



## **ADMINISTRATION Department**

### **ACTIVITY REPORT SEPTEMBER TO NOVEMBER 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:

1. Asset Management
2. Supply Chain and Logistics
3. Information Technology
4. Tamaani Internet

#### **1. Asset Management**

The Asset Management Section enhances the lifecycle management of KRG fixed assets, overseeing careful planning, effective utilization, and timely disposal to support operational continuity and financial sustainability.

- As of November 1, registration of all new KRG vehicles is complete, ensuring they are road-ready and compliant with regulations. We are now finalizing reporting for insurance purposes.
- Following the issuance of a Public Notice for disposal of KRG's end-of-life assets, we are in the final stages of transferring property ownership to buyers in coordination with the Société de l'assurance automobile du Québec (SAAQ). These efforts promote efficient asset turnover and reflect KRG's commitment to responsible asset management.
- The section is enhancing asset tracking with the goal of establishing a comprehensive, real-time inventory of KRG resources. A new coordinator will soon join the team to collaborate closely with the logistics section, improving tracking systems and lifecycle management to strengthen KRG's operational efficiency.
- Coordination is ongoing for office/household furniture, custodians and short-term internal transit requests.

#### **2. Supply Chain and Logistics**

The Supply Chain and Logistics Section ensures seamless travel, procurement, and logistics, allowing KRG employees and consultants to effectively achieve their mandates.

- The section is currently developing a database and workflow processes for a new requisition module, Norming, to ensure smooth transition from the current process allowing for efficiencies during the procurement cycle.

- The sealift operation has concluded, following a successful and efficient season. For 2024, the KRG's volume of cargo was just over 11,000 cubic metres This represents about a 50% increase compared to last year.
- 2024 is the final year of a three-year contract with Taqramut Transport. A call for tender will be launched before the end of November, for another three-year term of maritime transportation and packaging.
- For this reporting period, the Procurement section issued 479 purchase orders with a total value of \$32 million worth of goods and services. This brings the year-to-date totals to almost 2,500 purchase orders totalling \$111 million. This is a 20 % increase over the same period in 2023.
- In the Travel Section for this reporting period, almost 2,000 travel warrants were issued with a total value of nearly \$3.4 million. This brings the year-to-date total to almost 7,200 travel warrants totalling nearly \$13 million. This is a 33% increase over the same reporting period in 2023
- This growth of activity experienced in the Asset Management and Supply Chain & Logistics Section indicates the growing demand from KRG departments to enhance services in Nunavik. The Section is preparing itself to keep up with these demands while continually improving our support on various requests directly from the NVs for goods and services.

### **3. Information Technology**

- For this reporting period, a total of 1,110 Help-Desk tickets were opened, and 1,088 (98%) were successfully resolved and closed. This brings the year-to-date number of help-desk tickets completed to 3,740, nearly a 56% increase over the same period in 2023.
- We are working with vendors to upgrade/replace existing conference room equipment/software to resolve reliability issues.
- The phone system replacement project is underway. Once the contract is awarded, we will proceed with the replacement of 350 handsets, four physical servers and two virtual servers, for the seven KRG buildings in Kuujjuaq.
- An offsite location has been integrated into our backup policy. Additional backup redundancy provides an added layer of network security.
- The section is developing a plan to clean up and archive older data to reduce duplicate data and improve data accessibility.

### **4. Tamaani Internet**

#### **Strategic Telecommunication Development**

- The KRG application to the Canadian Radio-television and Telecommunications Commission (CRTC) for a submarine fibre network for the five Ungava Bay communities was approved. This funding, once matched by the Government of Quebec, will allow Quaqtuq, Kangirsuk, Aupaluk, Tasiujaq and Kangiqsualujjuaq to be connected to the EAUFON 2 network. This connection is expected by the end of 2026.
- Funding has been allocated by the Ministère du Conseil exécutif (MCE) for two projects.

- 1) Kuujjuaq to Kawawachikamach terrestrial fibre. Funds have been allocated to cover cost increases to the project. The MCE is working through internal procedures to execute the funds transfer. This project is expected to be in service by summer 2026.
  - 2) The KRG has been in discussion with the MCE and SpaceX to purchase satellite capacity from SpaceX and Starlink. Funds have been allocated for a Kuujjuaq community gateway and bandwidth capacity for Ungava Bay high performance terminals. The MCE is working through internal procedures to execute the funds transfer.
- Société du Plan Nord has allocated \$2.5 million for a detailed shore-end survey in Ungava Bay. This is an in-depth study focusing on the portion from shoreline to the 25-meter water depth. This is in addition to the initial survey in 2022. The KRG and SPN are in the process of drafting a Contribution Agreement while SPN secures funds from the appropriate ministry.
  - Work on tender documents for the terrestrial fibre between Deception Bay and the Western shores of Wakeham Bay is ongoing. This connection is expected by the end of 2026.

### **Network Operations**

- The Network Operations team continues to work closely with Customer Service representatives to transition users to the new, higher speed fibre optic network on the Hudson coast.
- In anticipation of receiving satellite capacity from Starlink, which is low earth orbit (LEO) technology, bandwidth hardware and software management tools must be installed. Initial testing of these new tools is complete, and implementation is underway.
- The Network Operations team has added increased levels of automation and controls to the network allowing for improved network planning and change management processes.
- Corporate customers are being transitioned to the fibre network in Inukjuak, Ivujivik and Salluit. It's expected that this work will be completed before December.

### **Field Operations**

- A new field technician was hired in September bringing the total number of employees travelling in the region to seven. At the writing of this report, we were in the recruitment process for filling the remaining vacant position. It's expected that in first quarter 2025, the Field Operations section will be fully staffed leading to an improved delivery of service within communities.
- Community expansion of the fibre-to-the-home network (FTTH) in Kuujjuaraapik and Inukjuak has been started. We expect this work will be completed by the end of 2024.
- All deficiencies noted on the provisional acceptance of the FTTH network have been corrected by the subcontractor.

## **Customer Service**

- Tamaani Customer Service representatives are processing an average of 70 requests for support each day. Examples of support requests are reconnections for disconnects due to nonpayment, new customer subscriptions, and basic technical assistance.
- We are continuing with the transitioning from the LTE service to FTTH local distribution in the remaining Ungava communities. Kangiqsualujjuaq and Tasiujaq are completed and Aupaluk and Kangirsuk are scheduled for completion before the end of 2024. Based on feedback from our customers, they have a stable and more reliable internet connection since being switched to the FTTH.

*See Appendix A (next page) for staff listing.*

## Appendix A

### Administration Department Employees

Name	Title	Phone Extension	Email
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### Supply Chain, Logistics and Asset Management

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Vacant	Janitorial Inukjuak		
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## **Tamaani Internet**

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