



ADMINISTRATION Department

ACTIVITY REPORT JUNE TO SEPTEMBER 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 focuses on enhancing the efficient and effective use of all KRG fixed assets throughout their lifecycle, from acquisition to disposal.

- We are registering all new KRG-owned vehicles and equipment, ensuring they are properly plated as soon as they arrive in the Northern Villages.
- A public notice was issued in August announcing KRG's intent to dispose of obsolete KRG vehicles and equipment. Notice closure date was in early September, and we are processing unsold items for transport as recyclables to Montreal on the third sailing.
- The Asset Management section is compiling a list of new KRG assets for 2024 and developing improved methods for tracking these assets from acquisition through to eventual disposal.

Supply Chain and Logistics

The Supply Chain and Logistics Section plays a vital role in ensuring the efficient procurement, transportation, and delivery of goods and services across all KRG operations, supporting the organization's mission through strategic planning and effective resource management.

- The Section is reimplementing a new requisition module. The initial phase involves classifying and updating the ACCPAC database, KRG's financial software, in collaboration with the IT section and Department of Finance.
- We are making good progress with the 2024 sealift season. As of mid-August, the first sailing for all communities and second sailing to Kuujjuaq have been completed.
- Between May 1 and August 14, the Section issued 980 purchase orders totaling close to \$41 million. This represents a significant 91% increase compared to the 513 purchase orders issued during the same period in 2023, which totaled \$21 million. This surge in

activity is driven by heightened demand from KRG departments, successful implementation of improved methodologies, and advanced planning, which have streamlined the procurement process and ensured high service quality.

- During the period, the Travel section issued 1,608 warrants, amounting to almost \$2.4 million. These warrants were distributed among Canadian North, Air Inuit, FCNQ hotels, landholding inns/camps, and other service providers. This compares to 1,876 warrants totaling nearly \$3.1 million issued during the same period in 2023.
- The team recently welcomed a new Travel Coordinator, ensuring continued support and service quality.

Information Technology

- For the period, a total of 1,205 Help Desk service tickets were opened, and 1,201 tickets (99%) were successfully resolved and closed.
- A call for tender was launched to replace KRG's phone system in Kuujuaq. Once installed, this new system will offer greater communication options for remote users and NVs.
- We are working with vendors to install an incident response plan to handle situations affecting KRG infrastructure and IT service offerings. This will provide a playbook detailing precise actions that are followed in case of emergencies and events.
- With the assistance of the MPW Building Maintenance section, we are adding redundancy on the HVAC systems in server rooms.
- We are working on projects to improve the scalability and security of KRG infrastructure. We are adding battery backups, increasing server rack space within remote police stations, creating an offsite backup solution, and improving Help Desk visibility.

Tamaani Internet

Strategic Telecommunication Development

- KRG's application to the 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 Quaqtaq, Kangirsuk, Aupaluk, Tasiujaq and Kangiqsualujuaq to be connected to the EAUFON 2 network.
- Funding has been allocated by the Ministère du Conseil exécutif (MCE) for two projects.
 - Kuujuaq to Kawawachikamach terrestrial fibre. Funds have been allocated to cover cost increases to the project. The MCE is working through the government internal procedures for the funds to be transferred.
 - SpaceX Ka Band Gateway. Funds have been allocated for the Ka band gateway and the bandwidth capacity for the Ka and Ku band capacity. The MCE is in the process of working through the government internal procedures for the funds to be transferred.
- Société du Plan Nord has allocated \$2.5M towards a detailed shore-end survey in Ungava Bay. This information will be complimentary to the initial survey done in 2022. The KRG and SPN are in the process of drafting a Contribution Agreement while SPN secures funds from the appropriate ministry.

Network Operations

- All residential internet from Kuujuarapik to Salluit is now on EAUFON 2 bandwidth. We experienced technical issues with the switching, optical connections and ECN congestion but quality of service has been resolved.
- There were compatibility issues between billing software and customer hardware. The Customer Service Representatives (CSR) and Field Operations team are now fixing these records to allow full bandwidth control by the billing system. This is the last step in administering full bandwidth to residential customers.
- The Power code billing software was upgraded to the most recent version.
- We have started to transfer corporate clients from EAUFON 1 to EAUFON 2. The Raglan mine bandwidth is in the testing phase and all results to date are satisfactory.

Field Operations

- A new field technician has been hired to fill one of the three vacant positions.
- In Puvirnituk, we started work to extend the FTTH network to all areas of the community.
- Since the beginning of the summer, many breakages have occurred on our FTTH network in several communities, which is causing a delay in our FTTH expansion work. Breakages are usually caused by heavy machinery operators, either near construction sites or while moving containers during sealifts.
- Our subcontractor has undertaken work to correct deficiencies in the FTTH network.

Customer Service

- To date, our CSRs 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 phase of a communication strategy to better inform our customers on how to improve their internet experience through self-help tools.
- In late May, CSRs migrated all customers in Salluit to the EAUFON 2 network. Ungava Bay communities are being switched over to fibre before the end of the year, starting with Kangiqsujuaq in August.

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
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Vacant	Purchaser	2308	
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Vacant	Fixed Assets Coordinator		
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Vacant	Janitorial Kuujjuaq	0	
Vacant	Janitorial Umiujaq	0	
Vacant	Janitorial Inukjuak		
Esiola Tayara	Janitorial Salluit		
Vacant	Janitorial Kuujjuaraapik		

IT Section

Kirk Linton	Assistant Director	2342	klinton@krg.ca
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Vacant	IT Support Technician		
Vacant	Network Administrator, Security	2284	
Raymond Fortin	IT Support Technician (Rotation)		rfortin@krg.ca

Tamaani Internet

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Vacant	Tier two support technician		
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