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News Release

For Immediate Release

Government of Nunavut makes significant progress in system recovery efforts

Iqaluit, Nunavut (November 22, 2019) – The Government of Nunavut (GN) today confirmed its network and electronic systems affected by the November 2 ransomware are operational, following significant progress over the past weeks.

"I want to say a heartfelt thank you to the many people who have been working non-stop to make sure our government continues to offer essential services and get our system back up and running," said Premier Joe Savikataaq. "It's been an incredible team effort, and though there is work left to do, the fact that we have been able to carry on with minimal disruptions to Nunavummiut says a lot about our dedicated staff, strong contingency planning and great ability to adapt."

The majority of GN departments' employees in Iqaluit are now connected to the network and have access to the internet. A new, secure email system has been set-up, and regular government email addresses are once again functional.

Students in schools can now access the internet through the education student network and receive their high school transcripts. Students can send a request for transcripts at studenttranscripts@gov.nu.ca , and get more information at https://www.gov.nu.ca/education/information/student-records.

All payments to recipients of Financial Assistance to Nunavut Students, Adult Learning Training Supports and the foster parents' program were issued on-time. Income assistance clients in Iqaluit are now receiving their usual payments. For now, clients on income support in communities outside Iqaluit will continue to receive vouchers for all necessities.

All GN staff were paid as planned last week. Urgent payments to vendors and suppliers have been made and upcoming vendor payments will proceed as usual. GN vendors can obtain more information at: https://www.gov.nu.ca/finance/news.

Essential services delivered by the Department of Health have proceeded without interruption. Telehealth and Meditech systems are undergoing testing, before being brought online in the near future.

The Department of Community and Government Services will begin working on the remediation plan to all Nunavut communities next week, to re-connect them to the new GN network. Teams will be deployed in all three regions simultaneously with both remote and on-site resources.

“I realize this has been inconvenient for many Nunavummiut, and I want to thank everyone for their patience. Safely re-connecting our communities to the network, as soon as possible, is our continuing focus,” said Premier Savikataaq.

Program and service updates continue to be available on GN social media and at www.gov.nu.ca.

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