



ADMINISTRATION Department

ACTIVITY REPORT DECEMBER 2024 TO FEBRUARY 2025

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 is committed to strengthening KRG's ability to efficiently manage its fixed assets. By improving tracking, optimizing usage, and ensuring responsible disposal, the section supports operational efficiency and long-term sustainability.

- The section welcomed a new Asset Management Coordinator at the beginning of the year. She will work closely with all KRG departments to maintain proper asset control.
- Efforts have begun to rebuild KRG's asset database, improving tracking and paving the way for the implementation of suitable asset management software in the near future.
- In collaboration with the Logistics and Operations team, an inventory database for housing and office furniture is being developed, starting with Kuujuaq. This initiative will eventually cover all KRG buildings across Nunavik.
- A key objective for the section is to publish an internal procedure outlining the comprehensive process for asset registration and disposal, ensuring responsible lifecycle management.

2. Supply Chain and Logistics

The Supply Chain and Logistics Section continues to enhance processes to provide seamless procurement, travel and logistical support. Through continuous improvements and stronger collaboration with other departments, the section aims to improve efficiency, reduce waiting times, and ensure compliance with the Kativik Act.

- In collaboration with our IT section and external consultants, the section is preparing for the first testing phase in mid-February of Norming – a workflow automation platform designed to improve process control and visibility on procurement requests. Full implementation across KRG is expected by mid-2025, streamlining processes and reducing wait times.
- Process improvements remain a priority, with a dedicated Tender web page set to be launched, improving workflow organization and enhancing service delivery.
- The section, in collaboration with Treasury and Finance and Legal departments, is finalizing a comprehensive Procurement Procedure for all KRG stakeholders. This procedure ensures adherence to best practices in accordance with the Kativik Act.
- A Public Call for Tender was issued in November 2024 for a new three-year contract covering maritime transportation and packaging. The opening of bids took place in early February. A resolution for awarding the contract will be presented for approval during this meeting of Council.
- For this reporting period, the Procurement section processed 625 purchase orders, totaling nearly \$35M. For the entire year 2024, just over 3,000 purchase orders were issued, totalling \$124M reflecting a 20% increase compared to 2023.
- The Travel section issued 1,700 warrants during this reporting period, amounting to just over \$3.7M. In 2024, the section generated nearly 8,500 warrants totalling over \$14M representing a 31% increase in the number of warrants compared to the 2023.

The Asset Management and Supply Chain and Logistics Sections have made solid progress in improving efficiency and collaboration across the KRG. A noticeable increase in demand for procurement and travel services reflects the consistent growth in KRG operations. Ongoing initiatives will continue to support this growth in the coming year.

3. Information Technology

- For this reporting period, the IT section has achieved a 97% help desk ticket success rate, closing 973 out of 1,000 tickets received. For the entire year 2024, the IT section received a total of almost 4,400 tickets with a 99% success rate.
- The section has started a project to organize all KRG Kuujjuaq server room cabling to increase network availability and security. Completion in April 2025 is expected.
- We replaced all battery backup units with new batteries; subsequent testing proved successful.
- The KRG Kuujjuaq phone infrastructure upgrade is scheduled to begin in February 2025.
- We are in the final stages of the LiveScan NPS project, which adds digital fingerprint scanning to police officer capabilities in communities outside of Kuujjuaq. This will allow forensic data to be shared among NPS locations.
- In the 2025 IT budget, an additional rotational IT Technician has been requested. Once filled, this additional person travelling within the communities will greatly assist our ability to ensure our network and employees are operating as efficiently and securely as possible.

4. Tamaani Internet

Strategic Telecommunication Development

- Following the confirmation of funding from the Ministère du Conseil exécutif (MCE), three projects are in the procurement and/or deployment phase.
 - 1) A public tender call has been launched for the Kuujjuaq to Kawawachikamach terrestrial fibre build, including the horizontal drilling work that is required to cross beneath the Koksoak River. Once initial bids are opened and analyzed for conformity, we will have a better idea of timelines for project implementation.
 - 2) The SpaceX Kuujjuaq community gateway and bandwidth capacity for Ungava Bay is installed and final testing is underway.
 - 3) Société du Plan Nord has allocated just over \$4.7 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 along with additional survey work for the terrestrial portion from the beach manhole to the Tamaani telecom site.

- The KRG is responding to several requests from the Canadian Radio-television and Telecommunications Commission (CRTC), a Canadian public body that regulates broadcasting and telecommunications.
 - CRTC 2025-9 concerning Telecommunications in the Far North is requesting responses to questions on a retail subsidy regime that is being contemplated.
 - CRTC 2023-89 concerns a review of the capability of Broadband Fund policies to enhance community resiliency through telecommunications.

Network Operations

- The testing and implementation phase of community Starlink bandwidth has begun. This will replace the existing C-band capacity for Ungava Coast communities. Testing and configurations is ongoing in Kuujjuaq, and a technician will travel to each of the communities to install the hardware. It's expected that this low latency bandwidth will be in service for customers before the end of February.
- Ongoing infrastructure upgrades on LTE and Fiber to the Home (FTTH) systems include software upgrades of ONTs, and development of automation tools for onboarding customers mentioned in previous activity reports to Council.
- Disaster Recovery (DR) planning for service recovery during Eeyou Communications Network (ECN) network outages involves installing redundant fiber paths to make sure that the KRG receives priority capacity.
- Corporate customers in Salluit have been transferred onto the EAUFON 2 bandwidth. The communities of Ivujivik and Akulivik are planned for transfer to EAUFON 2 in February.

Field Operations

- A new field technician was hired in December bringing the total number of employees travelling in the region to eight. The Field Operations section is now 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 completed.

- In Kuujuaq, the development work on our site was carried out for the installation of the Starlink Community Gateway. Last December, the SpaceX team installed antennae on the site, and completed configurations at the end of January.
- At the beginning of February, we proceeded with the installation of high-performance terminals in the Ungava communities.

Customer Service

- We continue to experience a high volume of customer support despite the availability of a self-serve portal on the website. Our CSR is continuously assisting customers to adapt to the customer portal so they can self-monitor invoices, payments, gigabytes usage, as well as their internet package subscriptions.
- The deployment of the fiber to the home (FTTH) in Kangirsuk and Aupaluk is delayed due to employee shortages and logistical challenges such as weather and accommodations. We hope to be able to proceed with the deployment by mid February or early March. When these two communities migrate to FTTH, all the communities of Nunavik will be fibered, which will allow us to better deliver the new capacity.

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

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Vacant	Janitorial Kuujjuaq	0	
Vacant	Janitorial Umiujaq	0	
Vacant	Janitorial Inukjuak		
Vacant	Janitorial Salluit		
Vacant	Janitorial Kuujjuaraapik		

IT Section

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Vacant	IT Support Technician		
Vacant	Network Administrator, Security	2284	
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Tamaani Internet

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Vacant	Tier two support technician		
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