alexandre Gagne	Shipper Receiver	2208	<a href="mailto:agagne@krq.ca">agagne@krq.ca</a>
Alice Gordon	Receptionist	0	<a href="mailto:agordon@krq.ca">agordon@krq.ca</a>
Sarah Gordon	Receptionist (Term)	0	<a href="mailto:sgordon@krq.ca">sgordon@krq.ca</a>
Kitty Makiuk	Janitorial		<a href="mailto:kmakiuk@krq.ca">kmakiuk@krq.ca</a>
Mark Gordon	Janitorial		<a href="mailto:mgordon@krq.ca">mgordon@krq.ca</a>
Anita Koneak	Janitorial		<a href="mailto:akoneak@krq.ca">akoneak@krq.ca</a>
J Weetaluktuk	Janitorial		<a href="mailto:jweetaluktuk@krq.ca">jweetaluktuk@krq.ca</a>
Esiola Tayara	Janitorial Salluit		<a href="mailto:etayara@krq.ca">etayara@krq.ca</a>
Jaco Niviaxie	Janitorial Kuujjuaraapik		<a href="mailto:jniviaxie@krq.ca">jniviaxie@krq.ca</a>
Kitura Fox	Sr. Travel Clerk	2217	<a href="mailto:kfox@krq.ca">kfox@krq.ca</a>
Susan Tuglavina	Travel Clerk	2334	<a href="mailto:stuglavina@krq.ca">stuglavina@krq.ca</a>
Jennifer Abraham	Travel Clerk	2376	<a href="mailto:jabraham@krq.ca">jabraham@krq.ca</a>
<u>Procurement Section</u>			
Jacques Leclerc	Assistant Director	2215	<a href="mailto:jleclerc@krq.ca">jleclerc@krq.ca</a>
Sean Aitchison	Purchaser	2235	<a href="mailto:saitchison@krq.ca">saitchison@krq.ca</a>
Guillaume Marleau	Purchaser	2258	<a href="mailto:gmarleau@krq.ca">gmarleau@krq.ca</a>
Steve Lefebvre	Purchaser	2394	<a href="mailto:slefebvre@krq.ca">slefebvre@krq.ca</a>
Karen Power	Purchaser	2308	<a href="mailto:kpower@krq.ca">kpower@krq.ca</a>
<u>IT Section</u>			
Scott Brunton	Assistant Director	2342	<a href="mailto:sbrunton@krq.ca">sbrunton@krq.ca</a>
Martin Chaperlin	Systems Administrator	2390	<a href="mailto:mchaperlain@krq.ca">mchaperlain@krq.ca</a>
Yanick Lampron	Systems Administrator	2284	<a href="mailto:ylampron@krq.ca">ylampron@krq.ca</a>
Andree Coderre	Application Specialist (leave)	2413	<a href="mailto:acoderre@krq.ca">acoderre@krq.ca</a>
Curt Matchett	IT Support Technician	2263	<a href="mailto:cmatchett@krq.ca">cmatchett@krq.ca</a>
Vacant	IT Support Technician	2420	
Vacant	IT Support Technician	2390	
Philip Han	IT Support Technician (Term)	2331	<a href="mailto:phan@krq.ca">phan@krq.ca</a>
Vacant	IT Support Technician		
Raymond Fortin	IT Support Technician (Rotation)		<a href="mailto:rfortin@krq.ca">rfortin@krq.ca</a>
Mae Makiuk	IT Clerk		<a href="mailto:mmakiuk@krq.ca">mmakiuk@krq.ca</a>

### Tamaani Nunavik Wireless Internet

Eric Landry	Assistant Director	2457	<a href="mailto:elandry@krg.ca">elandry@krg.ca</a>
Vacant	Network Ops Coordinator	2466	
Charles Crevier	SR Network Administrator	2458	<a href="mailto:ccrevier@krg.ca">ccrevier@krg.ca</a>
John Fann	SR Network Administrator	2459	<a href="mailto:jfann@krg.ca">jfann@krg.ca</a>
Vacant	Network & VC Admin	2466	
Dominic Gauthier	Network & VC Admin	2465	<a href="mailto:dgauthier@krg.ca">dgauthier@krg.ca</a>
Vacant	Field Operations Coordinator	2462	
Robert Sansregret	Implementation Specialist	2461	<a href="mailto:rsansregret@krg.ca">rsansregret@krg.ca</a>
Paul Giroux	Implementation Specialist	2468	<a href="mailto:pgiroux@krg.ca">pgiroux@krg.ca</a>
Theo Theriault	Implementation Specialist	2463	<a href="mailto:ttheriault@krg.ca">ttheriault@krg.ca</a>
Yanick Lebreux	Implementation Specialist	2468	<a href="mailto:ylebreux@krg.ca">ylebreux@krg.ca</a>
Jonathan Moraal	Implementation Specialist	2468	<a href="mailto:jmoraal@krg.ca">jmoraal@krg.ca</a>
Norman Gordon	Implementation Specialist	2460	<a href="mailto:ngordon@krg.ca">ngordon@krg.ca</a>
B Guillermo	Coordinator Internet Services	2451	<a href="mailto:bguillermo@krg.ca">bguillermo@krg.ca</a>
Tapia Arreak	Customer Support (term)	2455	<a href="mailto:tarreak@krg.ca">tarreak@krg.ca</a>
Anna Eliyassialuk	Customer Support	2453	<a href="mailto:aeliyassialuk@krg.ca">aeliyassialuk@krg.ca</a>
Vacant	Customer Support		
Rebecca Jones	Customer Support	2455	<a href="mailto:rjones@krg.ca">rjones@krg.ca</a>
Lizzie Sakiagak	Accounting Clerk	2452	<a href="mailto:lsakiagak@krg.ca">lsakiagak@krg.ca</a>