



ADMINISTRATION Department

ACTIVITY REPORT FEBRUARY 2024 TO MAY 2024

The Administration Department provides support and a variety of services to every KRG department, as well as to the organization's Regional Council and Executive Committee. It also manages Tamaani Internet.

The department's activities are divided into four sections:

- Asset Management
- Supply Chain and Logistics
- Information Technology
- Tamaani Internet

Asset Management

The Asset Management Section improves the operational efficiency and resource utilization of all KRG fixed assets, from acquisition to disposal.

- We finalized the tender process for the 2024 KRG new vehicle fleet and began planning for registration and insurance reporting.
- We initiated inspections and discussions with departments on the entire KRG in-service fleet, to start the disposal process of all end-of-life vehicles and ensure that unsold vehicles are returned to South for recycling by the third sailing.
- We secured warehouse space for all archives sent in 2023 from the main office in Kuujjuaq to Montreal. The next step is to classify and digitize these documents according to a retention policy that is in development.

Supply Chain and Logistics

- The Supply Chain & Logistics Section is working on the re-implementation of the Norming requisition module, along with other data base updates of Accpac, the KRG's financial software. These improvements will greatly enhance our procurement operational processes.
- The Section is at an advanced stage in the 2024 sealift season. As of April 30, the section has reserved almost 7,000 m³ of volume for the first sailing, compared to 4,000 m³ for the same date in the 2023 season. The scale of this effort is impressive: 7,000 m³ takes up roughly the same space as 280 sealift containers.
- To date, the procurement section has issued 872 purchase orders and 155 public and by-invitation tenders, totaling almost \$38 million. This compares to 855 purchase orders and 95 public and by-invitation tenders, totaling \$32 million, during the same period in 2023. This increase in procurement activity is a direct result of higher demand from KRG departments that are making efforts to raise service levels in all 14 NV.

- To date, the Travel section has issued 1,450 warrants totaling \$2.3 million. These warrants were distributed among Canadian North, Air Inuit, FCNQ hotels, and landholding inns/camps, etc. This compares to 1,710 warrants totaling \$2.9 million issued for the same period in 2023.

Information Technology

- Following the completion of a Security Maturity Assessment and Network Penetration testing, we are delighted to report that the IT team has resolved ALL critical security concerns, and high risks have been fully resolved. The medium and low-risk items that were identified are currently being addressed. There were numerous recommendations made to improve KRG's security posture, and working with the Director General's Office, we expect the recommendations to be implemented by the end of summer.
- We have started phase 2 of the redundant internet capacity project at regional police stations. This is a network configuration to allow Starlink capacity as a failsafe means if Tamaani Internet goes down. This ensures continued access to 911 services. Half of the NV have been set up so far.
- We have received all replacement hardware in response to the cyber incident of last June. The new hardware will greatly increase the security and efficiency of the KRG network. We are now integrating the new hardware into our infrastructure. as well as removing and repurposing older hardware where possible. As of this report, all KRG data has been migrated over to the new hardware.
- In collaboration with the KRG Human Resources department, a training module on cyber security awareness was provided to all employees as mandatory training.
- For this reporting period, just over 1,100 Helpdesk tickets were created with 1,050 tickets (93%) successfully resolved and closed.

Tamaani Internet

Strategic Telecommunication Development

- The EAUFON 2 project went in service on February 12. This fibre optic network extends north from Puvirnituq to Akulivik, Ivujivik and Salluit. Following the initial activation, numerous issues were noticed with our connections in South. After several weeks of further testing and changes to configurations, we are pleased to report that the network is stable and working as expected.
- We were recently advised that the Government of Canada's Department of Innovation, Science and Economic Development (ISED) has committed to funding for satellite bandwidth until March 31, 2025.
- On April 8th, the KRG received a notice of resolution from the Nayumivik Landholding Corporation in Kuujjuaq expressing a positive opinion of the project connecting Kuujjuaq and Kawawachikamach. The permits, and all necessary permissions have been granted.

Network Operations

- Akulivik and Ivujivik were migrated to the EAUFON 2 network in mid-February; however, deployment to Salluit was initially halted due to ECN congestion. This has been resolved and Salluit will be fully migrated to the EAUFON 2 network before the end of May.
- Upon deployment of the EAUFON 2, we noticed severe congestion on the Eeyou Communications Network (ECN) resulting in a less-than-ideal customer internet experience. This led to numerous weeks of testing and working closely with ECN engineers towards final end-to-end testing by ECN of its own network. Although not 100% resolved at the time of writing this report, the customer experience has significantly improved.
- Server infrastructure purchased last quarter was installed at the Montreal 4 Data center in the first week of April. This replaces aging and unlicensed/unsupported hardware at Wier.
- We applied Cisco Licensing to all core infrastructure on the EAUFON 2 network. This gives us access to a wider pool of available external technicians and network engineers for diagnosing and resolving issues.
- We tested the migration from EAUFON 1 to EAUFON 2 bandwidth in Puvirnituk which resulted in the desired result of seamless integration between the two networks. This integration resolved corporate client issues in Puvirnituk.
- We completed ongoing work on LTE provisioning integration into the powercode customer provisioning software, with the aim of automating Customer Service Representative tasks, and empowering our customers with self-help assistance.

Field Operations

- We met with our subcontractor in the north and visited communities together to establish an action plan to repair all deficiencies on the FTTH network by the end of the year.
- In Puvirnituk, we started work to extend the FTTH network to all areas of the community.
- The planning of the FTTH extension work slated for this summer has been carried out (purchasing of terminals, fiber reels, drops).

Customer Service

- To date, our Customer Service Representatives (CSR) have processed an average of 80 customer support requests per day. This volume of customer support is still high considering the presence of our self-serve portal on the website. We are in the initial phases of a communication strategy to better inform our customers on how to improve their internet experience by serving themselves.
- During the third week of February, a team of CSR were in Akulivik and Ivujivik for the migration to the EAUFON 2 network. Customer satisfaction with the experience was well received.

See Appendix A (next page) for staff listing.

Appendix A

Administration Department Employees

Name	Title	Phone Extension	Email
Daryl Combden	Director	2303	dcombden@krg.ca
Mae Makiuk	Administrative Technician	2373	mmakiuk@krg.ca

Supply Chain, Logistics and Asset Management

Ahmad Allami	Assistant Director	2299	aallami@krg.ca
Sean Aitchison	Senior Purchaser	2235	saitchison@krg.ca
Pierre O. Caron	Senior Purchaser	2394	pcaron@krg.ca
Steve Lefebvre	Senior Purchaser- Temporary	N/A	slefebvre@krg.ca
Guillaume Marleau	Purchaser	2258	gmarleau@krg.ca
Debra A. Da Silvia	Purchaser	2308	ddasilvia@krg.ca
Tommy Sequaluk	Sr. Travel Clerk	2217	tsequaluk@krg.ca
Susan Tuglavina	Travel Clerk	2334	stuglavina@krg.ca
Rebecca Jones	Travel Clerk	2367	rjones@krg.ca
Vacant	Fixed Assets Coordinator		
Wray Willson	Coordinator	2373	wwillson@krg.ca
Elijah Thurber	Messenger Van Driver	0	ethurber@krg.ca
Janice Walsh	Receptionist	0	jwalsh@krg.ca
Sarah Gordon	Receptionist	0	sgordon@krg.ca
Anita Koneak	Janitorial Kuujjuaq	0	akoneak@krg.ca
Vacant	Janitorial Kuujjuaq	0	
Vacant	Janitorial Umiujaq	0	
Vacant	Janitorial Inukjuak		
Esiola Tayara	Janitorial Salluit		
Mary Niquanicappo	Janitorial Kuujjuaraapik		mniquanicappo@krg.ca

IT Section

Kirk Linton	Assistant Director	2342	klinton@krg.ca
Martin Chaperlin	Systems Administrator	2390	mchaperlain@krg.ca
Dominic Gauthier	Systems Administrator		dgauthier@krg.ca
Anas Habash	Application Specialist		ahabash@krg.ca
Kevin Sylvestre	IT Support Technician	2413	ksylvestre@krg.ca
Phillip Han	IT Support Technician	2331	phan@krg.ca
Zhi Lui	IT Support Technician	2327	zliu@krg.ca
Anton Gatsukovich	IT Support Technician		agatsukovich@krg.ca
Vacant	IT Support Technician		
Vacant	Network Administrator, Security	2284	
Raymond Fortin	IT Support Technician (Rotation)		rfortin@krg.ca

Tamaani Internet

Eric Landry	Assistant Director	2462	elandry@krg.ca
Vacant	Admin Technician		
Jonathan Moraal	Network Ops Coordinator	2465	jmoraal@krg.ca
Shariq Sernobat	SR Network Administrator		ssernobat@krg.ca
John Fann	SR Network Administrator	2459	zfan@krg.ca
Theo Theriault	Team Leader	2466	
Robert Sansregret	Team Leader	2465	
Vacant	Implementation Specialist	2461	rsansregret@krg.ca
Carlos Carrillo	Implementation Specialist	2468	ccarrillo@krg.ca
Vacant	Implementation Specialist	2463	ttheriault@krg.ca
Vacant	Implementation Specialist		
Bruno Ferland	Implementation Specialist	2468	bferland@krg.ca
Norman Gordon	Implementation Specialist	2460	ngordon@krg.ca
Vacant	Tier two support technician		
Vacant	Tier two support technician		
B Guillermo	Coordinator Internet Services	2456	bguillermo@krg.ca
Vacant	Regional Agent		
Anna Pirti	Customer Support	2454	apirti@krg.ca
Anna Eliyassialuk	Customer Support	2453	
Jazmin Pudlut	Customer Support	2464	jpudlut@krg.ca
Jennifer Angnatuk	Customer Support (Term)	2466	jangnatuk@krg.ca
Nancy Watt	Customer Support (Term)	2455	nwatt@krg.ca
Vacant	Accounting Clerk	2452	