



## **ADMINISTRATION Department**

### **ACTIVITY REPORT MARCH TO MAY 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 enhances lifecycle management of KRG fixed assets; overseeing careful planning, effective utilization, and timely disposal to support operational continuity and financial sustainability.

- The Asset Management Section, in collaboration with the Procurement section, is currently registering the KRG's 2025 vehicles and adding them to the fleet. All vehicles will be insured and registered with the Société de l'assurance automobile du Québec (SAAQ) prior to being shipped by sealift, to ensure they are compliant and road-ready upon arrival.
- In collaboration with the Legal Department, and following a knowledge-sharing session, responsibility for insurance and claims files related to KRG assets was transferred to the Asset Management Section.
- The section is preparing technical specifications for the launch of tender(s) aimed at standardizing housing furniture.
- To date, the section has inspected 24 KRG housing units in Kuujjuaq, representing close to 20% of all housing units. All identified furniture and appliances have been tagged with asset ID stickers, and recorded in a database for ongoing monitoring and lifecycle management.
- The section is finalizing a list of assets scheduled for disposal in 2025. The disposal process is expected to begin in June and completed by the end of July.

## 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 Procurement Section has reserved over 13,000 cubic meters for this year's sealift season, which includes both northbound and lateral shipments. In addition, the section is collaborating with the Environment Section to coordinate the movement of metal waste from Quaqtaq, Kangiqsujuaq, and Umiujaq to Bécancour for recycling.
- During this reporting period, the Procurement Section issued 835 purchase orders, totaling \$103 million in goods and services. This reflects a significant increase compared to the same period in 2024. The increase is related to major capital projects, service contracts and Tamaani's larger scale fiber optic projects.
- In the Travel Section, nearly 2,200 travel warrants were issued during this reporting period, with a total value of approximately \$5.4 million. This represents a 50% increase in the monetary value compared to the same period in 2024.

## 3. Information Technology

- For this reporting period, over 1,300 Help-Desk tickets were opened, and 1,200 (97%) were successfully resolved and closed. These numbers are aligned with the same reporting period last year
- We facilitated the transfer of all Human Resources Department files to OneDrive cloud storage, greatly improving speed and data accessibility from any location.
- The new Mitel phone system has been deployed. All KRG Kuujuaq users are now using the new system and handsets. We plan to roll out the new phone system in remote KRG offices in the first quarter of 2026.
- The KRG main office in Kuujuaq has been integrated into the enhanced Tamaani network, providing a high speed, low latency connection. This addition ensures adequate redundancy.
- All KRG workstations are being updated to Windows 11, the most recent version from Microsoft.
- A network security campaign was launched in early May with the intention of increasing end user awareness of everyday security threats.

## **4. Tamaani Internet**

### **Strategic Telecommunication Development**

- A contract has been awarded for terrestrial fibre between Kuujuaq and Kawawachikamach. The contract for horizontal drilling under the Koksoak River has not yet been awarded due to funding constraints. We are engaged in discussions with our funding partners to obtain the necessary funds to award this contract, allowing for work to begin as soon as possible.
- Final design specifications for terrestrial fibre between Deception Bay and Wakeham Bay is being completed which will allow for a call for tender to be issued and subsequent contract award.
- The EAUFON 3 project is moving forward with the shore end survey. In October 2022, a marine survey was completed to determine a route for the cable and where to land the cable in Ungava Bay communities. It was determined that additional survey work is required. This is scheduled to be carried out from August to September 2025. The outcome of the shore end survey will determine exactly how the cable will be brought to shore and protected from ice buildup and other elements. Depending on shore end survey results, the cable is expected to be installed during the 2026 or 2027 season.

### **Network Operations**

- The Ungava communities were transferred to high-performance Starlink terminals in mid-April. Results have been very good, and Tamaani is updating Internet Service Packages to provide access to the increased bandwidth, and home fiber optic modems (ONTs) are being switched to these new packages.
- In Kuujuaq, the Starlink Community Gateway was put into service offering 5-gigabits of throughput. Results for the throughput on the SpaceX Gateway are very good, and customers are continually being migrated to this enhanced network.
- Network Operations Technicians visited numerous communities to verify throughput to our corporate customers with a focus on schools, nursing stations, airport terminals, police stations and local stores. The results in these locations were satisfactory, and we worked with customers directly to address concerns.

### **Field Operations**

- The planning of works for the extension of Fiber to the Home (FTTH) during the summer season in new community developments has been completed.
- All new technicians have received advanced training on FTTH, and have followed rescue and safety training at height for work on towers, poles and bucket trucks.

### **Customer Service**

- Tamaani customer service representatives are processing an average of 50 requests from support email and faxes each day. Examples of support requests are changing addresses and activating the new fiber/LTE modem of relocating customers, reconnecting the internet of customers who make outstanding payments, for disconnection due to nonpayment, new customer subscriptions, and basic technical assistance.

- Continual migrations are being done for residential customers in Kuujjuaq to the Starlink community gateway
- Planning is underway to continue the work of transferring Aupaluk and Kangirsuk from LTE service to the FTTH local distribution network.

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

## Appendix A

### Administration Department Employees

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

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### **Tamaani Internet**

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