



ADMINISTRATION Department

ACTIVITY REPORT JUNE TO SEPTEMBER 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 focuses on enhancing the efficient and effective use of all KRG fixed assets throughout their lifecycle, from acquisition to disposal. This involves providing ongoing inspections and identification of furnishings in occupied and unoccupied housing units, ensuring that newly renovated units are fully equipped with existing or newly purchased items. We also coordinate the allocation of available housing units to employees.

- During the period, we made progress on developing housing-related policies, including a tenant process/policy and a new non-smoking policy for all KRG housing units. Implementation of the non-smoking policy is set for January 1, 2026, with all tenants to be notified and issued updated lease agreements in advance.
- This period marked completion of a comprehensive furnishings tender, covering full specifications, pricing and quantities. The Section also gathered detailed disposal documentation from departments and addressed asset-related requests, including housing allocations and office space needs
- The KRG either owns, operates, or maintains over 300 properties that serve various essential functions within the region. These properties encompass our airports, police stations, Kuujuaq Courthouse, internet shelters and various office buildings. We also provide accommodation for our relocated employees, ensuring they have a place to stay while they work away from home. Lastly, we also lease accommodations to regional and Québec government agencies, facilitating their operations within Nunavik.

2. 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 first sealift of 2025 was successfully completed, with a northbound cargo volume of 6120 m³ and 1100 m³ of lateral and retrograde shipments. We now are fully prepared for the upcoming second and third sailings.
- The Section coordinated the reception, handling and distribution of goods in collaboration with KRG departments; supporting multiple projects, and ensuring timely deliveries to the 14 NV. This included managing sealift cargo, coordinating air freight, and maintaining a steady flow of materials and equipment to meet operational needs.
- For the period, the Procurement section generated 516 purchase orders with a combined value approaching \$53 million. This figure reflects a 30% increase over the \$41 million recorded in the same period of 2024.
- During the period, the Travel section processed 2,594 warrants valued at almost \$5 million. These were distributed among Canadian North, Air Inuit, FCNQ hotels, landholding inns/camps, and other service providers. This represents a significant increase from 2024, when 1,608 warrants were issued for a total of nearly \$2.4 million.
- In collaboration with the Sustainable Employment department and Kativik Ilisarniliriniq (KI), we helped organize Custodial Skills Development Workshops that will take place in fall 2025.
- We introduced major updates to the Travel Management System (TMS) to improve efficiency in booking and management. Enhancements include expanded accommodation listings, new learning resources, a streamlined confirmation process, and ongoing testing of a mobile app.

3. Information Technology

- For the period, almost 1,400 Help-Desk tickets were opened, and 1,300 (95%) were successfully resolved and closed. These numbers represent a 20% increase in new tickets opened.
- We are currently auditing our cybersecurity stance and tools while testing additional solutions.
- A transcription option has been added to the Teams meeting, and Copilot AI is being tested internally.
- In collaboration with the Sustainable Employment department, we provided laptops for NV training and education purposes.
- Since May, the team has created and onboarded 55 new KRG employee users.
- Two new IT Specialists have been added to the team.

4. Tamaani Internet

Strategic Telecommunication Development

- As part of the ongoing EAUFON 3 program, the KRG contracted Arctic Research Foundation to conduct community information sessions, and a detailed shore end marine survey. The information from this survey and the previous route survey will be used by bidders in an upcoming fibre cable tender. The Ungava Bay shoreline with its rocky seabed, winds, tides and short open water season makes this one of the more challenging fibre optic cable projects globally.
- For the Kuujuaq to Kawawachikamach fibre-optic cable, a tender was awarded to Electro Saguenay Ltd to finalize routing design, procure and install the cable. At present, Electrosag has done 60% of the Light Detection And Ranging (LIDAR) survey. Weather and forest fire smoke has delayed the survey. Electrosag and KRG are reviewing and approving the goods to be supplied to the project.
- For the Deception Bay to Kangiqsujuaq overland fibre-optic cable, tender documents are being reviewed for completeness and clarity. Once approved, they will be published on the tendering website.

Network Operations

- Completed interview and hiring processes for two vacant Senior Network Administrator positions.
- Conducted interview, hiring, and training of Tier 2 Customer Service Representative. This new resource, integrated within Network Operations, supports Tier 1 CSRs with customer connectivity issues.
- Implemented a variety of software applications enabling administrators to automate switch deployments across Nunavik.
- Upgraded, tested and validated increased connectivity to all Kativik Ilisarniliriniq (KI) locations on the Ungava Coast.
- Collaborated with the Nunavik Housing Board to upgrade, test and validate increased connectivity at the NHB Kuujuaq office.
- Continued collaboration with the Ministère de la Cybersécurité et du Numérique (MCN) to replace the existing MCN network with upgraded routers, switches and endpoints. Achieved agreement on technology selection, deployment strategy and milestone targets.
- Finalized a Multiprotocol Label Switching (MPLS) contract with EEYOU for our MPLS route out of Chisasibi.
- Identified end-of-life security endpoints in the network and procured new Cisco ASA firewalls to replace them, increasing throughput for administrators and improving remote access security.
- Continued engineering-level work on the Calix E7, including software updates, faulty card replacements, and investigations into network instability.

Field Operations

- Over the past three months, following training, our technicians have applied newly acquired skills, particularly in fiber splicing, significantly accelerating project delivery in the field.

Work this summer has included:

- Inspecting and ensuring the maintenance, stability and reliability of the network in the NV
- Responding more rapidly to emergency repair calls
- Proactively creating service tickets by closely monitoring each NV's network status
- Addressing issues reported directly by residents on-site, bypassing traditional email or phone channels
- Deploying fiber and installing services in corporate buildings along the Ungava and Hudson Coasts
- Receiving, transporting and storing fiber rolls delivered by sealift to certain NVs
- Adding fiber connections to corporate buildings not yet connected
- Relocating a network of over 800 meters in Puvirnituq at Hydro-Québec's request – completed within three weeks
- Compiling accurate inventory records for each NV
- Performing maintenance on technicians' equipment in select NVs
- Bringing fiber into residences where renovations had been completed
- Connecting all Starlink equipment to UPS units
- Beginning the fibre connection of Tamaani to the FCNQ Cable TV Building
- Gradually removing the remaining end-of-life equipment across Nunavik

Customer Service

- Tamaani's customer service team processes over 65 requests daily, ranging from account updates to new service activations and reconnections. The team combines speed, technical expertise and customer care to keep Nunavik connected.
- We transferred our Aupaluk and Kangirsuk customers from LTE service to the local FTTH distribution network.
- We migrated all residential customers in Kuujuaq to Starlink; with most Ungava residential customers now connected through fiber linked to Starlink.

See Appendix A for staff listing (next page).

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
Vacant	Procurement Coordinator		
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Vacant	Senior Buyer		
Vacant	Buyer	2258	
Vacant	Buyer		
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Vacant	Logistics Technician		
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Vacant	Janitorial Kuujjuaq		
Vacant	Janitorial Umiujaq		
Vacant	Janitorial Inukjuak		
Betsy Tarkik	Janitorial Salluit		
Vacant	Janitorial Kuujjuaraapik		

IT Section

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Vacant	IT Specialist		
Vacant	Network Security Specialist		

Tamaani Internet

Eric Landry	Assistant Director	2462	elandry@krq.ca
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Vacant	Team Leader		
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Vacant	Tier two support technician		
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Vacant	Customer Support		
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Vacant	Customer Support (Term)		
Vacant	Accounting Clerk		