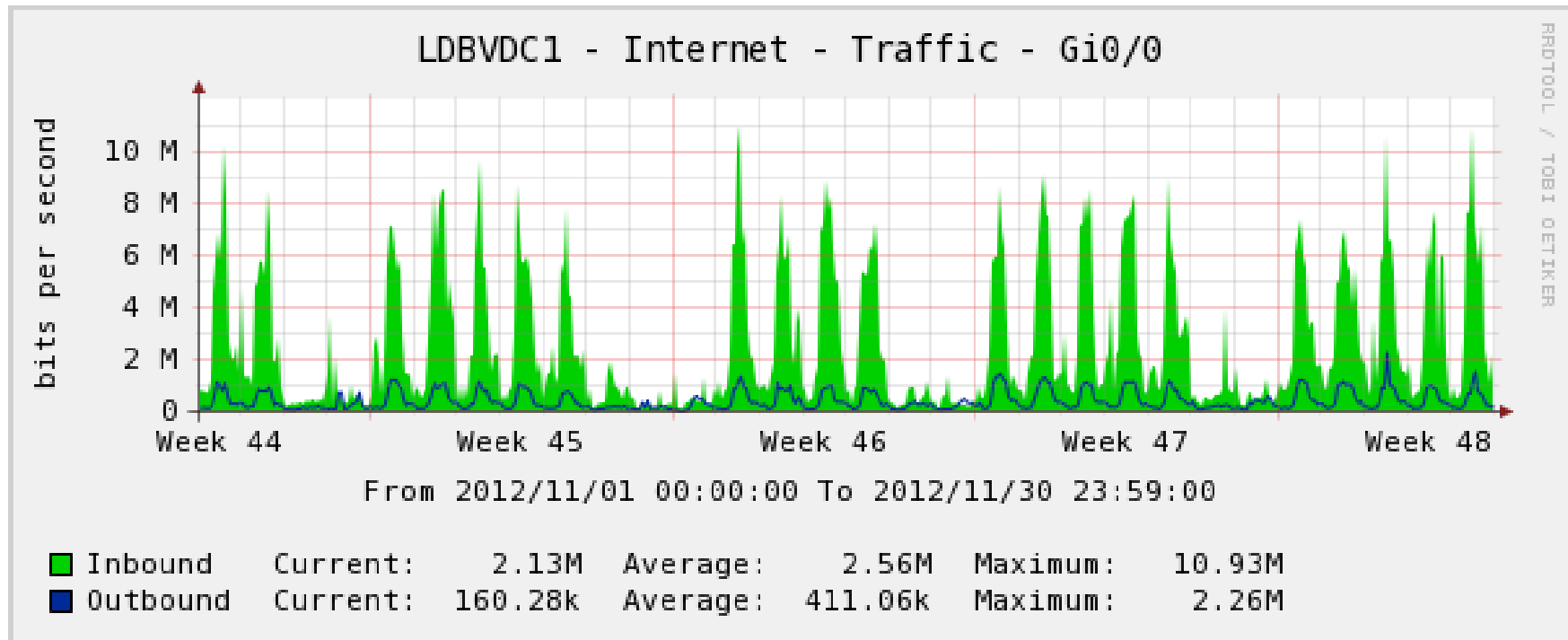


DATA CENTER CHART ANALYSIS

NOVEMBER 2012

Monthly Vancouver, Head Office Internet Gateway- November 2012

For Webstore, Vendor Facing Website, WEB Browsing and other external business communications



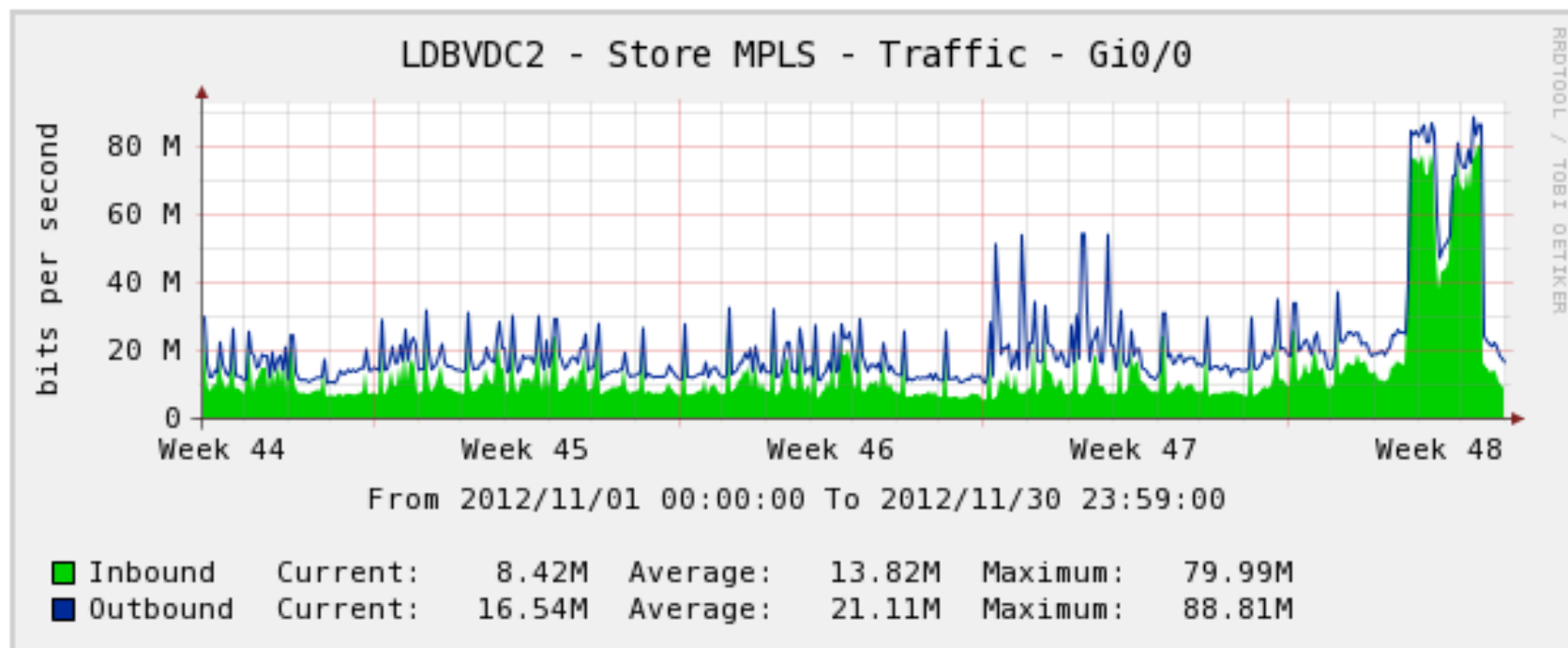
Summary: Graphical view of Head Office Internet data communications. The maximum capacity is 20Mbps.

Observation: During HO core hours (8:00 to 4:30), Internet Gateway operating as expected- 6Mbps download and 1Mbps upload average.

Recommendation: Not applicable

Monthly Vancouver, Head Office Private Network Gateway – November 2012

For Stores Electronic Notifications, Price Changes, EOD Sales Data and Communications between Vancouver & Kamloops Data Centres



Summary:

Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

Observation:

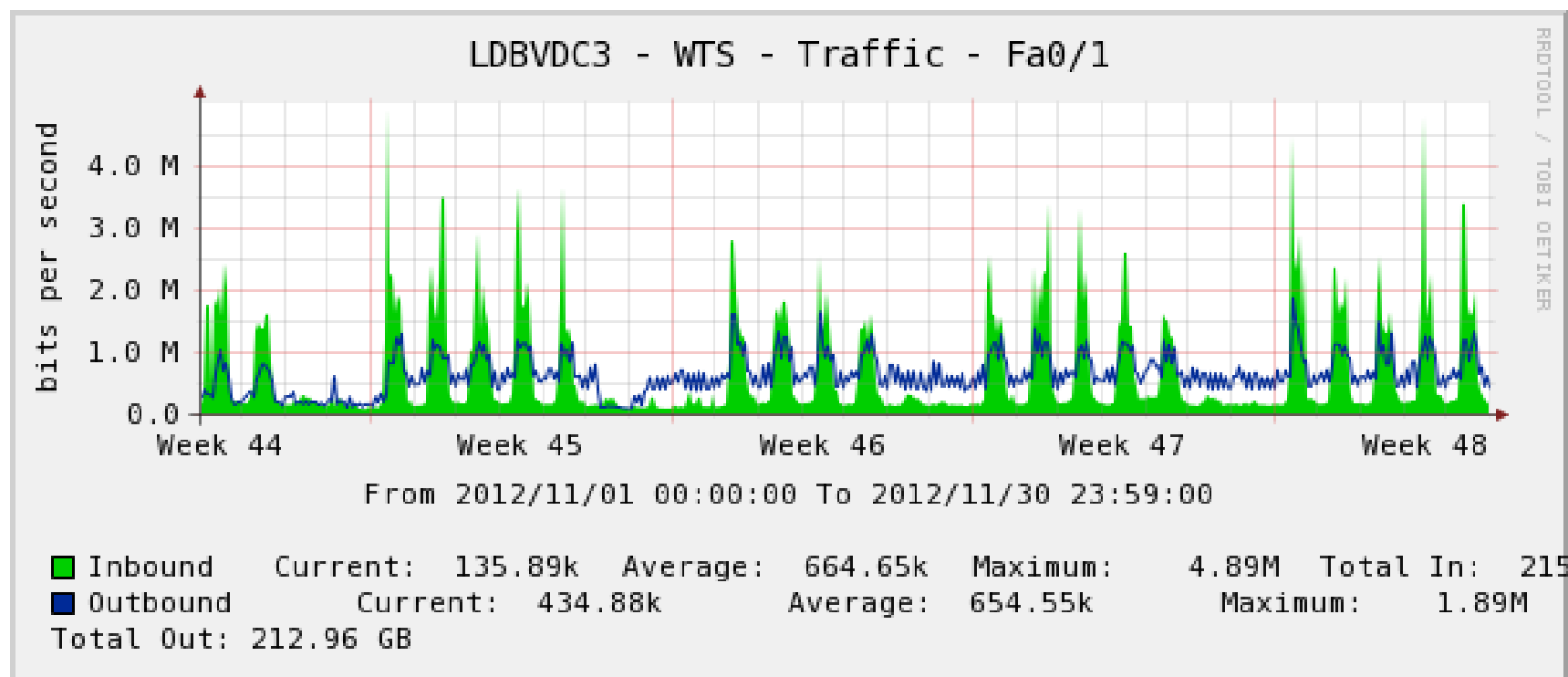
During HO core hours (8:00 to 4:30), Private Network Internet Gateway operating as expected. The Week 48 spike is a large database transfer between data centres.

Recommendation:

Not applicable

Monthly Vancouver, Head Office to Provincial Government Network Gateway – November 2012

For Corporate and Stores Email and Government websites communications



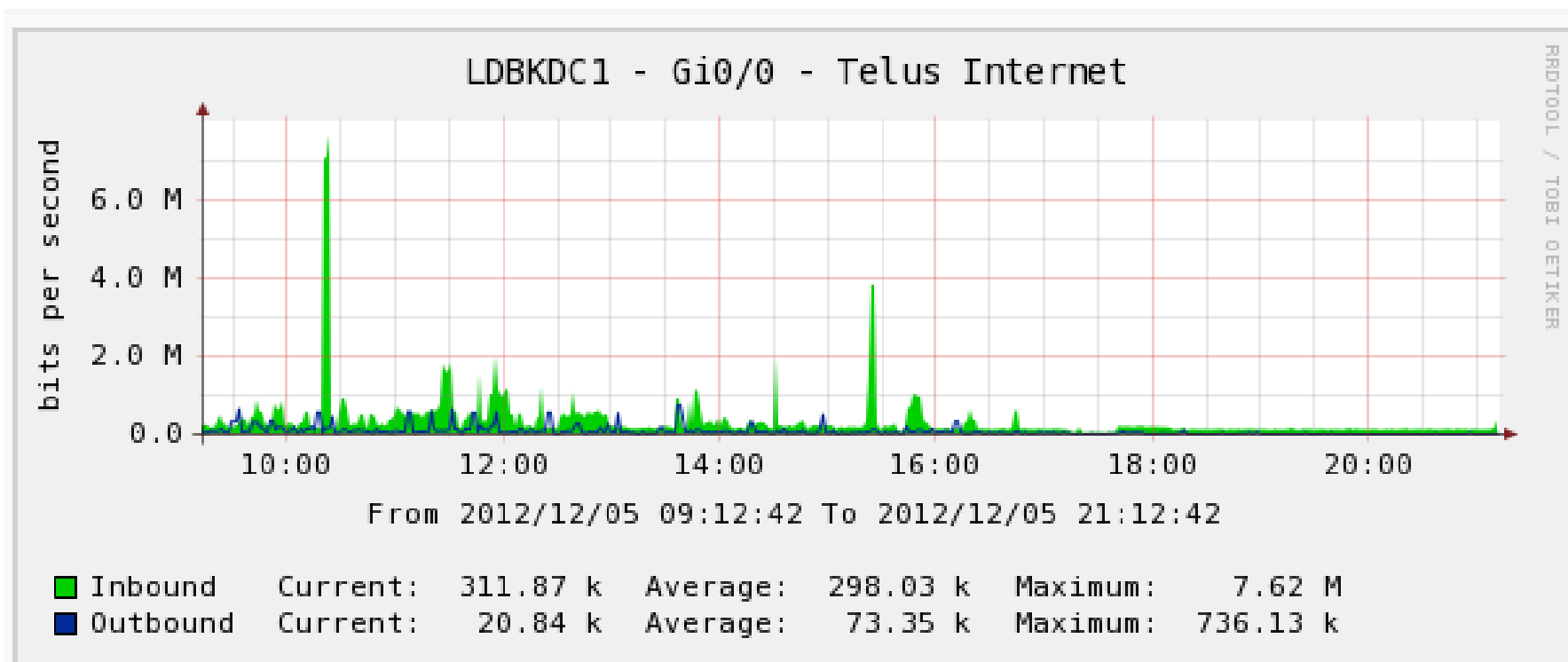
Summary: Graphical view of Head Office and Provincial government data communications. The maximum capacity is 10 Mbps.

Observation: Network utilization of the service above is deemed working within normal parameters.

Recommendation: Not applicable

Monthly Kamloops, Distribution Internet Gateway- November 2012

For WEB Browsing and other external business communications



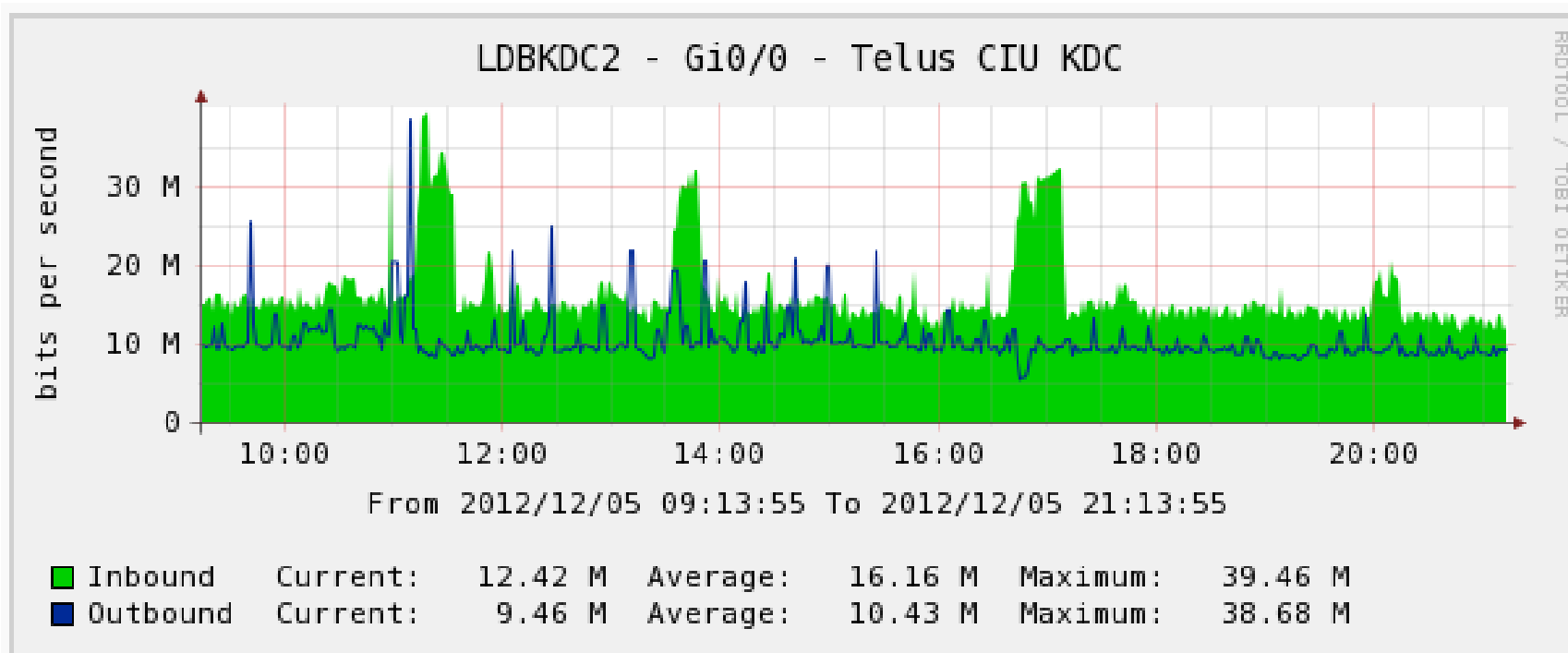
Summary: Graphical view of Kamloops Distribution Internet data communications. The maximum capacity is 10Mbps.

Observation: Minimal use. Can be leveraged for internet facing business requirements such as Lottery transactions

Recommendation: Not applicable

Monthly Kamloops, Distribution Private Network Gateway – November 2012

For Vancouver & Kamloops Data Centres communications and Store remote management



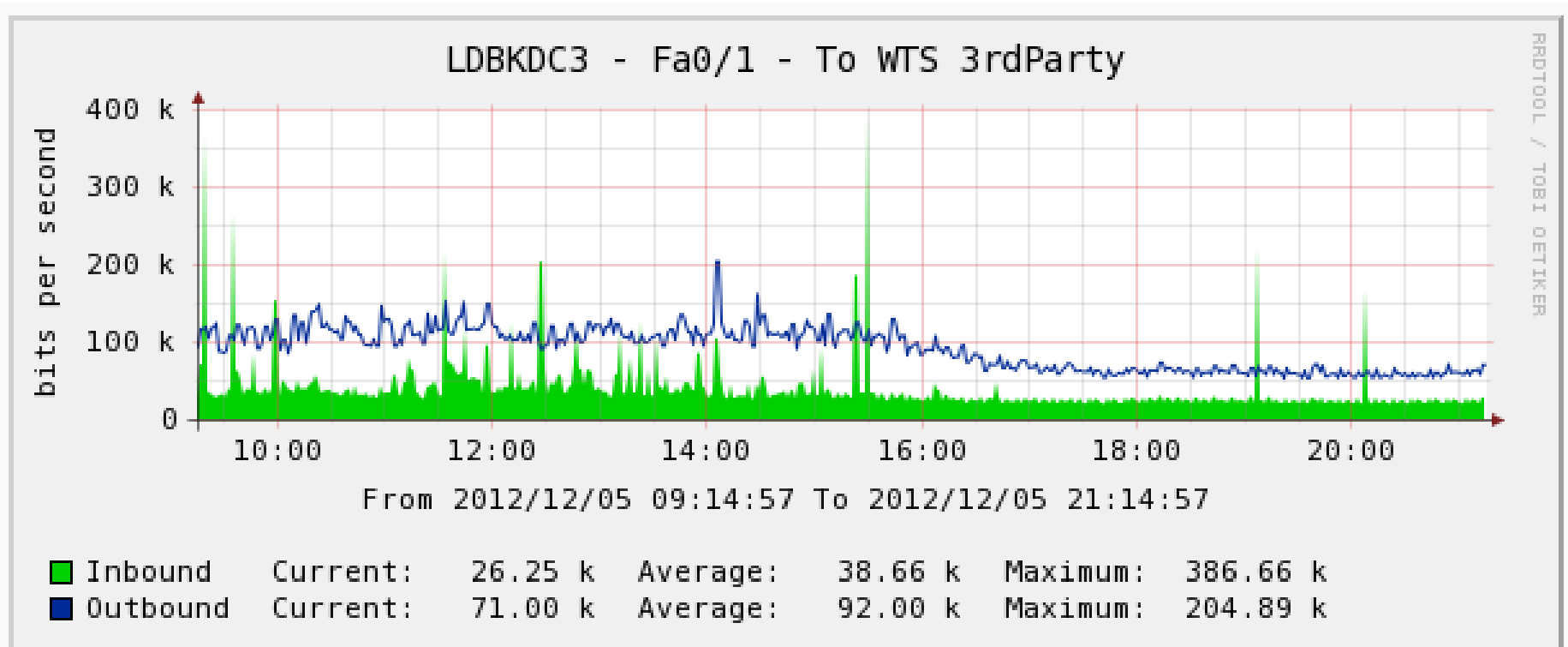
Summary: Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

Observation: Network utilization of the service above is deemed working within normal parameters.

Recommendation: Not applicable

Monthly Kamloops, Distribution to Provincial Government Network Gateway – November 2012

For Corporate and Stores Email and Government websites communications

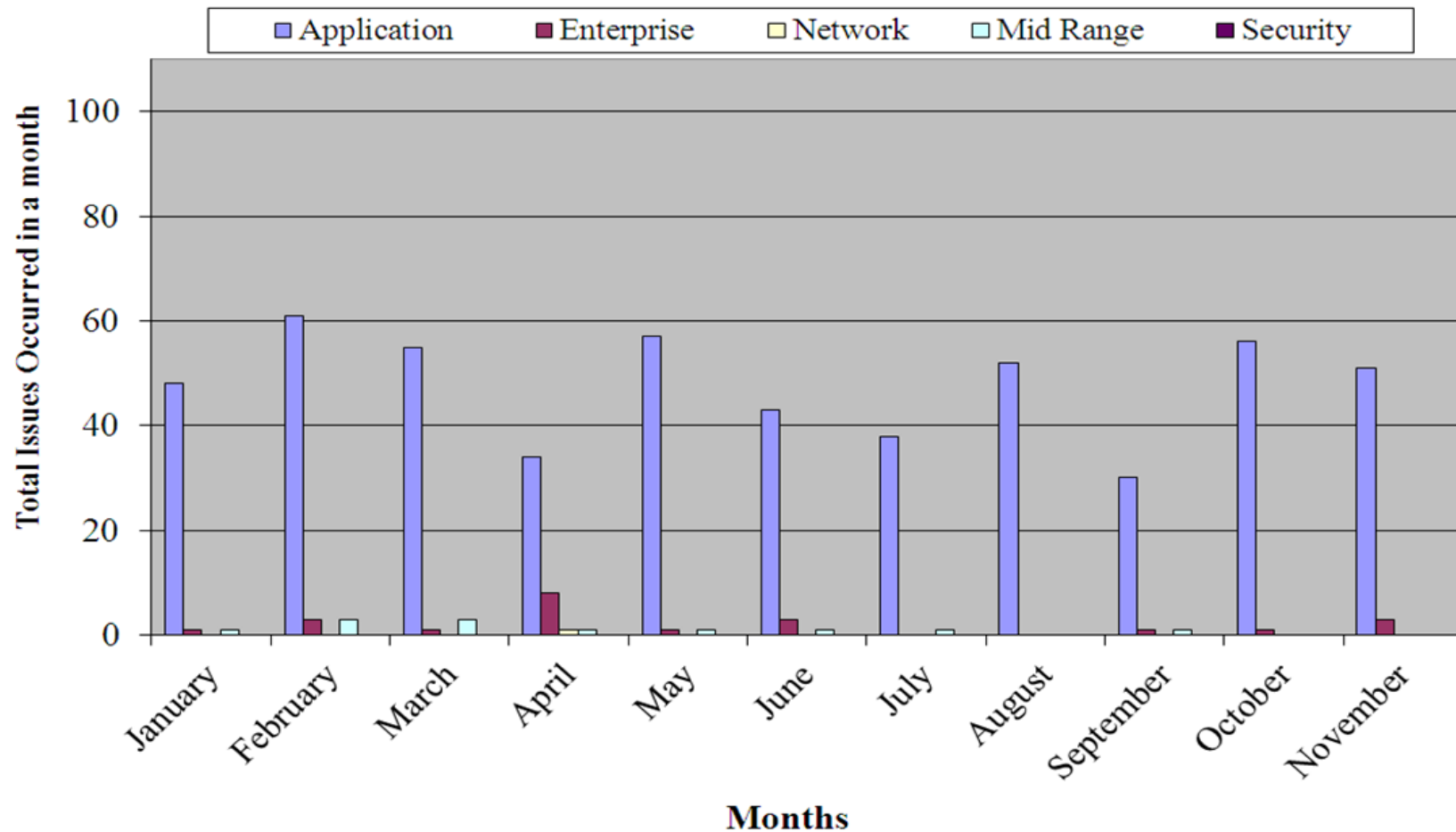


Summary: Graphical view of Kamloops, Distribution and Provincial government data communications. The maximum capacity is 10 Mbps.

Observation: Minimal use

Recommendation: Not applicable

Operational Production Issues 2012

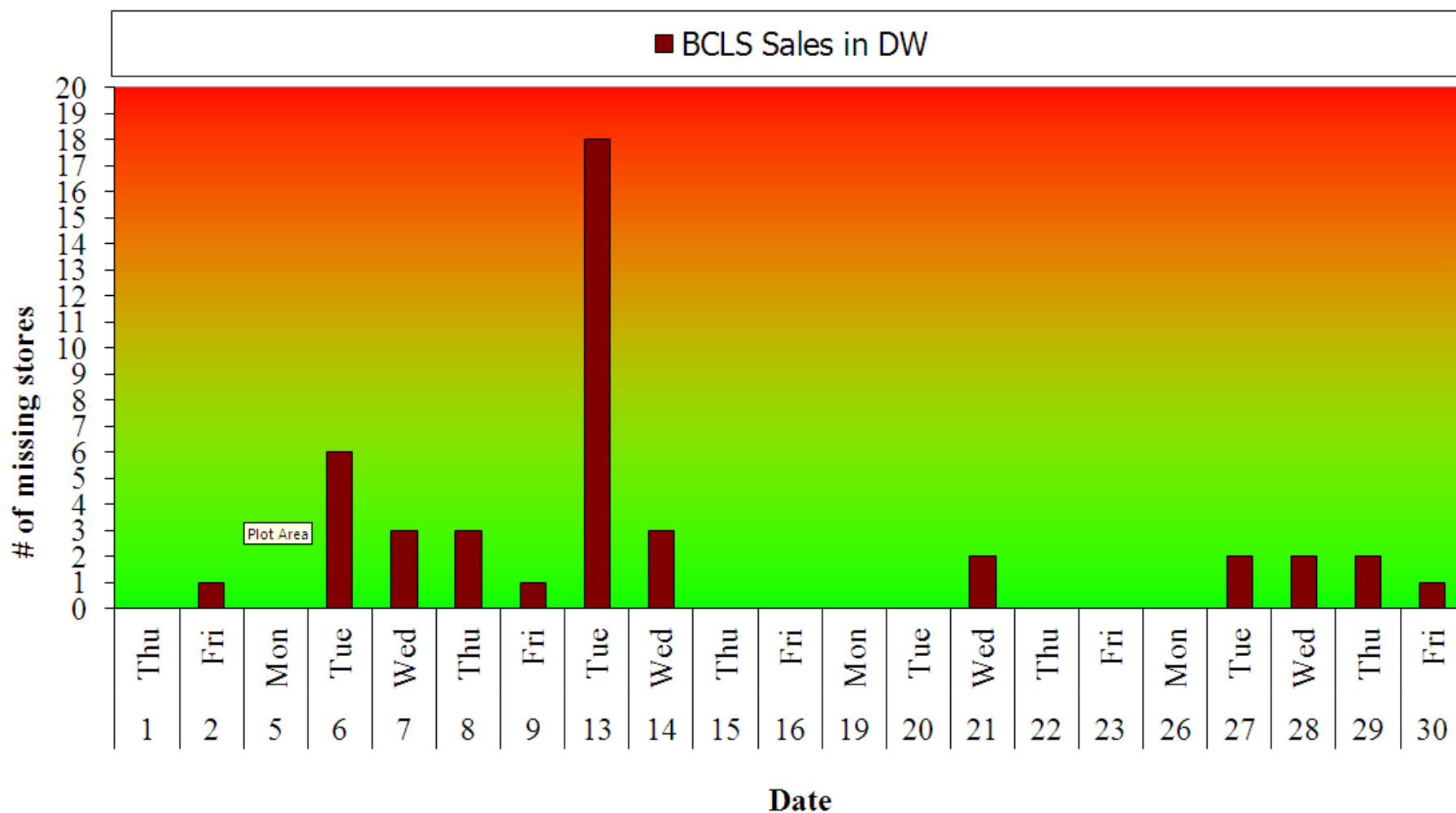


Summary: High level graphical view of monthly production issues from January 2012 to November 2012. Input comes from Operations daily status report.

Observation: Majority are application issues of which 22% are Autosys jobs and 53% are run away process (see BMC tickets for more information) for the month of November.

Recommendation: Not applicable

Sales – Finance Data Availability - November 2012

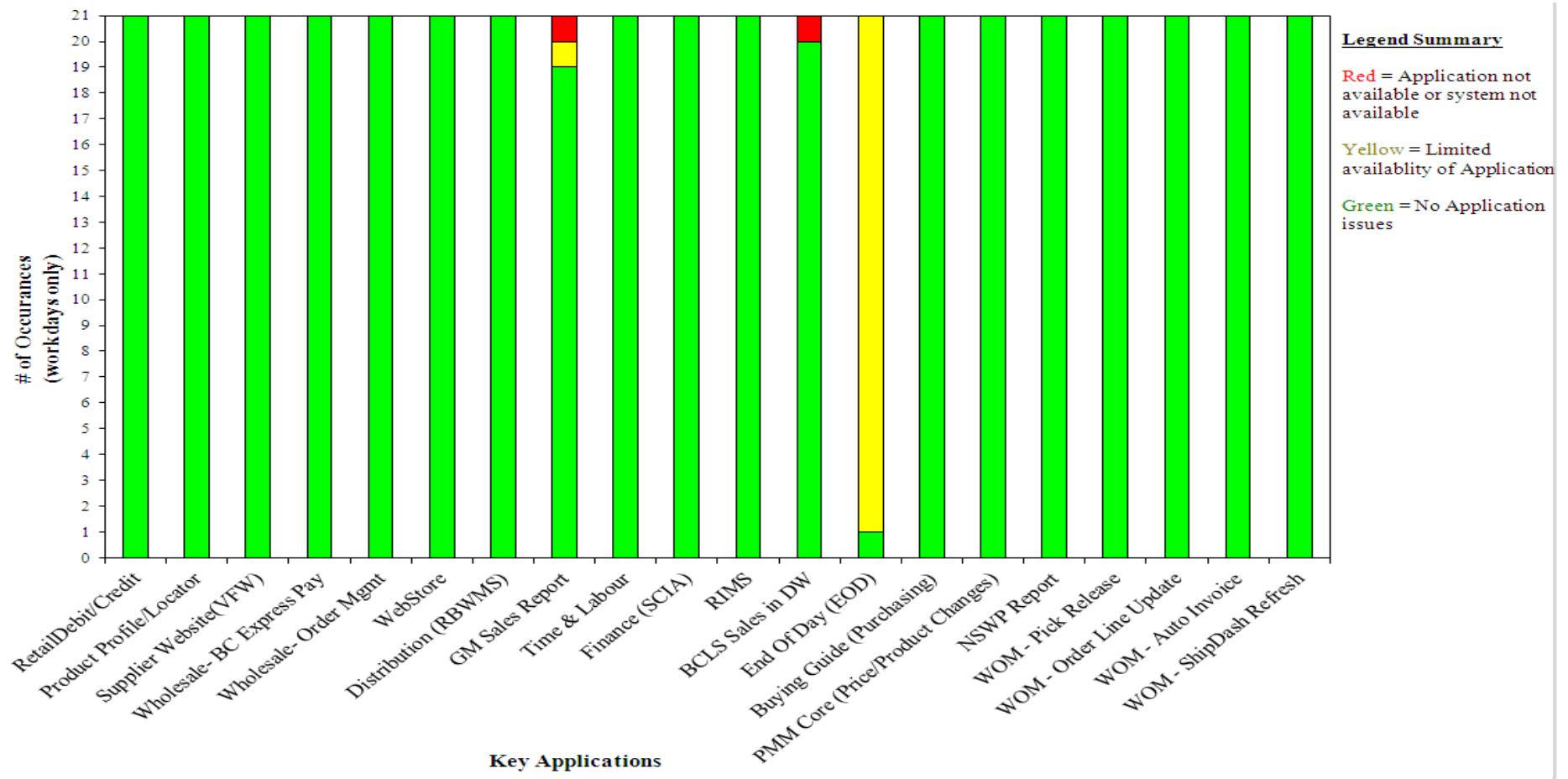


Summary: Graphical view of transmitted BCLS Stores Financial Sales Data to Head Office in Data Warehouse.

Observation: On November 13th there was pDW Autosys job failures, please refer to BMC # 511198 for details.

Recommendation: Not applicable

Daily (7:00am Snapshot) Availability of Business Application – November 2012

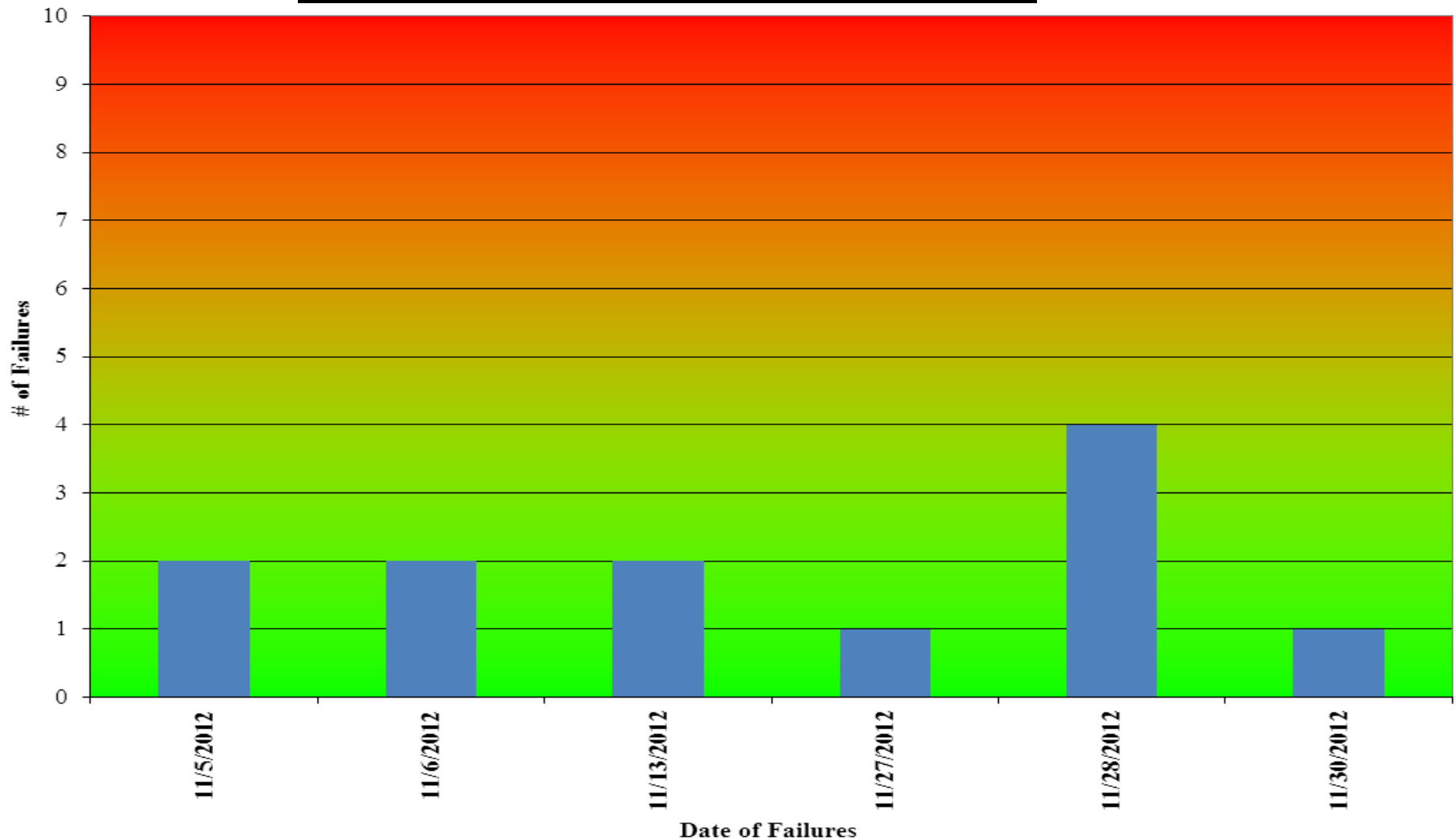


Summary: High level graphical view of Business Applications availability.

Observation: In November there were issues with BCLS Sales in DW and GM Sales Report. Please refer to BMC # 511198, 511228 and 512369 for further details.

Recommendation: Not applicable

Autosys Jobs failed per day – November 2012

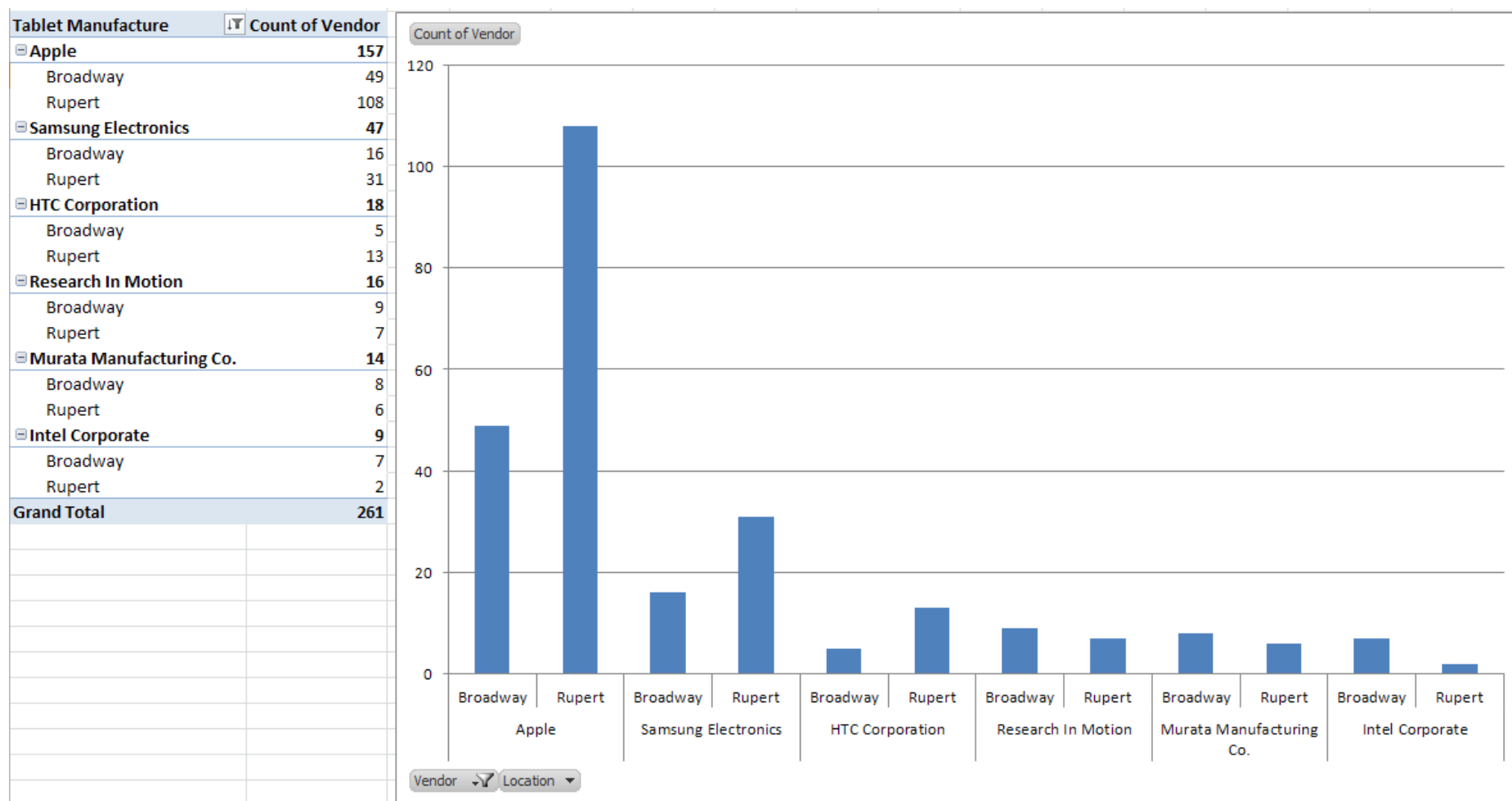


Summary: High level graphical view of Production Autosys Job failures for the month of November 2012.

Observation: There were no significant issues in the month of November in terms of Autosys job failures.

Recommendation: Not applicable

Branch Public WiFi Access, no authentication required – November 2012

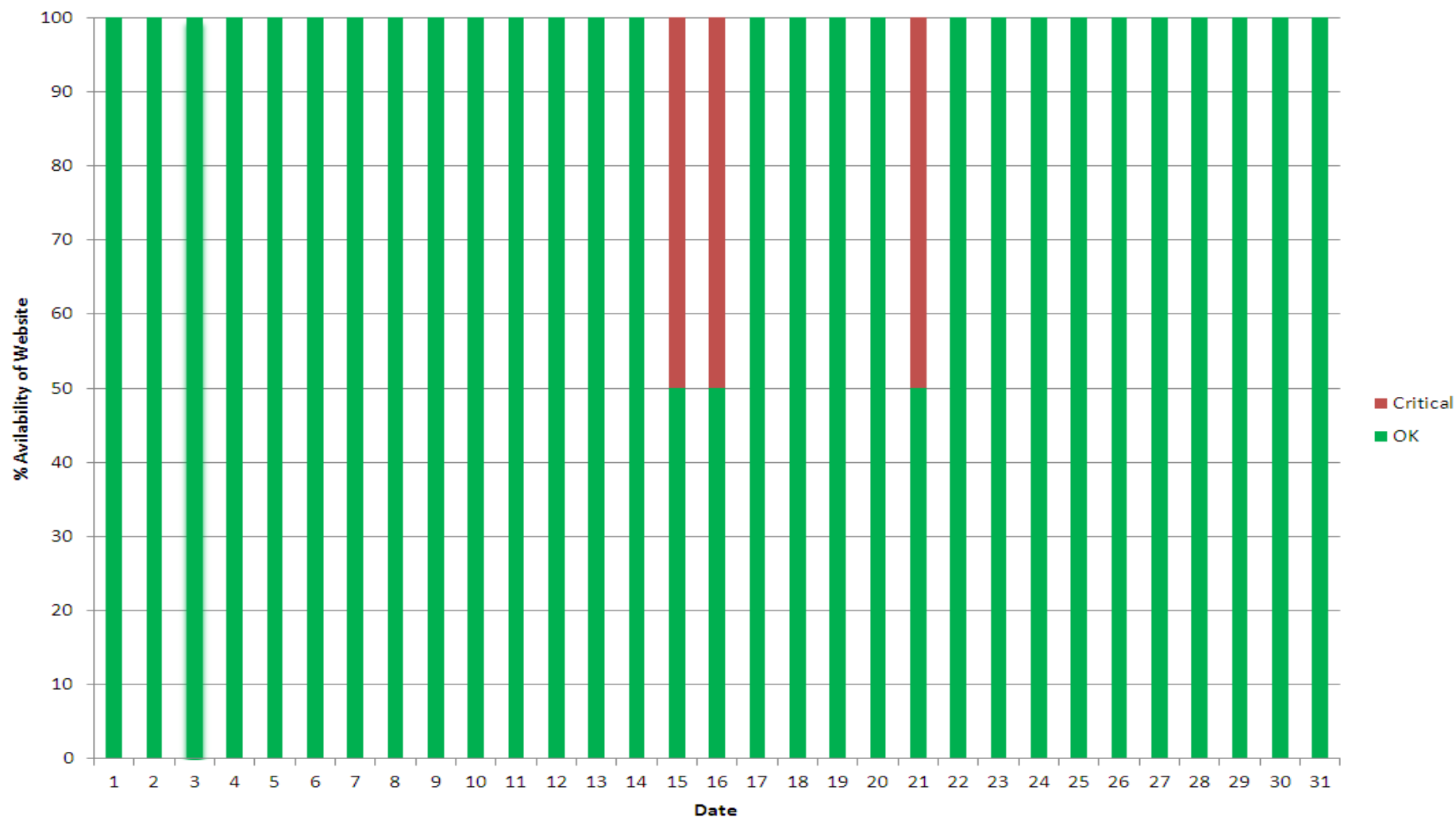


Summary: High level graphical view of guest users using the Wireless Network for the month of November 2012.

Observation: Not applicable.

Recommendation: Not applicable

WebStore Availability November 2012

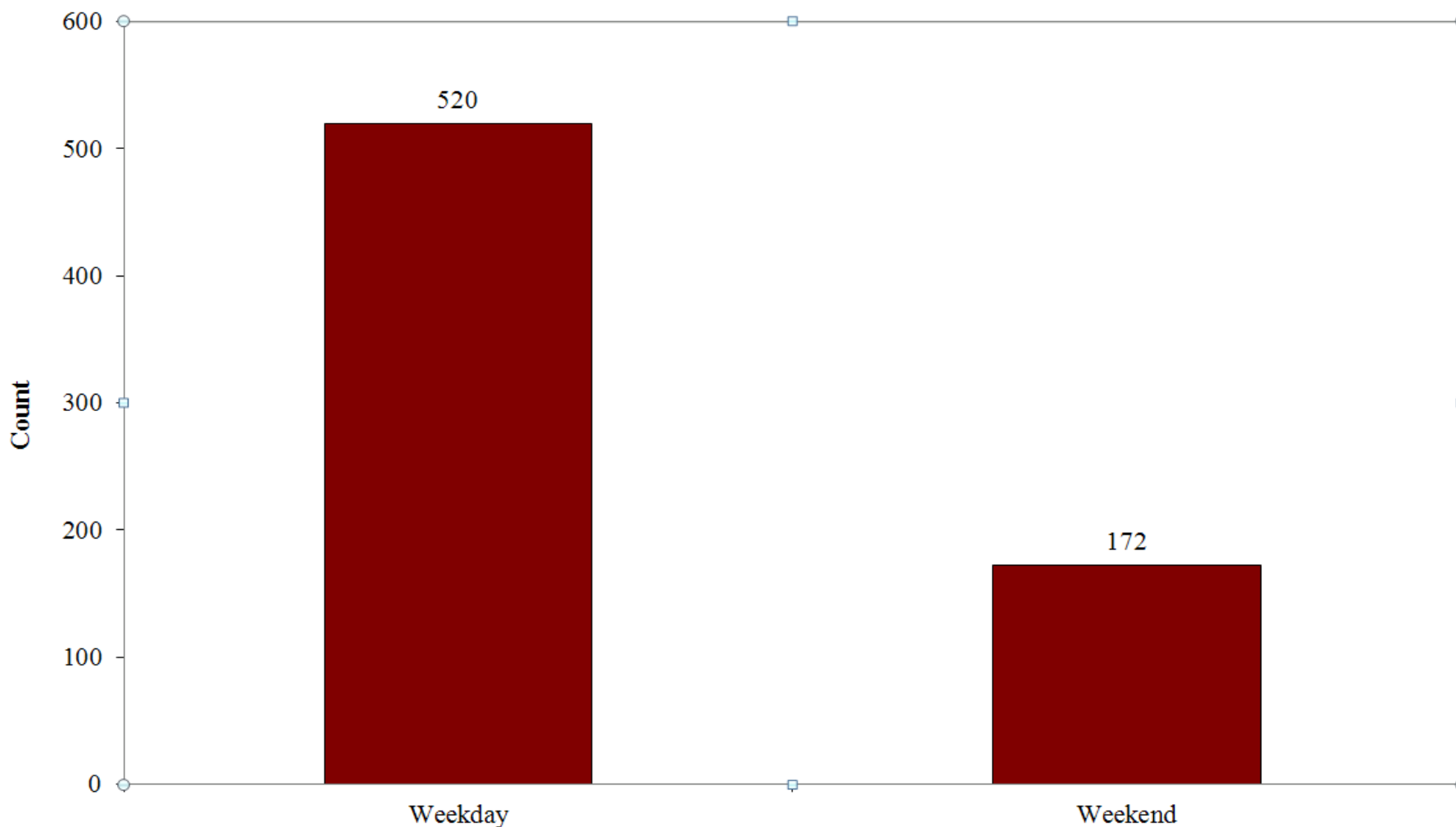


Summary: High level graphical view of Webstore's Availability for the month of November 2012.

Observation: There were a few occurrences in regards to Webstore on November 15th, 16th and the 21st. Please refer to BMC # 511599, 511714 and 512460 respectively for further details.

Recommendation: Not applicable

Remote Access on Weekday vs. Weekend – November 2012



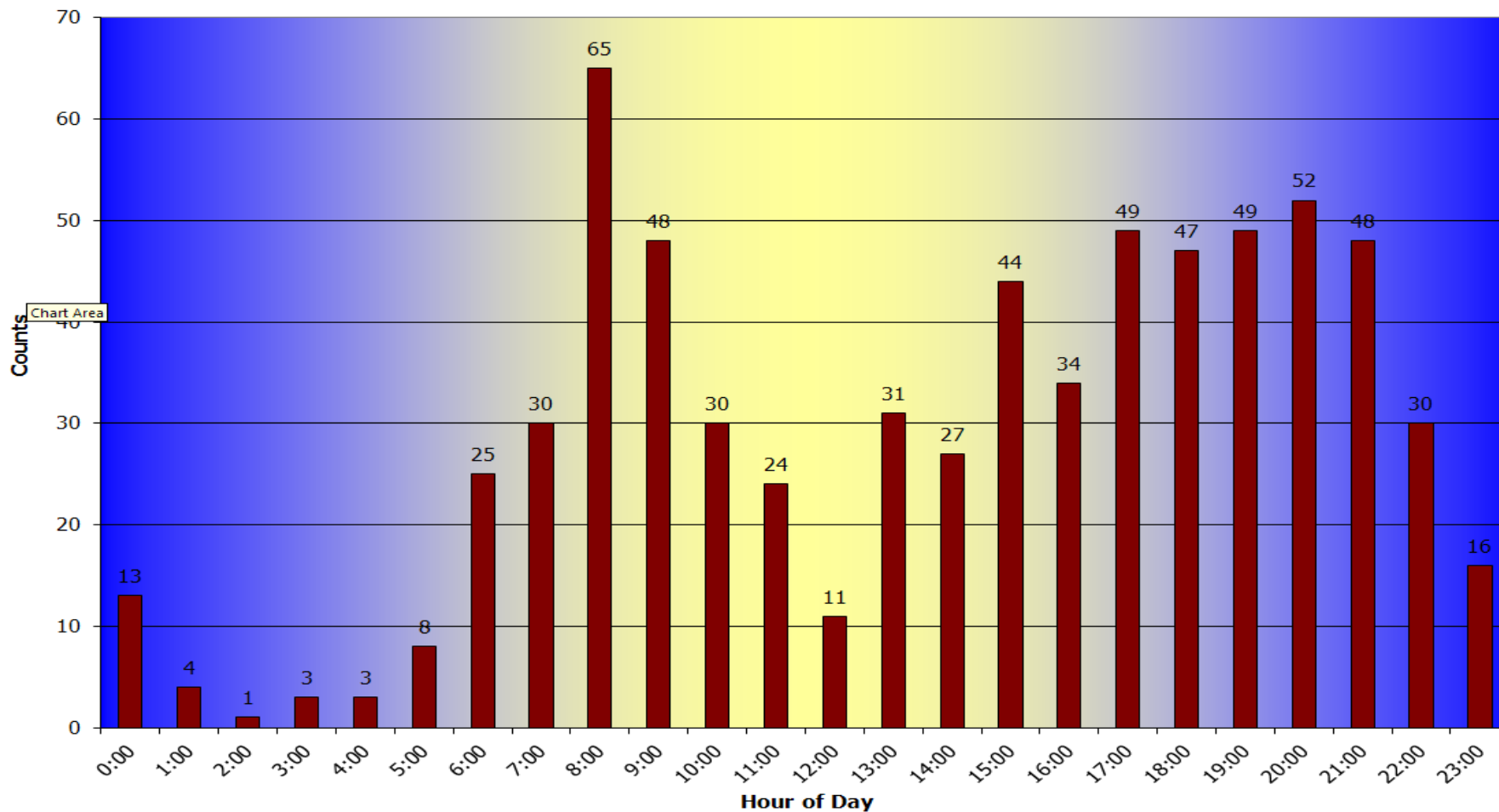
* Note: Weekends includes Stat holidays

Summary: High level weekday and weekend graphical view of Users remotely accessing Head Office resources.

Observation: More people accessing Head Office resources during the Weekday versus Weekend in the month of November.

Recommendation: Not applicable

Remote Access by Hour of Day – November 2012



Summary:

High level graphical view of Users remotely accessing Head Office resources shown in hours of the day for the month of November 2012.

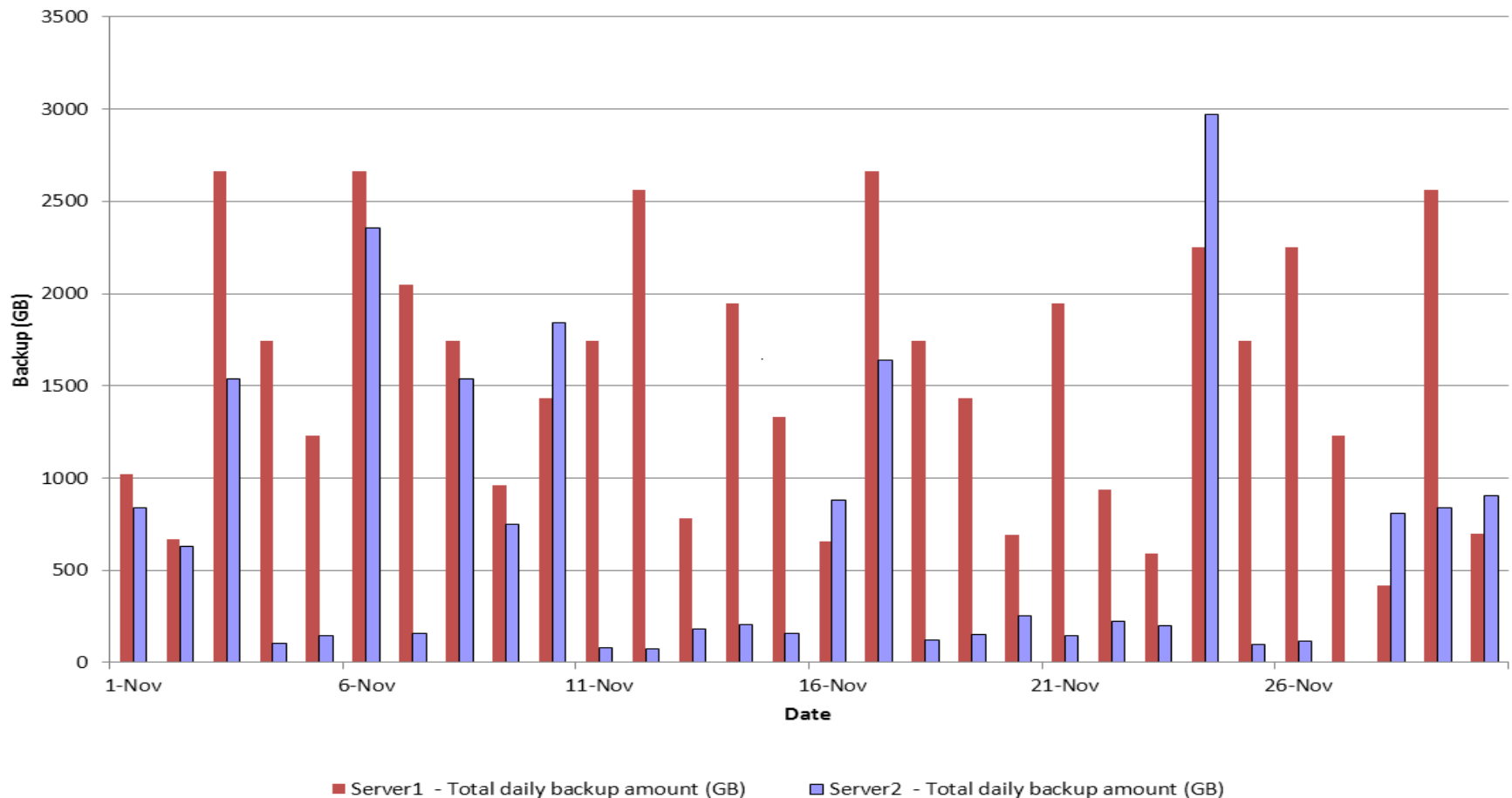
Observation:

More people accessing Head Office resources in the late evening (5pm – 11pm) versus in the morning (between 7am – 10am). *** Note: Currently capacity for concurrent users is 50.

Recommendation:

Not applicable

Total Daily Backup Amount (GB) – November 2012



Summary:

High level graphical view graphical view of TSM Daily Backup for the month of November.

Observation:

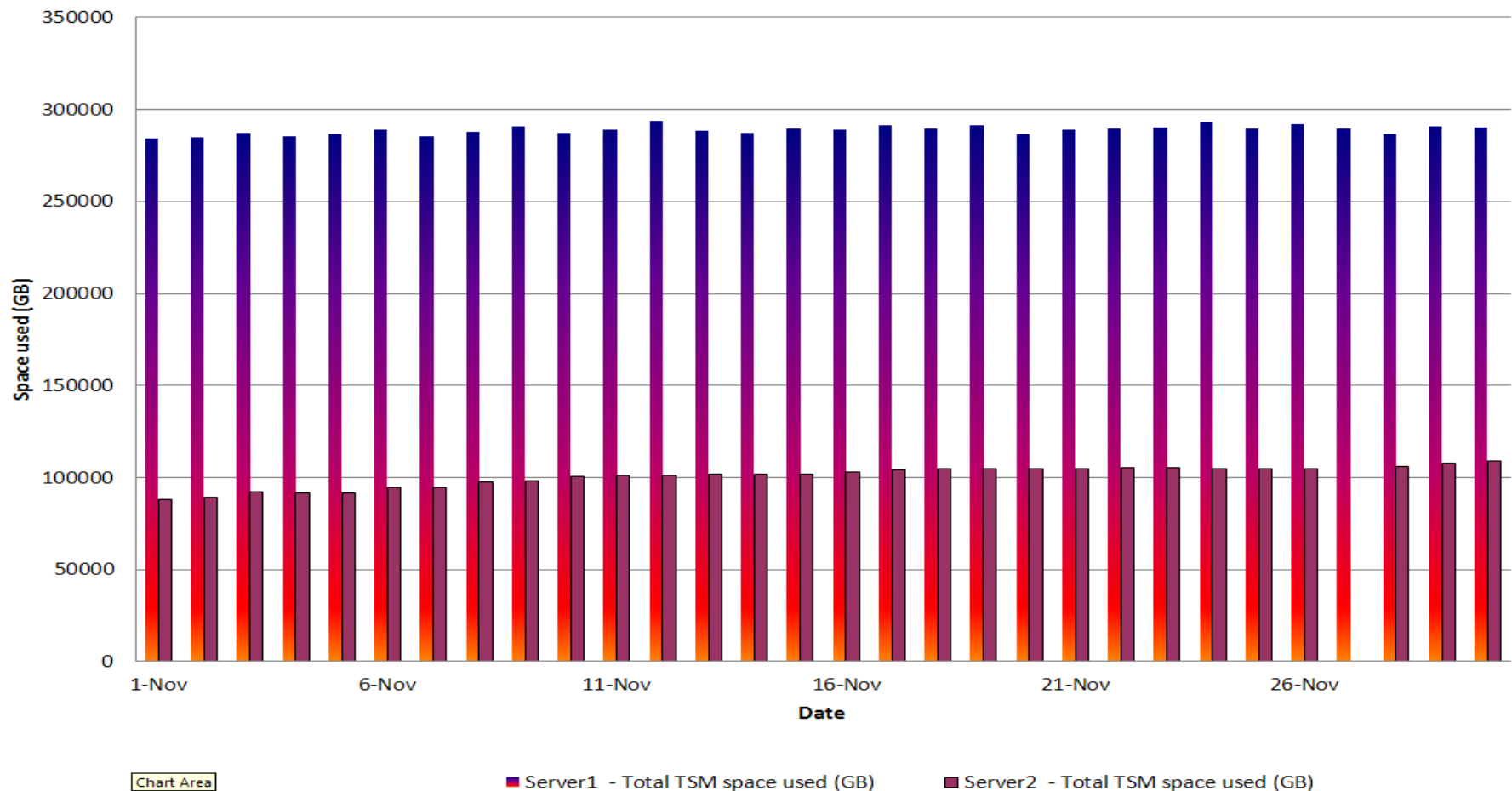
On November 24th – over 2.9TB of SAN storage data was backed up on TSM in KDC

On November 27th – there is no Server2 data because there was KDC SAN issue – Please see BMC # 513106 and 513104 for further details.

Recommendation:

Not applicable

Total TSM Space Used (GB) – November 2012



Summary:

High level graphical view of data stored on TSM per day for the month of November.

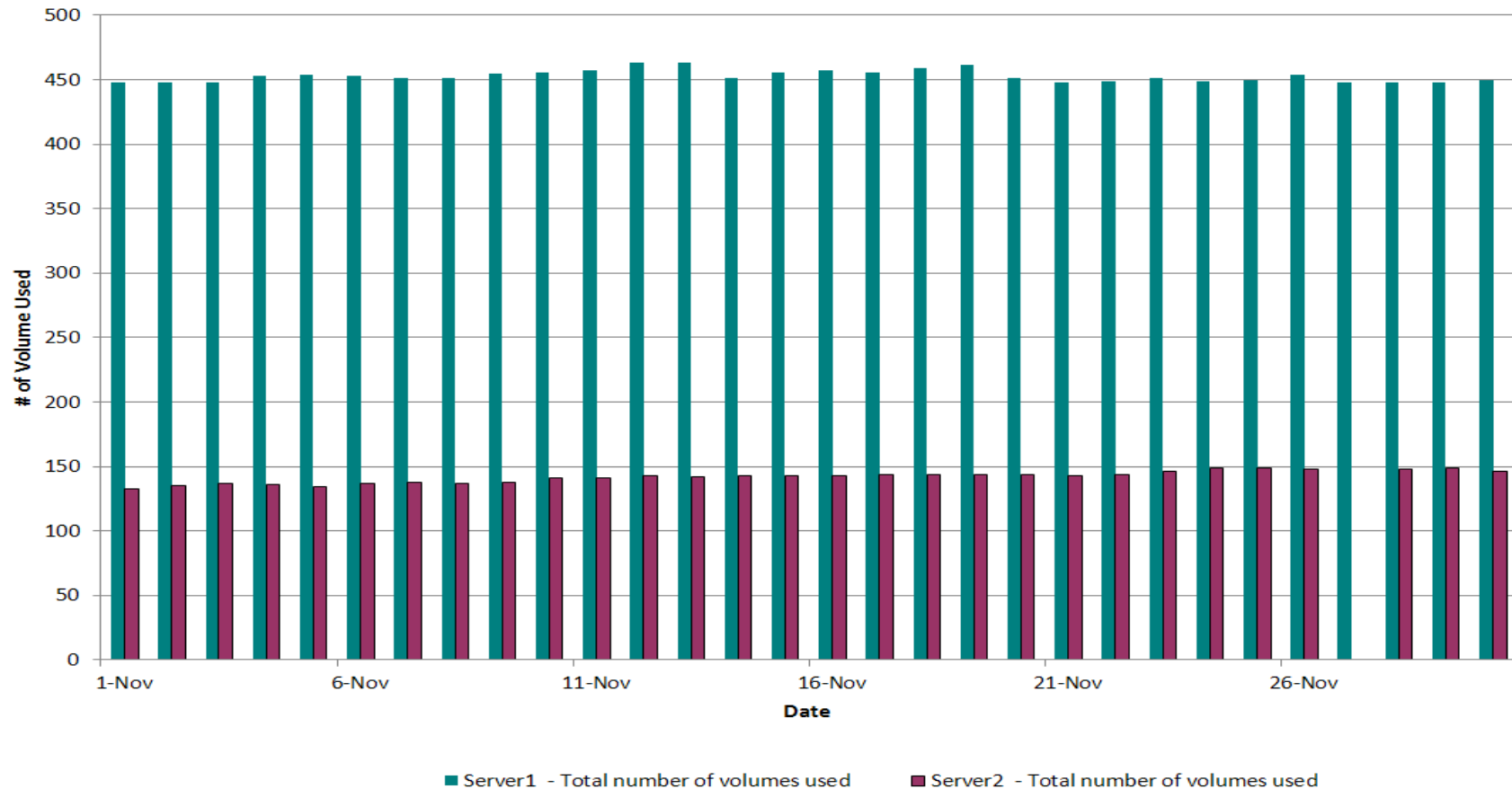
Observation:

Server 1 is TSM in Vancouver and data backed up is generally constant. Server 2 is TSM in Kamloops and is steadily increased as Oracle databases for production and development continue to increase. On November 27th – there is no Server2 data because there was KDC SAN issue – Please see BMC # 513106 and 513104 for further details.

Recommendation:

Not applicable

Total Number of Volumes Used – November 2012



Summary:

High level graphical view of TSM using the number of volumes in a day for the month of November.

Observation:

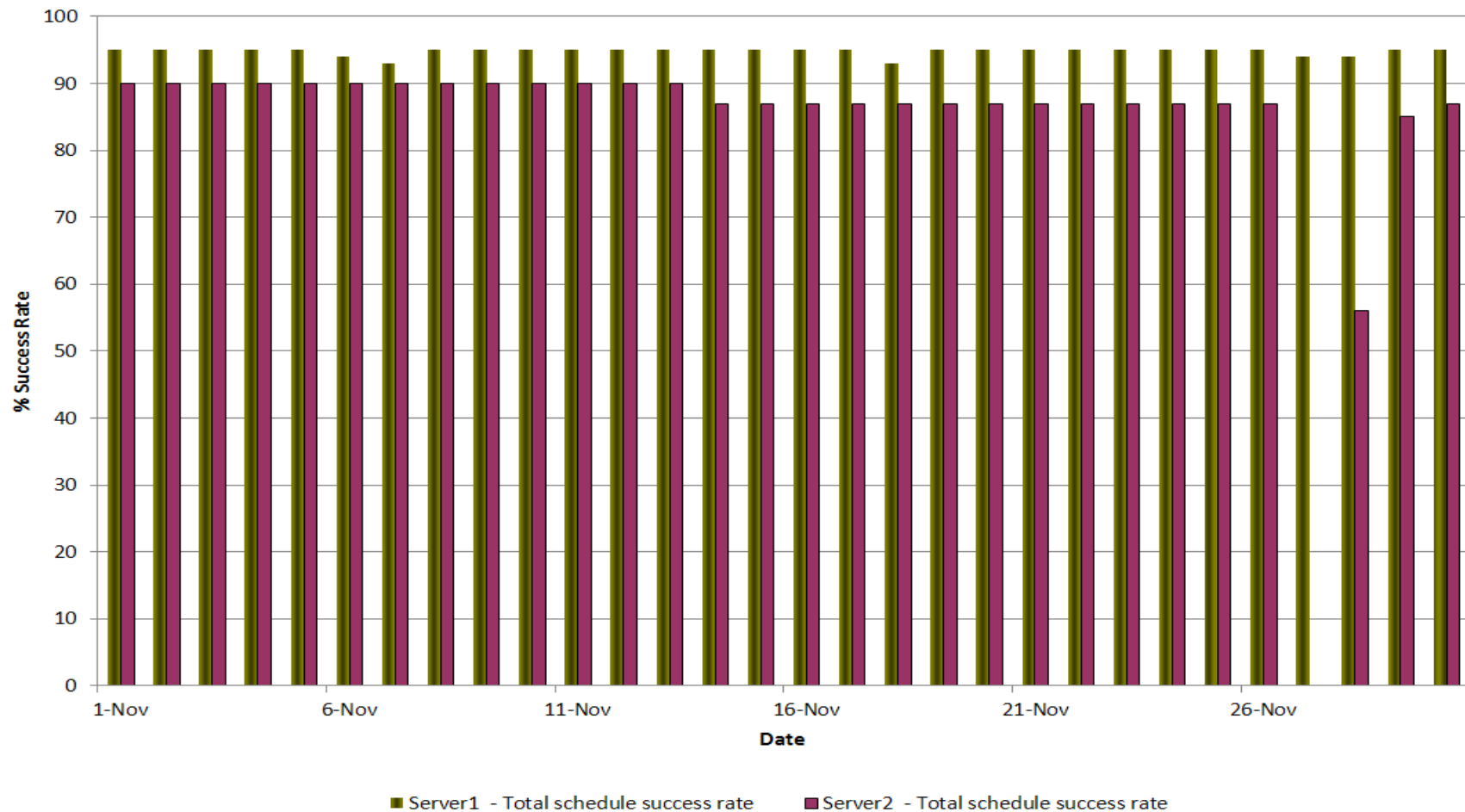
Each LTO4 tape holds 1.5TB. The VDC library has 253 tape slots and 216 of them are in use. The KDC library has 125 tape slots and 123 of them are in use. Vault capacity is infinite as we continue to order tapes as required.

On November 27th – there is no Server2 data because there was KDC SAN issue – Please see BMC # 513106 and 513104 for further details.

Recommendation:

Not applicable

Total Schedule Success Rate – November 2012



Summary:

High level graphical view of TSM being successful in completing the backups on a daily basis for the month of November.

Observation:

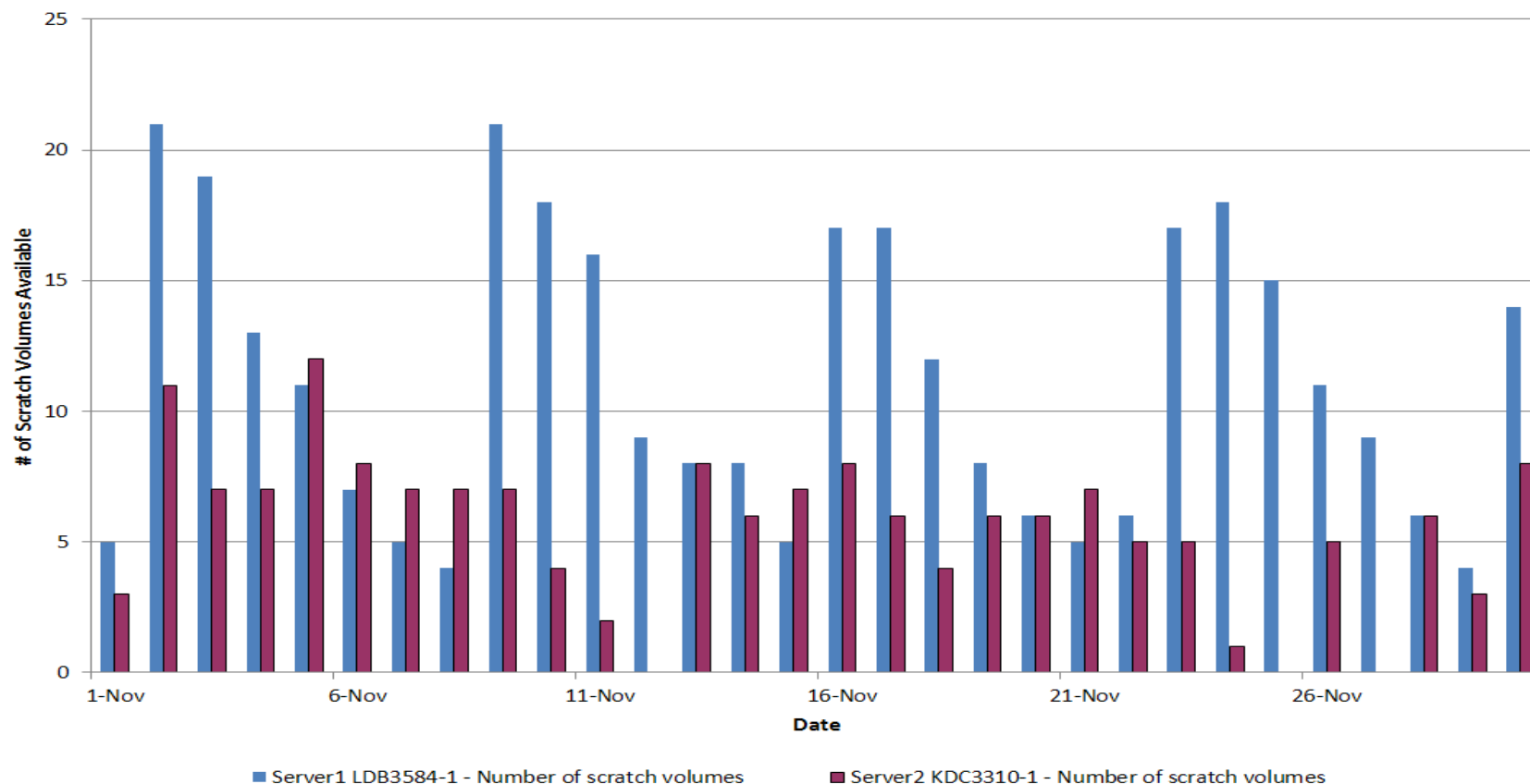
Continuing to work on the known client failures that are having problems.

On November 27th – there is no Server2 data because there was KDC SAN issue – Please see BMC # 513106 and 513104 for further details.

Recommendation:

Not applicable

Number of Total Scratch Volumes (available for use) – November 2012



Summary:

High level graphical view of TSM being successful in completing the backups on a daily basis for the month of November.

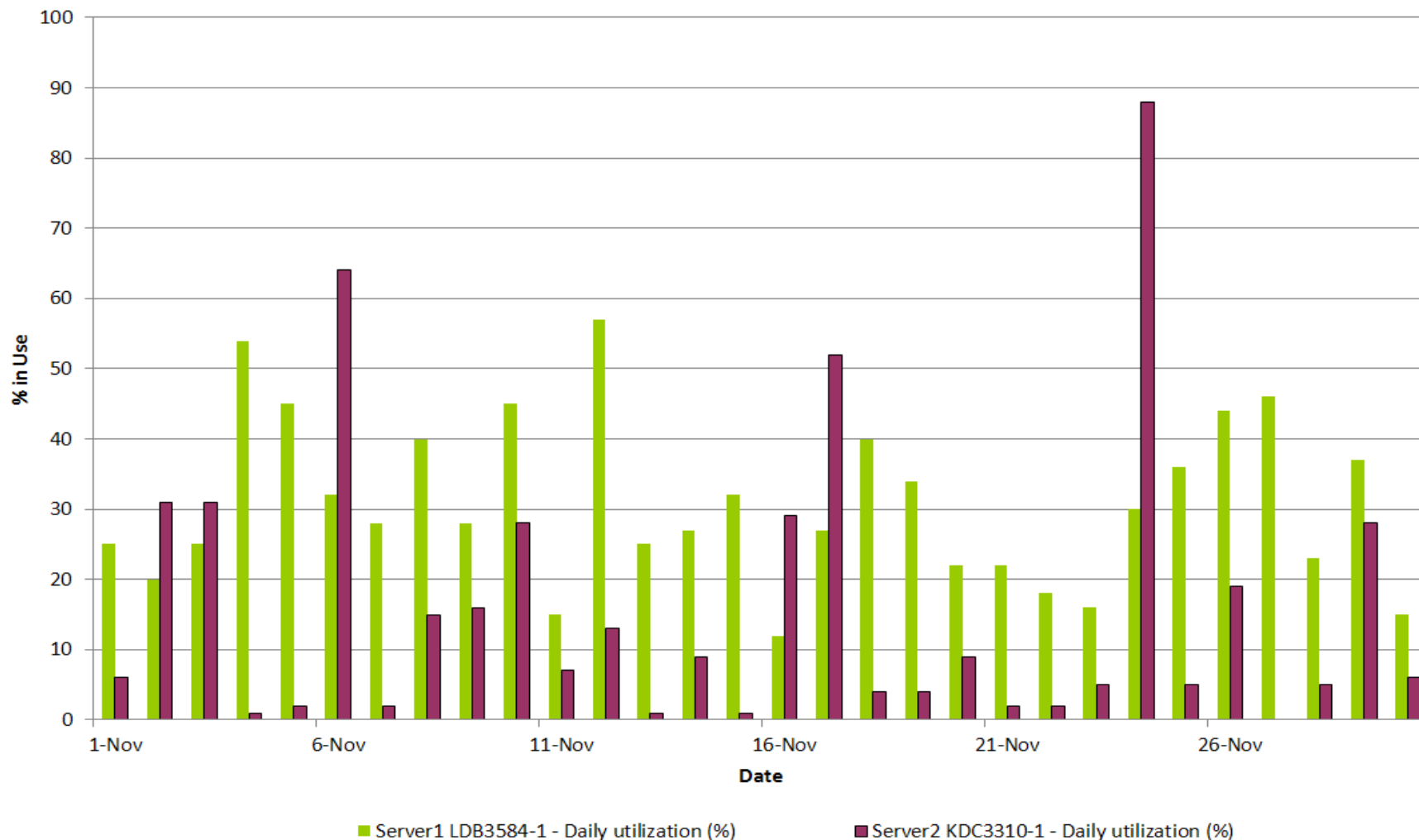
Observation:

Each Weekend number of scratched tapes becomes available due to data being deleted by DBA's, data expiring or utilizing new tapes. (Note: data deleted by DBA's for Oracle databases backups on regular basis which are older than 40 days or expires).

Recommendation:

Not applicable

Daily TSM Utilization (%) – November 2012



Summary:

High level graphical view of TSM Tapes being mounted each day for the month of November.

Observation:

TSM is highly utilized on the weekends. TSM for VDC is more utilized for daily backups versus TSM for KDC.

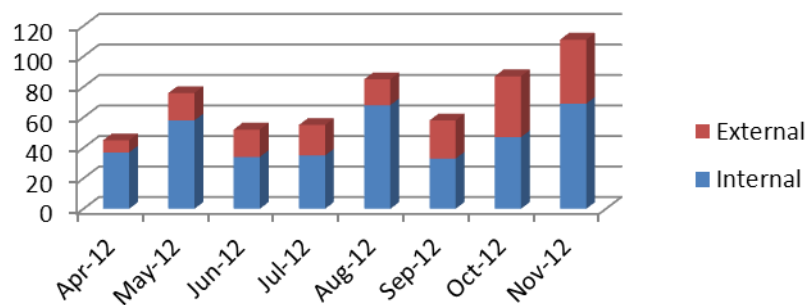
Recommendation:

Not applicable

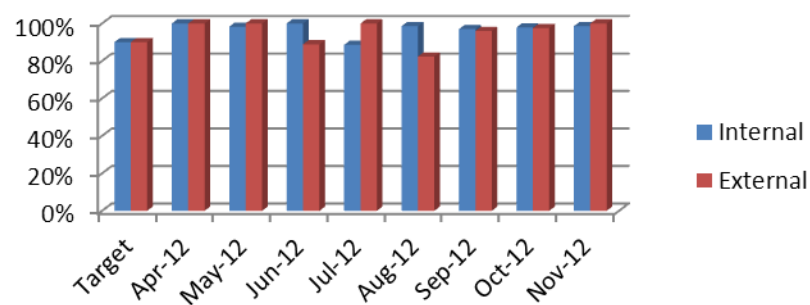
Network Services Statistics Summary

| Totals | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Tickets closed | | 45 | 76 | 52 | 55 | 85 | 58 | 87 | 111 |
| Completed on time | | 45 | 75 | 50 | 51 | 81 | 56 | 85 | 110 |
| % Completed on time | 90% | 100% | 99% | 96% | 93% | 95% | 97% | 98% | 99% |
| Internal | | | | | | | | | |
| Tickets closed | | 37 | 58 | 34 | 35 | 68 | 33 | 47 | 69 |
| Completed on time | | 37 | 57 | 34 | 31 | 67 | 32 | 46 | 68 |
| % Completed on time | 90% | 100% | 98% | 100% | 89% | 99% | 97% | 98% | 99% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 8 | 18 | 18 | 20 | 17 | 25 | 40 | 42 |
| Completed on time | | 8 | 18 | 16 | 20 | 14 | 24 | 39 | 42 |
| % Completed on time | 90% | 100% | 100% | 89% | 100% | 82% | 96% | 98% | 100% |

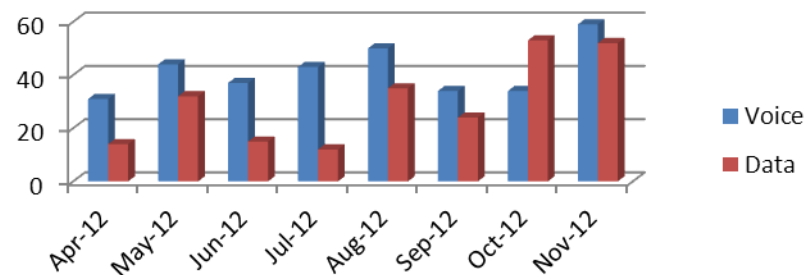
Tickets Closed



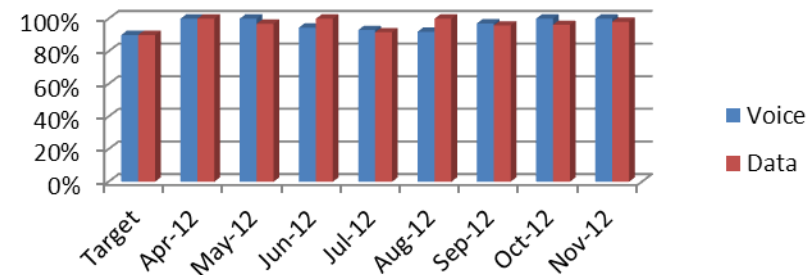
% Completed on Time



Tickets Closed by Type



% Completed on Time



Network Services Data Summary

| Voice | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Tickets closed | | 31 | 44 | 37 | 43 | 50 | 34 | 34 | 59 |
| Completed on time | | 31 | 44 | 35 | 40 | 46 | 33 | 34 | 59 |
| % Completed on time | 90% | 100% | 100% | 95% | 93% | 92% | 97% | 100% | 100% |
| Internal | | | | | | | | | |
| Tickets closed | | 26 | 27 | 19 | 25 | 38 | 12 | 10 | 33 |
| Completed on time | | 26 | 27 | 19 | 22 | 37 | 12 | 10 | 33 |
| % Completed on time | 90% | 100% | 100% | 100% | 88% | 97% | 100% | 100% | 100% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 5 | 17 | 18 | 18 | 12 | 22 | 24 | 26 |
| Completed on time | | 5 | 17 | 16 | 18 | 9 | 21 | 24 | 26 |
| % Completed on time | 90% | 100% | 100% | 89% | 100% | 75% | 95% | 100% | 100% |

| Data | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Tickets closed | | 14 | 32 | 15 | 12 | 35 | 24 | 53 | 52 |
| Completed on time | | 14 | 31 | 15 | 11 | 35 | 23 | 51 | 51 |
| % Completed on time | 90% | 100% | 97% | 100% | 92% | 100% | 96% | 96% | 98% |
| Internal | | | | | | | | | |
| Tickets closed | | 11 | 31 | 15 | 10 | 30 | 21 | 37 | 36 |
| Completed on time | | 11 | 30 | 15 | 9 | 30 | 20 | 36 | 35 |
| % Completed on time | 90% | 100% | 97% | 100% | 90% | 100% | 95% | 97% | 97% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 3 | 1 | 0 | 2 | 5 | 3 | 16 | 16 |
| Completed on time | | 3 | 1 | 0 | 2 | 5 | 3 | 15 | 16 |
| % Completed on time | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 94% | 100% |

* Note data for April - August may not be complete as some calls may not have been logged into BMC.

Network Services Data Summary - Head Office Details

| HO Voice | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Tickets closed | | 27 | 35 | 28 | 35 | 44 | 20 | 26 | 47 |
| Completed on time | | 27 | 35 | 26 | 32 | 42 | 20 | 26 | 47 |
| % Completed on time | 90% | 100% | 100% | 93% | 91% | 95% | 100% | 100% | 100% |
| Internal | | | | | | | | | |
| Tickets closed | | 24 | 21 | 14 | 18 | 34 | 11 | 9 | 25 |
| Completed on time | | 24 | 21 | 14 | 15 | 33 | 11 | 9 | 25 |
| % Completed on time | 90% | 100% | 100% | 100% | 83% | 97% | 100% | 100% | 100% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 3 | 14 | 14 | 17 | 10 | 9 | 17 | 22 |
| Completed on time | | 3 | 14 | 12 | 17 | 9 | 9 | 17 | 22 |
| % Completed on time | 90% | 100% | 100% | 86% | 100% | 90% | 100% | 100% | 100% |

| HO Data | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Tickets closed | | 11 | 8 | 5 | 10 | 16 | 14 | 16 | 13 |
| Completed on time | | 11 | 8 | 5 | 9 | 16 | 13 | 16 | 13 |
| % Completed on time | 90% | 100% | 100% | 100% | 90% | 100% | 93% | 100% | 100% |
| Internal | | | | | | | | | |
| Tickets closed | | 9 | 8 | 5 | 9 | 14 | 13 | 16 | 11 |
| Completed on time | | 9 | 8 | 5 | 8 | 14 | 12 | 16 | 11 |
| % Completed on time | 90% | 100% | 100% | 100% | 89% | 100% | 92% | 100% | 100% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 2 | 0 | 0 | 1 | 2 | 1 | 0 | 2 |
| Completed on time | | 2 | 0 | 0 | 1 | 2 | 1 | 0 | 2 |
| % Completed on time | 90% | 100% | 0% | 0% | 100% | 100% | 100% | 0% | 100% |

* Note data for April - August may not be complete as some calls may not have been logged into BMC.

Network Services Data Summary - Store Details

| Branch Voice | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Tickets closed | | 4 | 9 | 9 | 8 | 6 | 14 | 8 | 12 |
| Completed on time | | 4 | 9 | 9 | 8 | 4 | 13 | 8 | 12 |
| % Completed on time | 90% | 100% | 100% | 100% | 100% | 67% | 93% | 100% | 100% |
| Internal | | | | | | | | | |
| Tickets closed | | 2 | 6 | 5 | 7 | 4 | 1 | 1 | 8 |
| Completed on time | | 2 | 6 | 5 | 7 | 4 | 1 | 1 | 8 |
| % Completed on time | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 2 | 3 | 4 | 1 | 2 | 13 | 7 | 4 |
| Completed on time | | 2 | 3 | 4 | 1 | 0 | 12 | 7 | 4 |
| % Completed on time | 90% | 100% | 100% | 100% | 100% | 0% | 92% | 100% | 100% |

| Branch Data | Target | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Tickets closed | | 3 | 24 | 10 | 2 | 19 | 10 | 37 | 39 |
| Completed on time | | 3 | 23 | 10 | 2 | 19 | 10 | 35 | 38 |
| % Completed on time | 90% | 100% | 96% | 100% | 100% | 100% | 100% | 95% | 97% |
| Internal | | | | | | | | | |
| Tickets closed | | 2 | 23 | 10 | 1 | 16 | 8 | 21 | 25 |
| Completed on time | | 2 | 22 | 10 | 1 | 16 | 8 | 20 | 24 |
| % Completed on time | 90% | 100% | 96% | 100% | 100% | 100% | 100% | 95% | 96% |
| External (SSBC service) | | | | | | | | | |
| Tickets closed | | 1 | 1 | 0 | 1 | 3 | 2 | 16 | 14 |
| Completed on time | | 1 | 1 | 0 | 1 | 3 | 2 | 15 | 14 |
| % Completed on time | 90% | 100% | 100% | 0% | 100% | 100% | 100% | 94% | 100% |

* Note data for April - August may not be complete as some calls may not have been logged into BMC.

Network Service Statistics

| Response Date | Due | IncidentID | LocationID | CategoryID | Reason for late Completion |
|---------------|-----------|------------|-------------|------------|---|
| 29-May-12 | 30-Apr-12 | 478293 | Store | Data | Post reno punchdown was scheduled for May 19 there was some confusion over what the Telus tech was supposed to do so he was redispached |
| 07-Jun-12 | 16-May-12 | 479253 | Head Office | Voice | New Polycom had to be purchased |
| 18-Jun-12 | 11-Jun-12 | 484866 | Head Office | Voice | Delay in software change request with SSBC |
| 09-Jul-12 | 29-Jun-12 | 488930 | Head Office | Voice | Static issue on phone lines. |
| 12-Jul-12 | 04-Jul-12 | 489536 | Head Office | Voice | Delay in getting access to first aid room. |
| 12-Jul-12 | 05-Jun-12 | 484285 | Head Office | Voice | Static issue on phone lines. |
| 16-Jul-12 | 30-May-12 | 483316 | Head Office | Data | Delay in getting approval for changes |
| 01-Aug-12 | 27-Jul-12 | 488880 | Store | Voice | Delay in getting phone line installed |
| 10-Aug-12 | 07-Aug-12 | 495846 | Head Office | Voice | Static issue on phone lines. |
| 23-Aug-12 | 31-Jul-12 | 494094 | Head Office | Voice | Static issue on phone lines. |
| 24-Aug-12 | 02-Aug-12 | 489192 | Store | Voice | Cutover of new phone lines was delayed |
| 19-Sep-12 | 13-Sep-12 | 499313 | Store | Voice | SSBC delay in removing service |
| 24-Sep-12 | 12-Sep-12 | 501657 | Head Office | Data | Ongoing discussions about naming delayed implementation |
| 11-Oct-12 | 16-Aug-12 | 497487 | Store | Data | Waiting for Eric Waterman, Security Technician, Corp Sec to visit store |
| 30-Oct-12 | 19-Oct-12 | 505515 | Store | Data | Required hub to be sent to store |
| 21-Nov-12 | 09-Oct-12 | 505718 | Store | Data | Ongoing pin pad issue. Ticket was closed and reopened several times. Problem finally determined to be an error in a DNS entry. |

END OF DATA CENTER CHART ANALYSIS

NOVEMBER 2012