

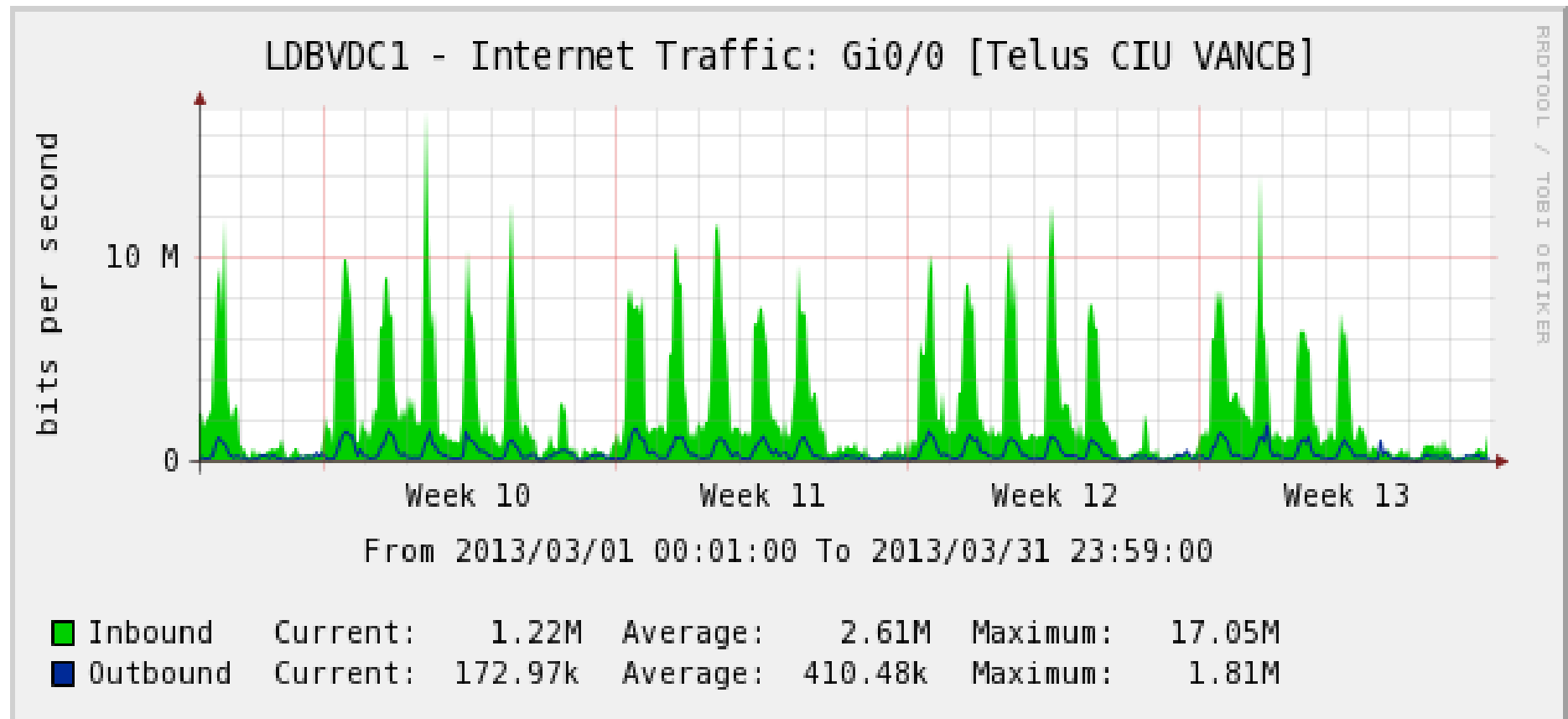
Data Centre Chart Statistics

March 2013



Monthly Vancouver, Head Office Internet Gateway- March 2013

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



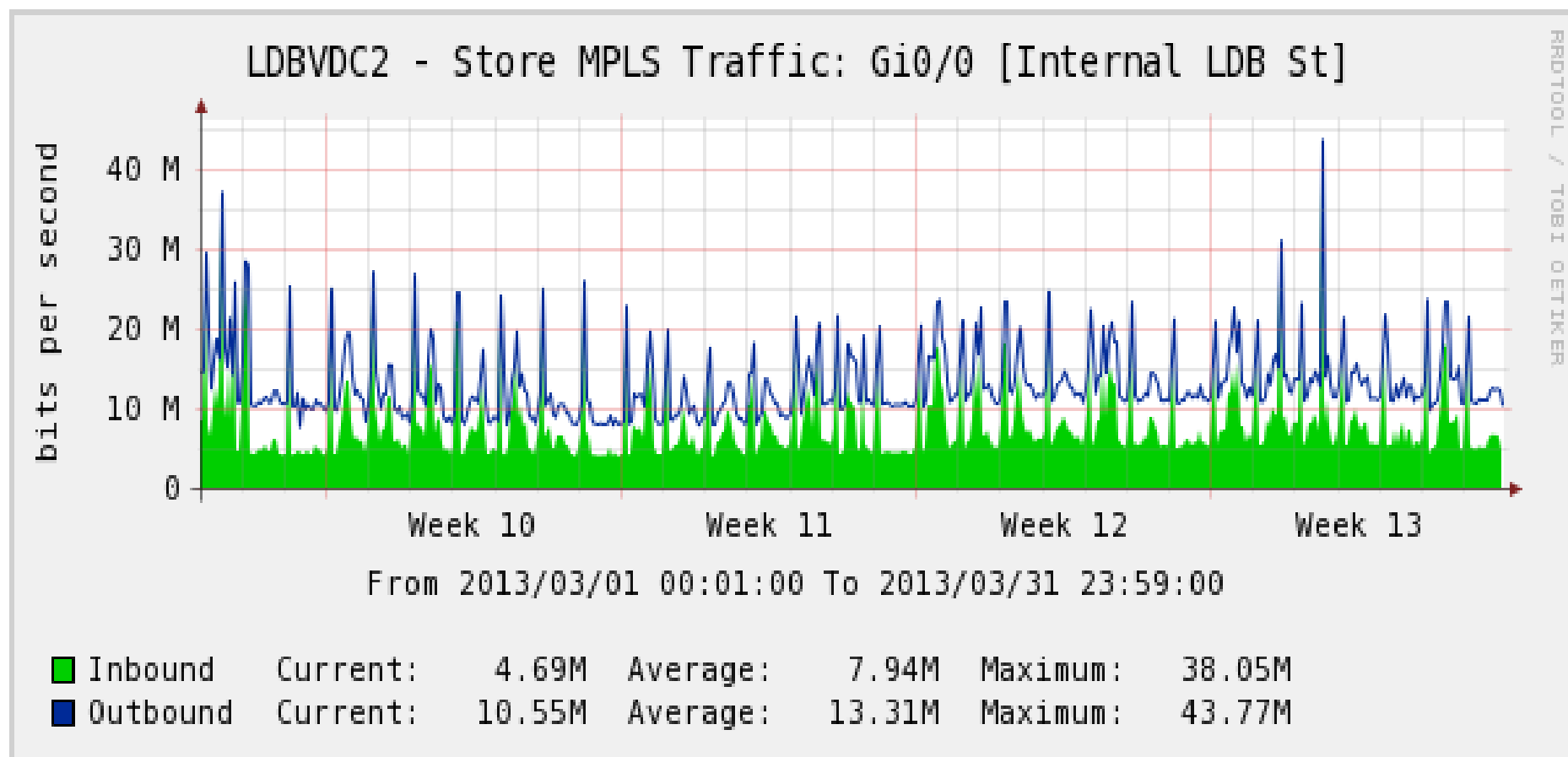
Summary: Graphical view of Head Office Internet data communications. The maximum capacity is 20Mbps.

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 – March 2013

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



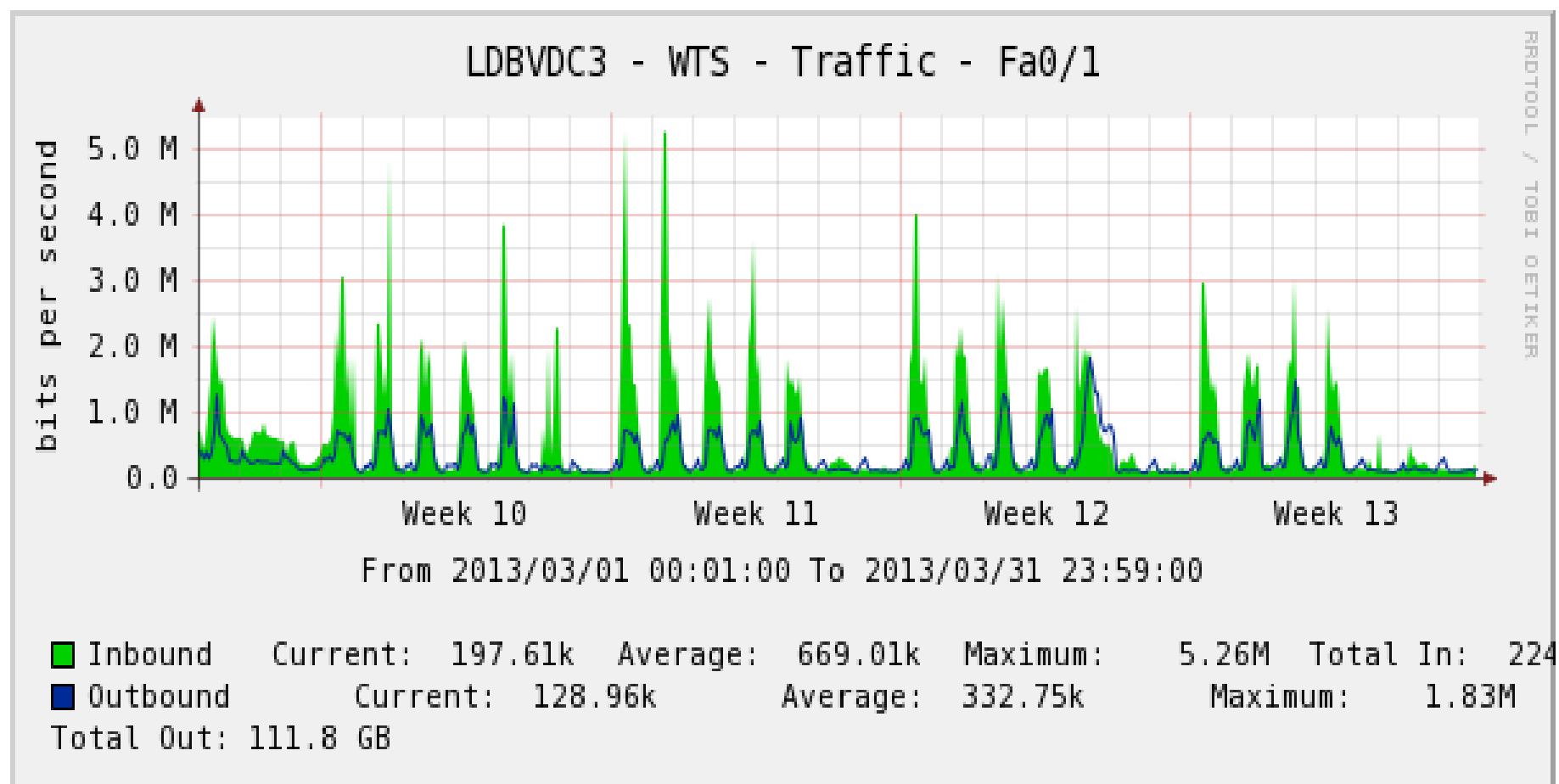
Summary: Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

Observation: During HO core hours (8:00 to 4:30), Private Network Internet Gateway operating as expected.

Recommendation: Not applicable

Monthly Vancouver, Head Office to Provincial Government Network Gateway – March 2013

For Corporate and Stores Email and Government websites communications



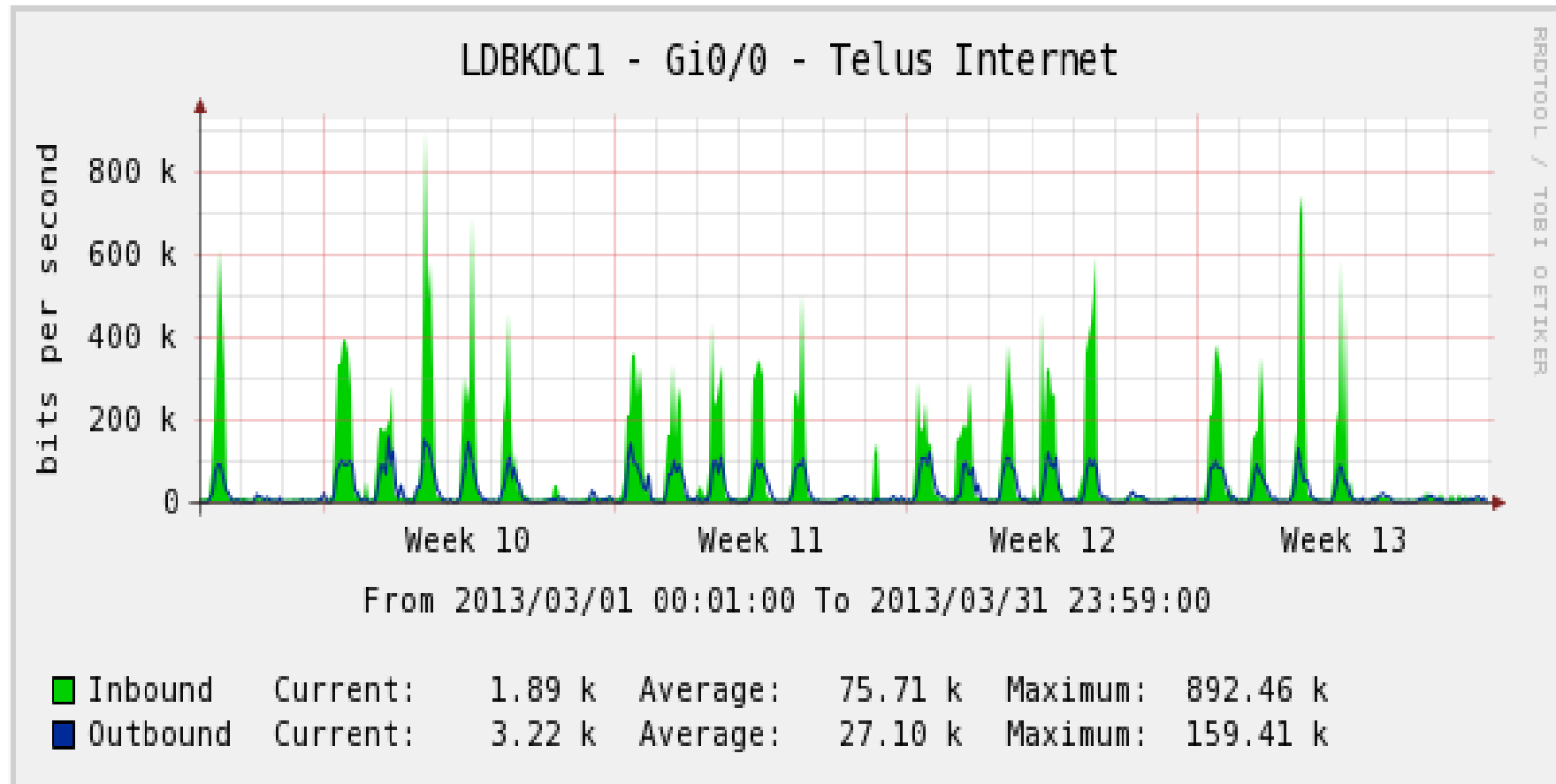
Summary: Graphical view of Head Office and Provincial government data communications. The maximum capacity is 10 Mbps.

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

Recommendation: Not applicable

Monthly Kamloops, Distribution Internet Gateway- March 2013

For WEB Browsing and other external business communications



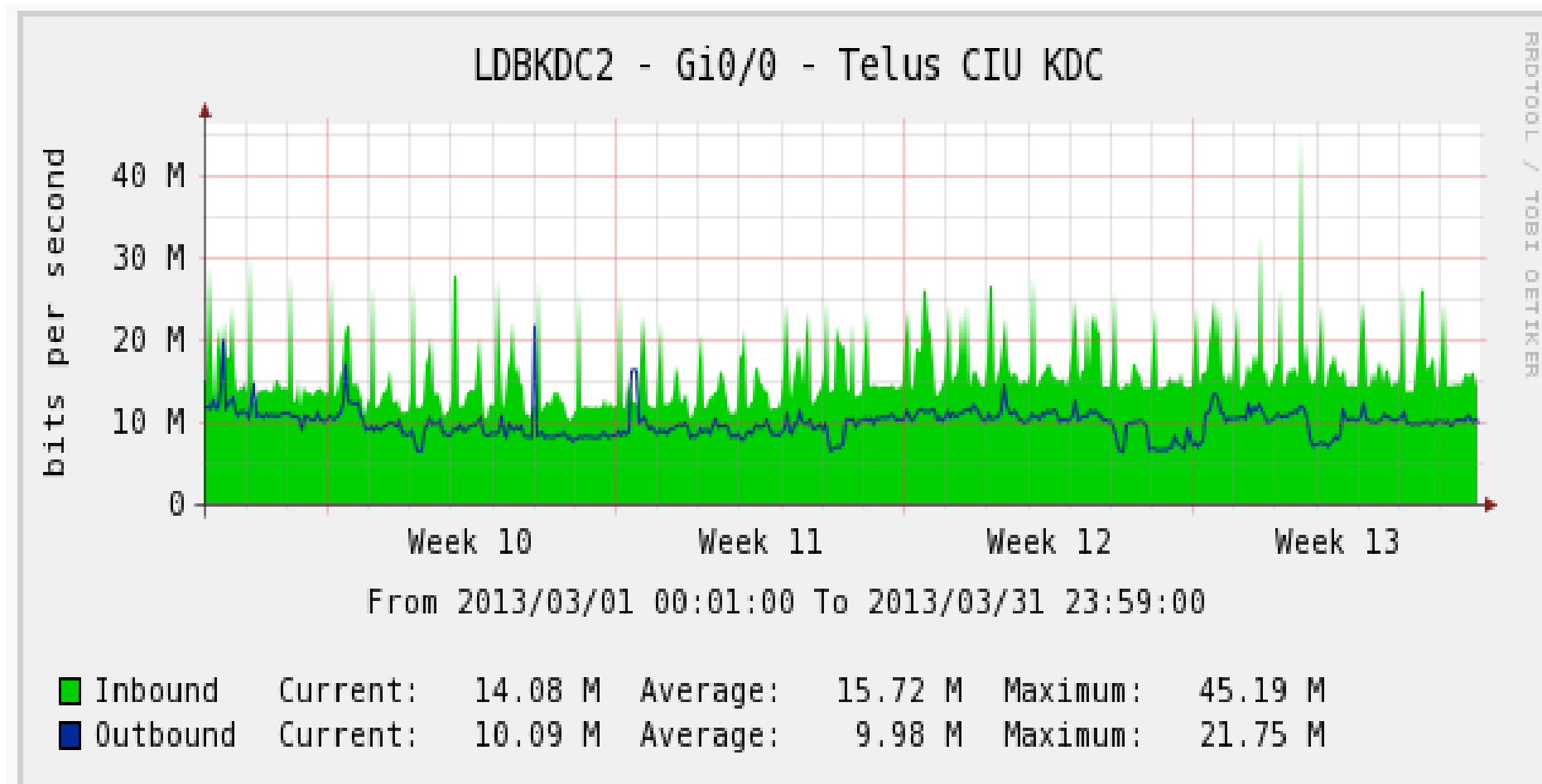
Summary: Graphical view of Kamloops Distribution Internet data communications. The maximum capacity is 10Mbps.

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

Recommendation: Not applicable

Monthly Kamloops, Distribution Private Network Gateway – March 2013

For Vancouver & Kamloops Data Centres communications and Store remote management



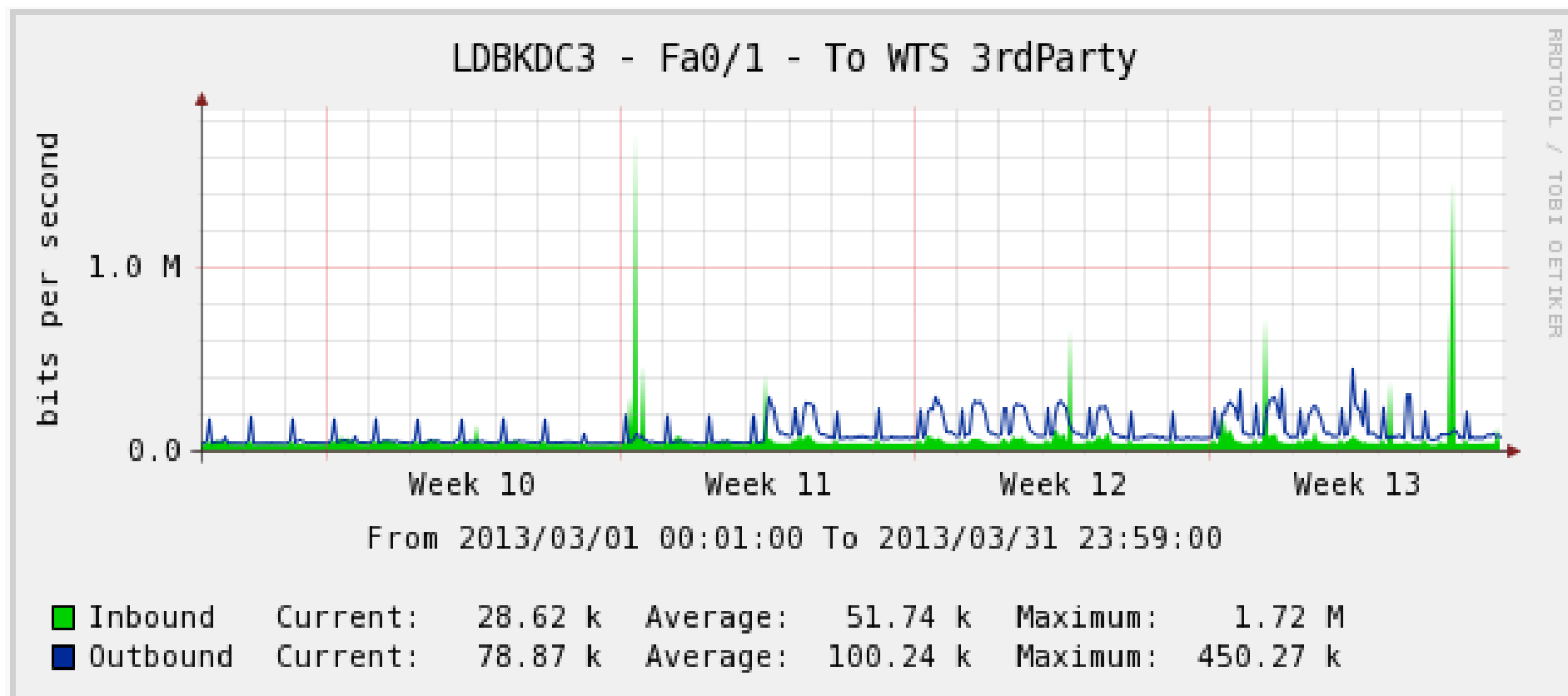
Summary: Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

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

Recommendation: Not applicable

Monthly Kamloops, Distribution to Provincial Government Network Gateway – March 2013

For Corporate and Stores Email and Government websites communications

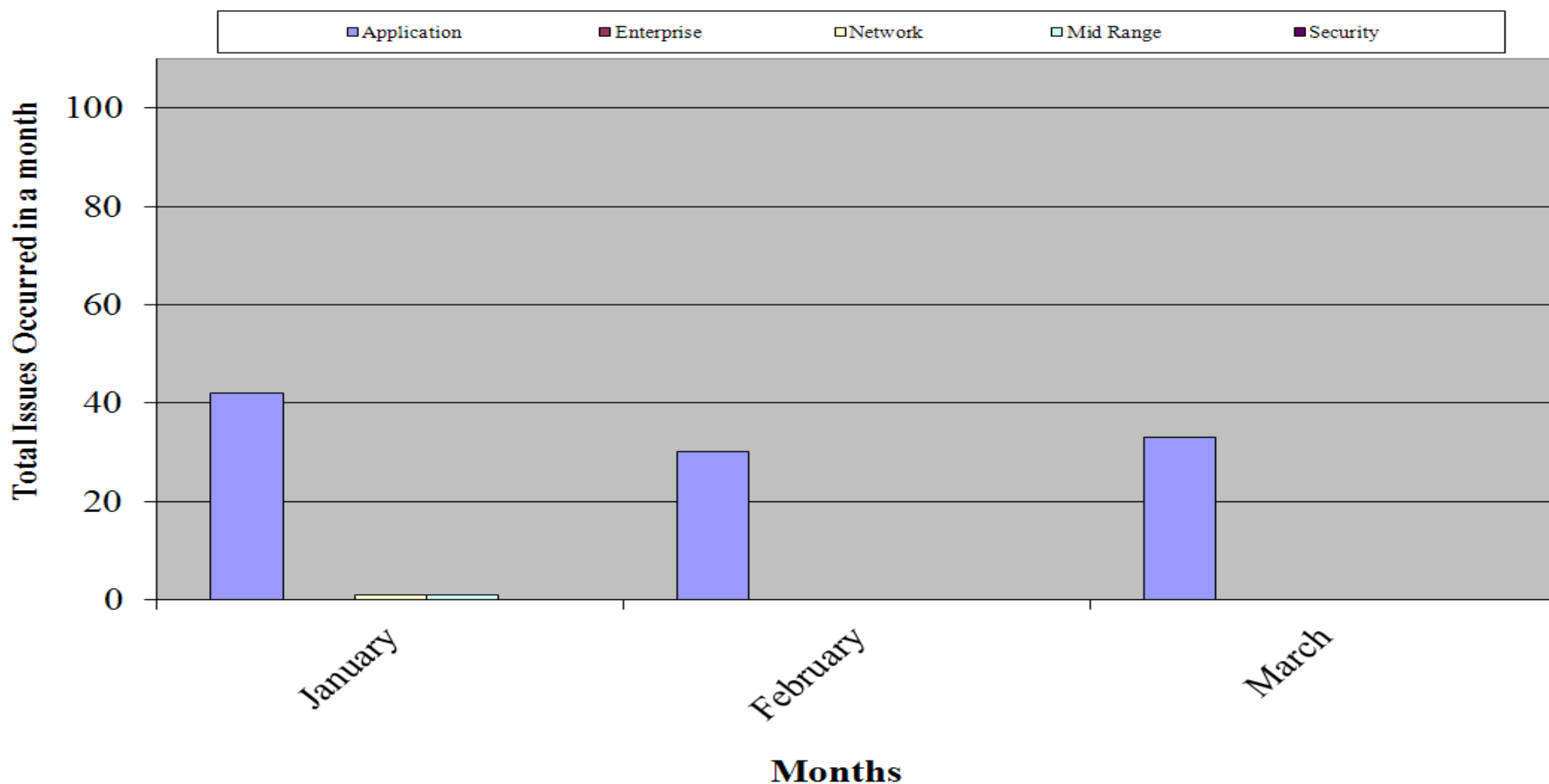


Summary: Graphical view of Kamloops, Distribution and Provincial government data communications. The maximum capacity is 10 Mbps.

Observation: Minimal use

Recommendation: Not applicable

Operational Production Issues 2013

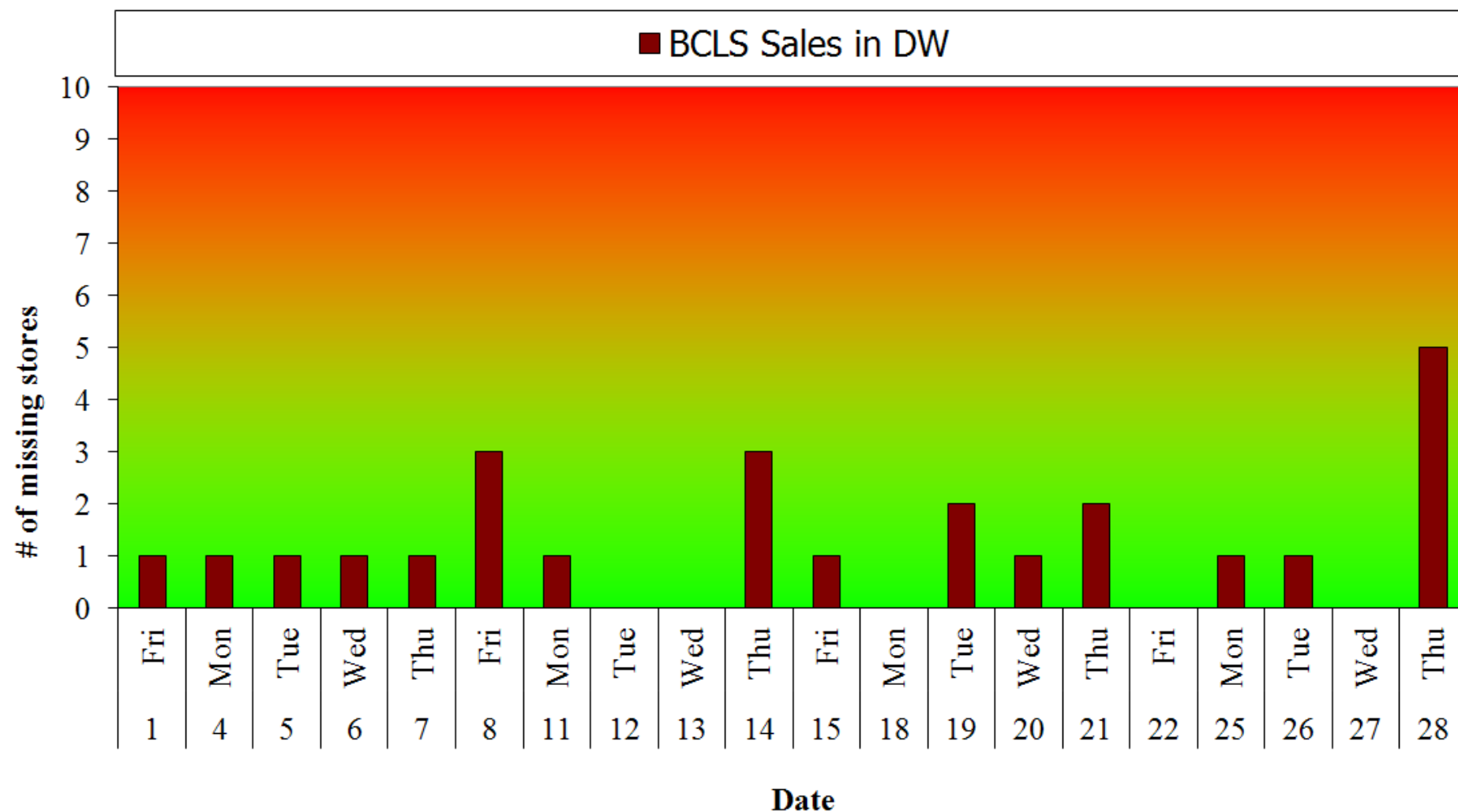


Summary: High level graphical view of monthly production issues from January – March 2013. Input comes from Operations daily status report.

Observation: Majority are application issues of which 24% are Autosys jobs and 70% are run away process (see BMC tickets for more information) for the month of March.

Recommendation: Not applicable

Sales – Finance Data Availability - March 2013

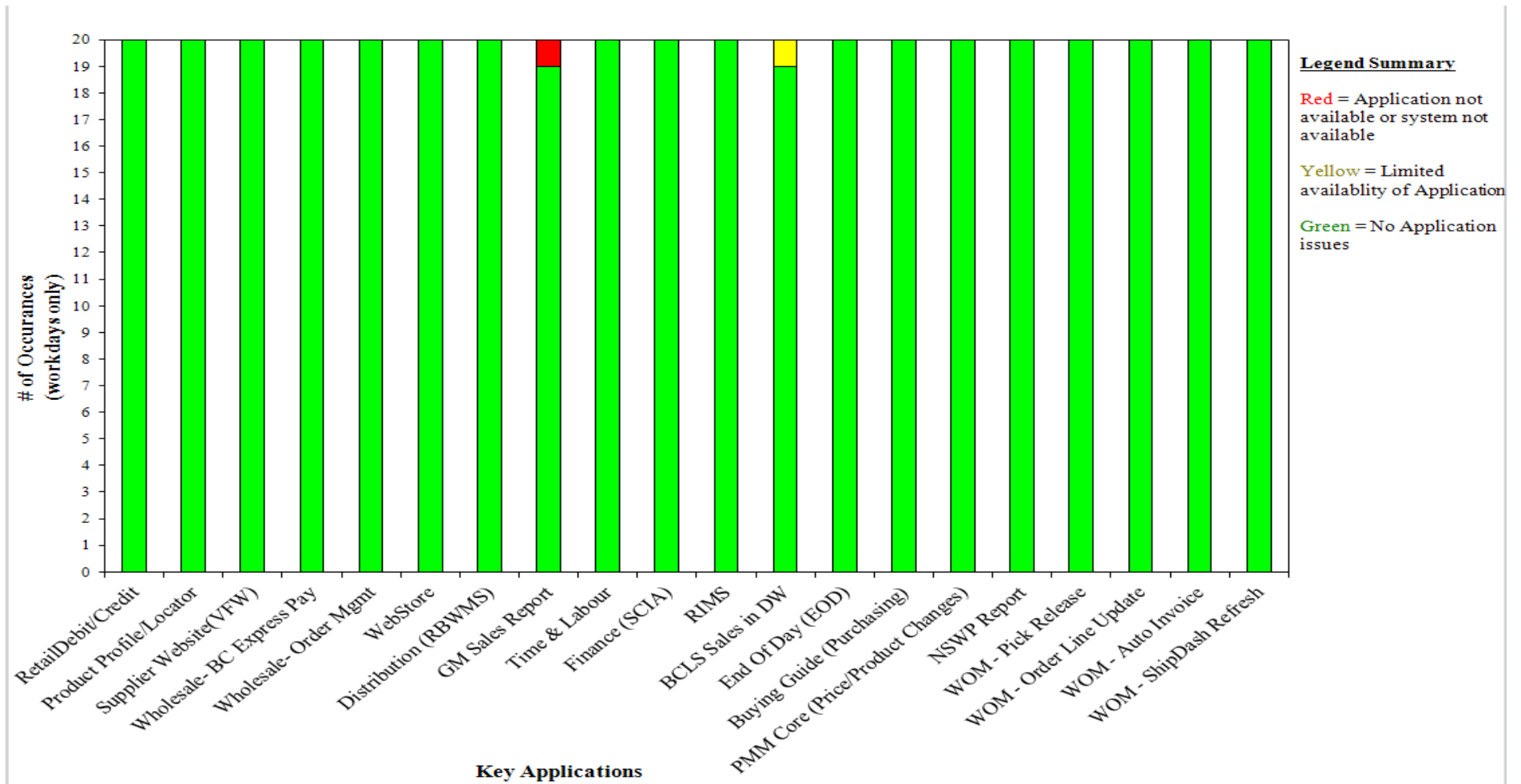


Summary: Graphical view of transmitted BCLS Stores Financial Sales Data to Head Office in Data Warehouse.

Observation: March was a month where Data Warehouse had no major issues relating to Sales Reporting

Recommendation: Not applicable

Daily (7:00am Snapshot) Availability of Business Application – March 2013

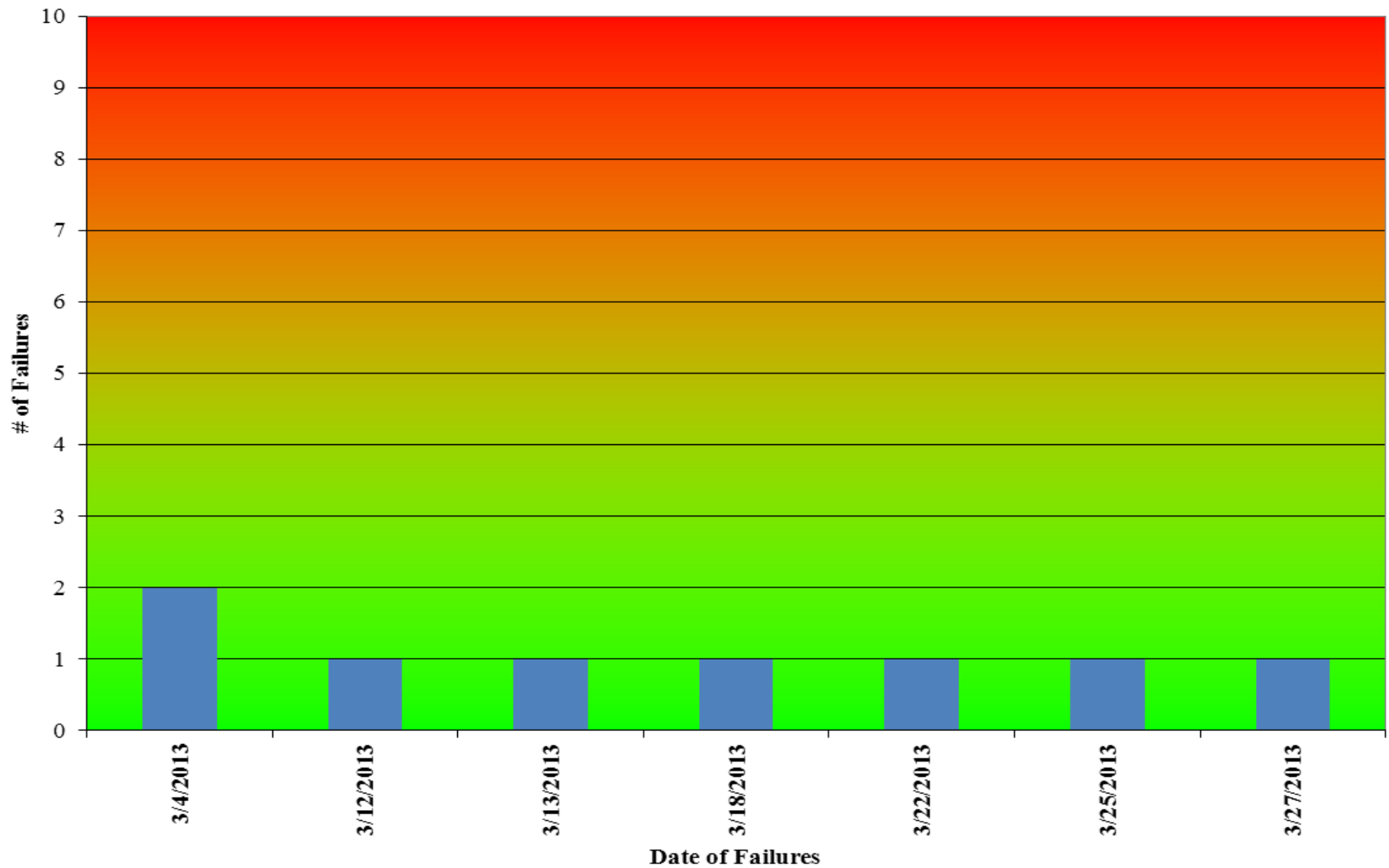


Summary: High level graphical view of Business Applications availability.

Observation: In March there was only one critical issue: GM Sales Report. Please refer to BMC # 525620 for further details.

Recommendation: Not applicable

Autosys Jobs failed per day – March 2013

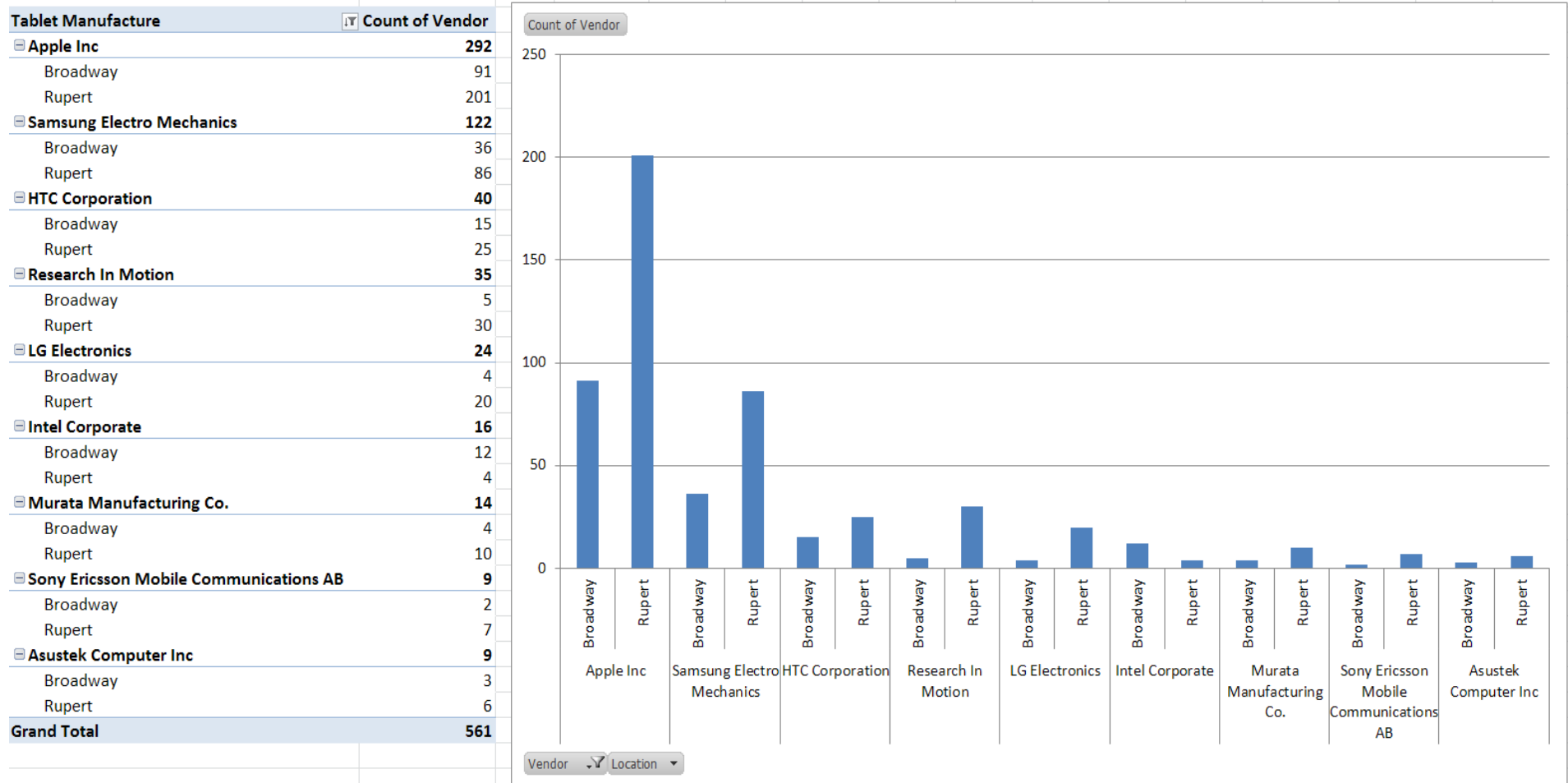


Summary: High level graphical view of Production Autosys Job failures for the month of March 2013.

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

Recommendation: Not applicable

Branch Public WiFi Access, no authentication required – March 2013



Summary:

High level graphical view of top 8 vendors using the Public Wireless Network for the month of March 2013.

Observation:

Please note some devices (Apple) automatically connect to visible Wi-Fi spots, but it does not necessarily reflect usage (they may not have agreed to the terms and actively use the hotspot).

Recommendation:

Not applicable

WebStore Availability March 2013

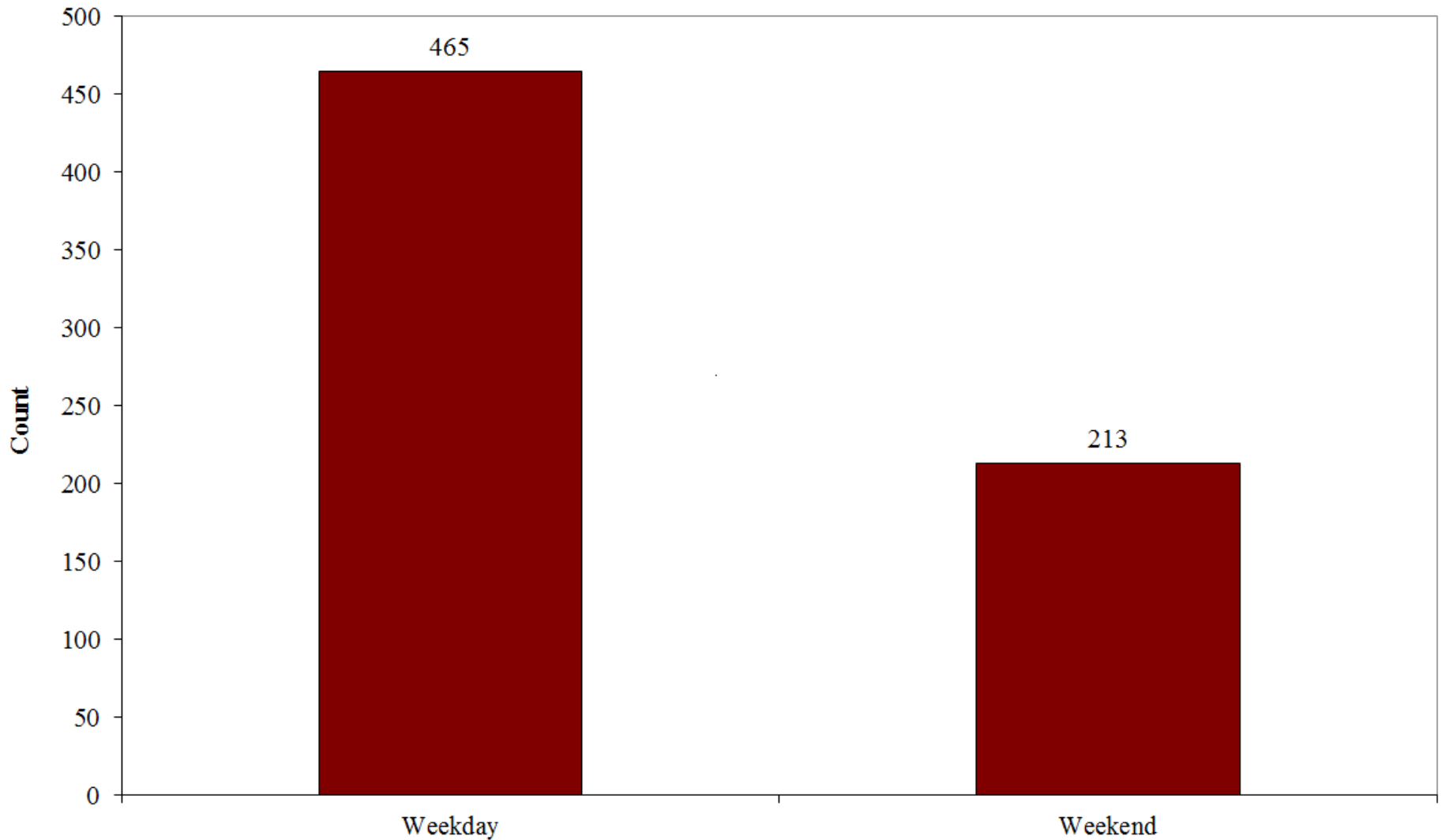


Summary: High level graphical view of Webstore's Availability for the month of March 2013.

Observation: There was only one incident where Webstore had an issue in the month of March. Please refer to BMC # 525220 for details.

Recommendation: Not applicable

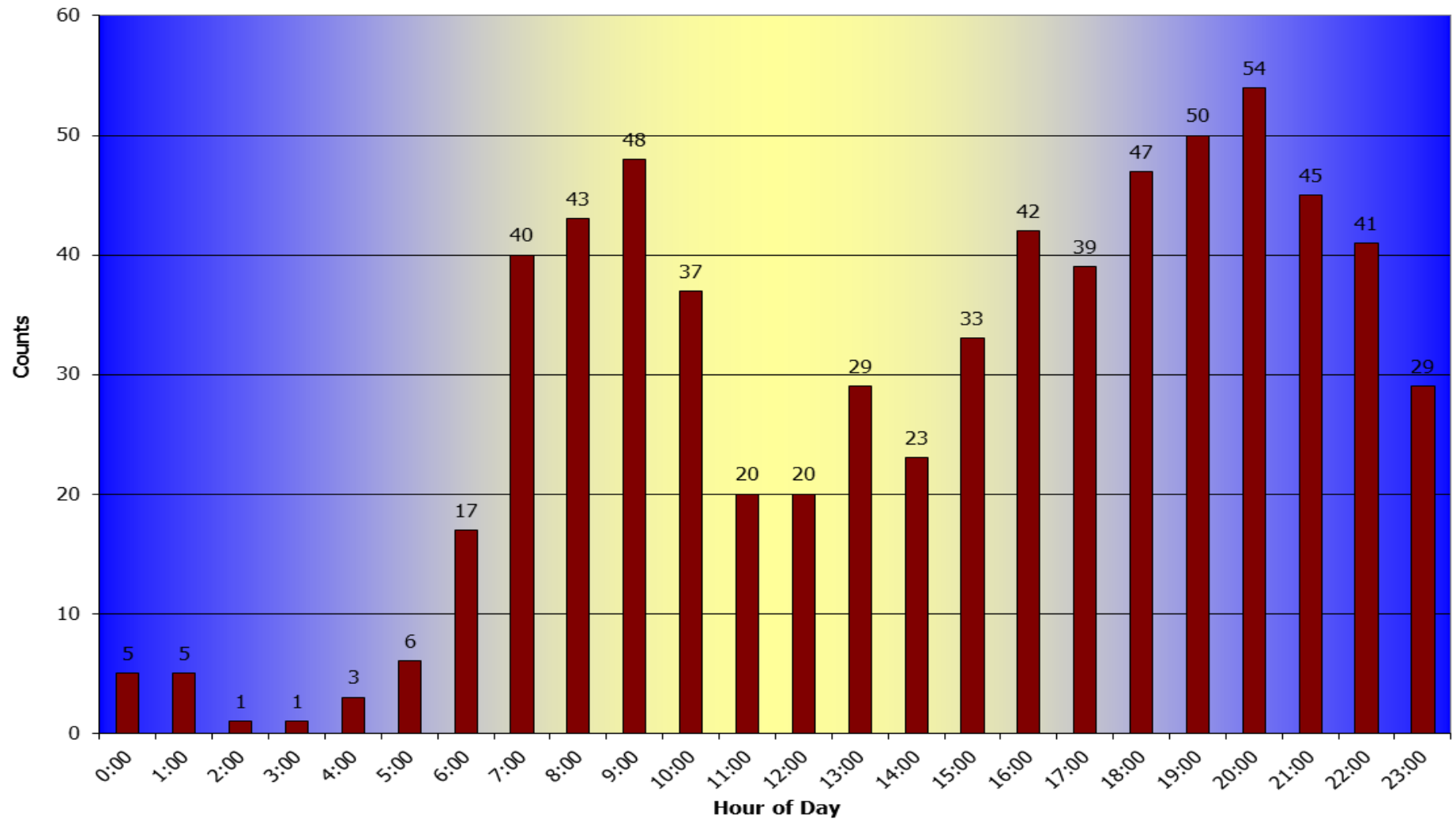
Remote Access on Weekday vs. Weekend – March 2013



* 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 March.
- Recommendation:** Not applicable

Remote Access by Hour of Day – March 2013

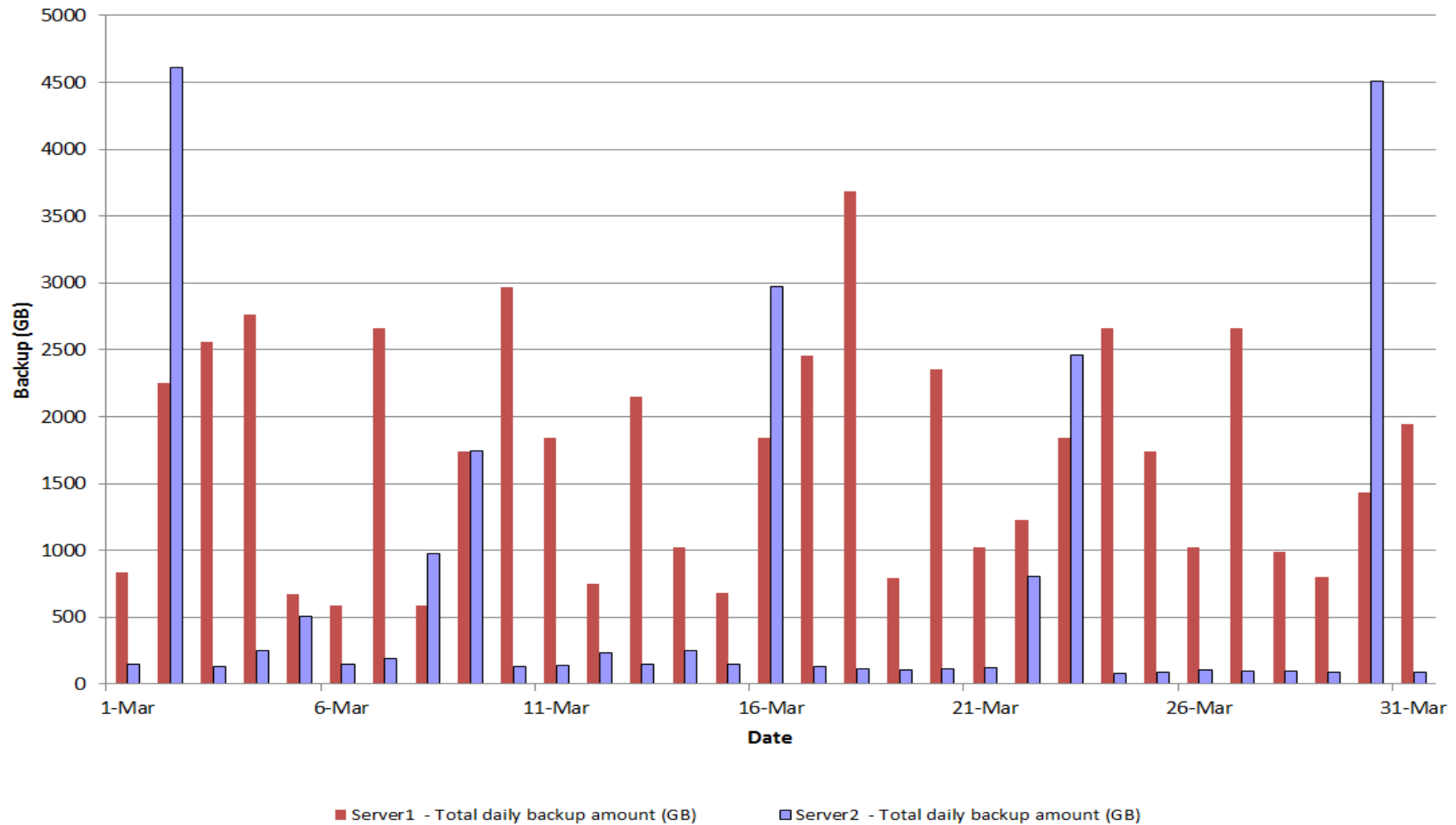


Summary: High level graphical view of Users remotely accessing Head Office resources shown in hours of the day for the month of March.

Observation: More people accessing Head Office resources in the late evening (5pm – 11pm) versus in the morning (between 7am – 10am).

Recommendation: Not applicable

Total Daily Backup Amount (GB) – March 2013

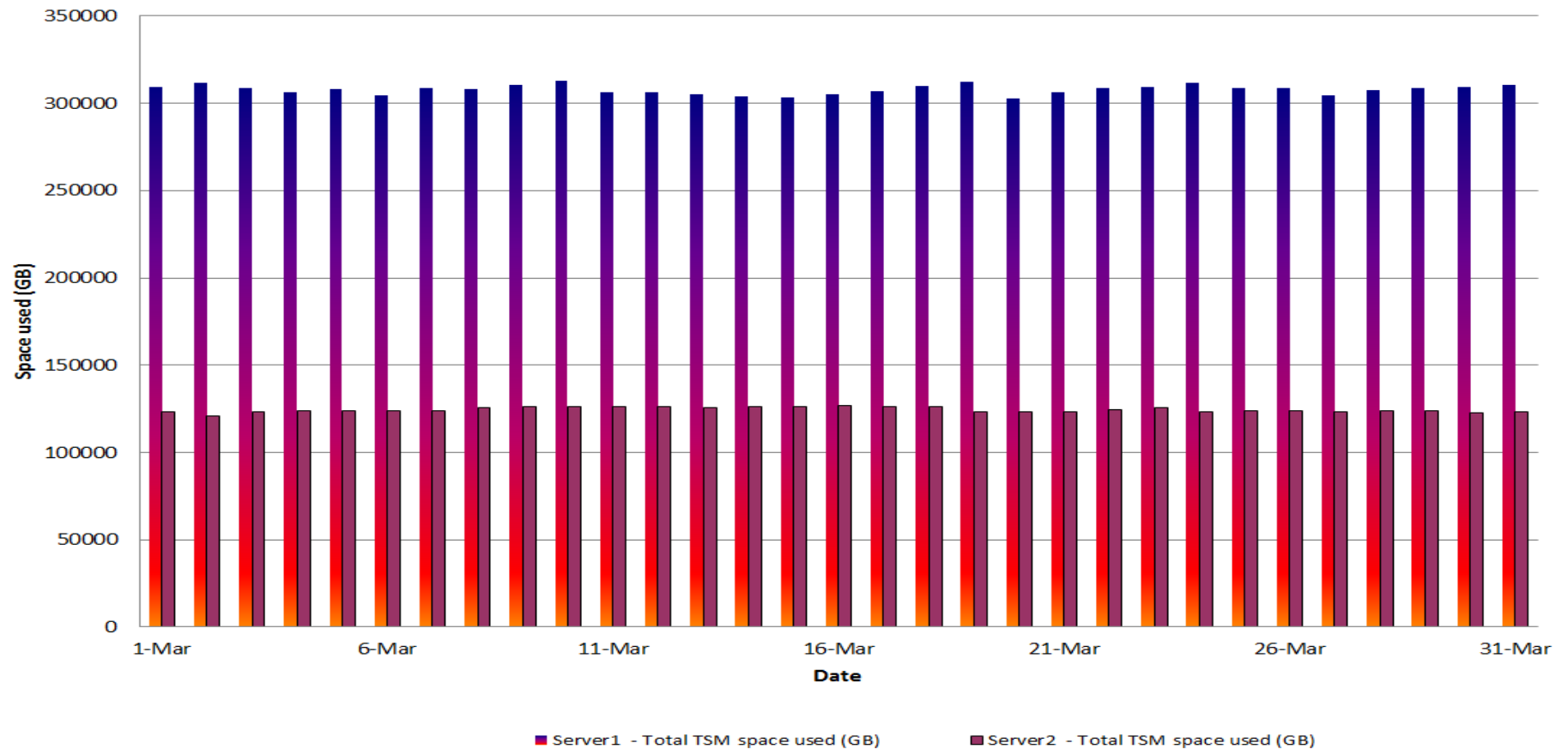


Summary: High level graphical view graphical view of TSM Daily Backup for the month of March.

Observation: On March 2nd – Both KDC and VDC had over 6.8TB of SAN storage data backed up on TSM.

Recommendation: Not applicable

Total TSM Space Used (GB) – March 2013



Summary:

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

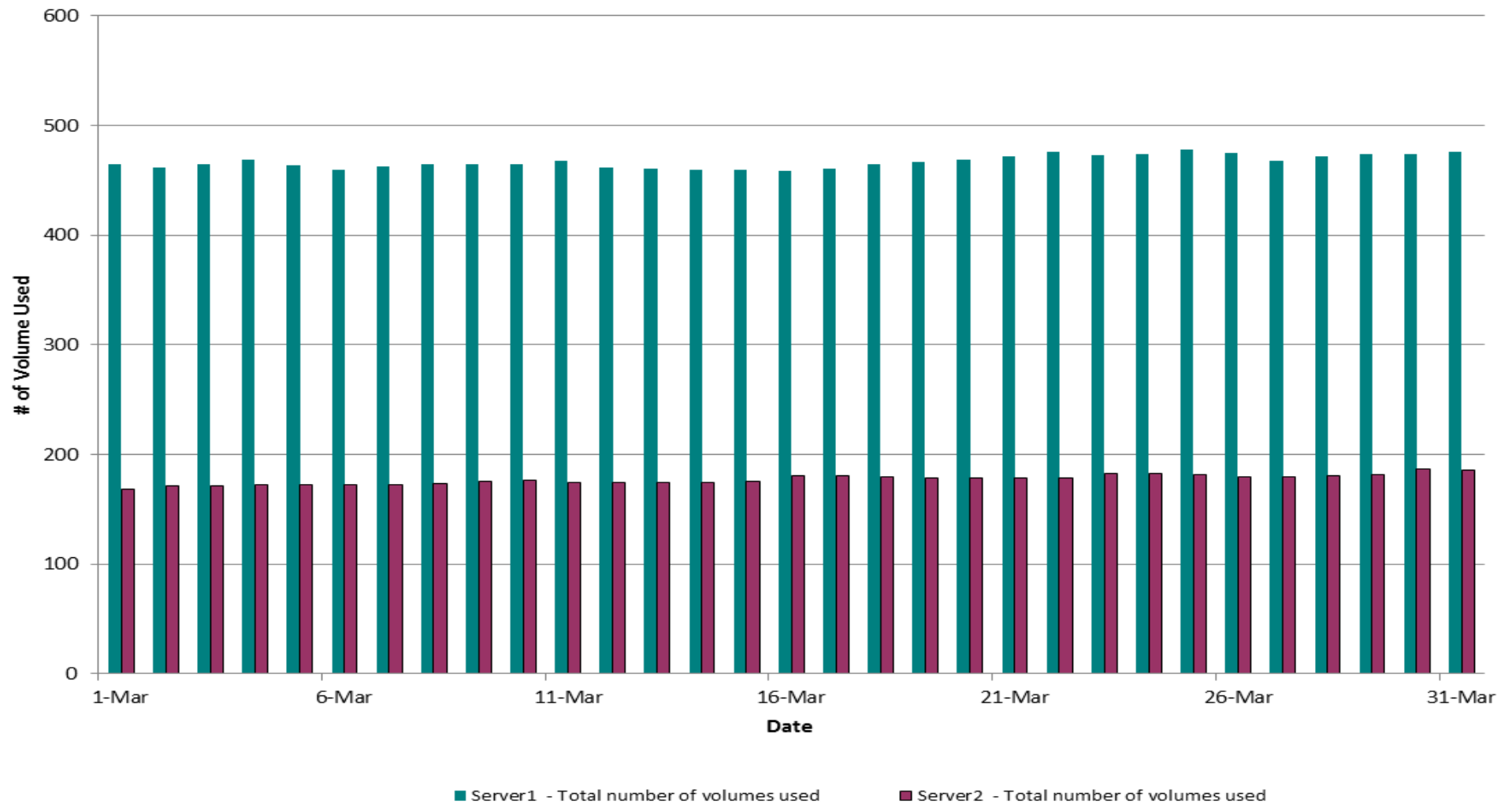
Observation:

TSM in Vancouver (Server 1) - data backed up is generally constant. TSM in Kamloops (Server 2) - is steadily increased as Oracle databases for production and development continue to increase.

Recommendation:

Not applicable

Total Number of Volumes Used – March 2013



Summary:

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

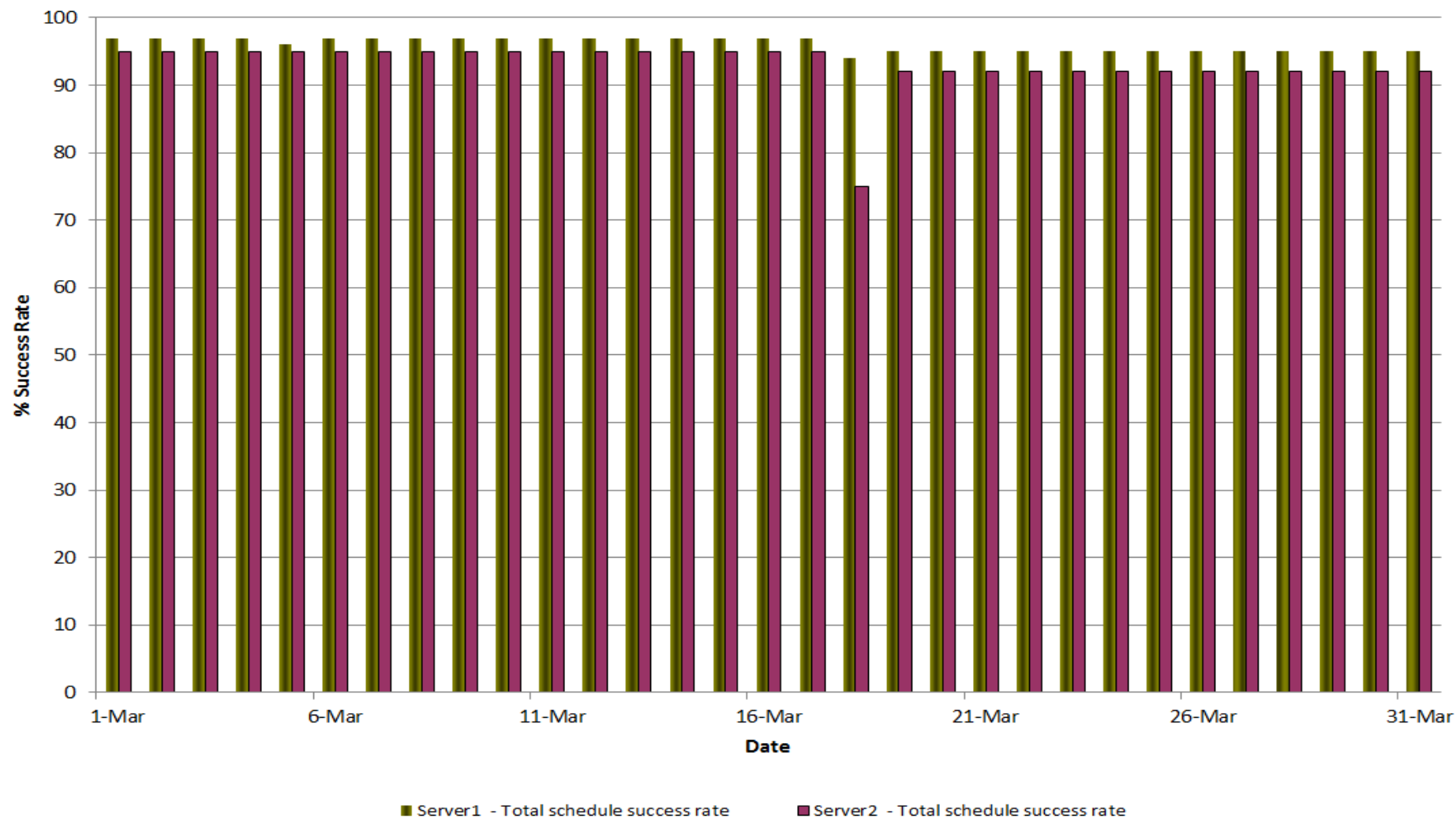
Observation:

Each LTO4 tape holds 1.5TB. The VDC library has 253 tape slots and 219 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.

Recommendation:

Not applicable

Total Schedule Success Rate – March 2013



Summary:

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

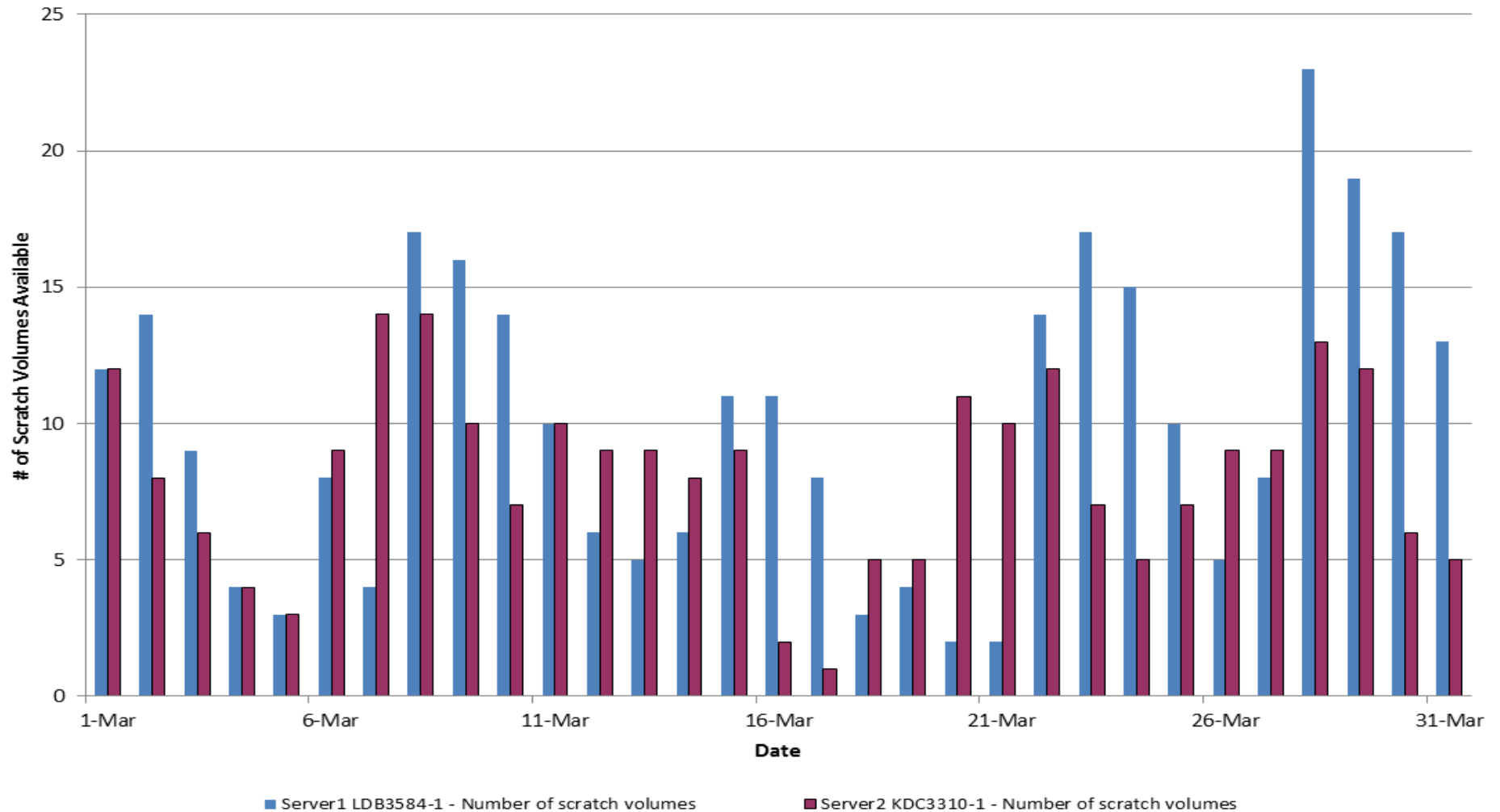
Observation:

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

Recommendation:

Not applicable

Number of Total Scratch Volumes (available for use) – March 2013



Summary:

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

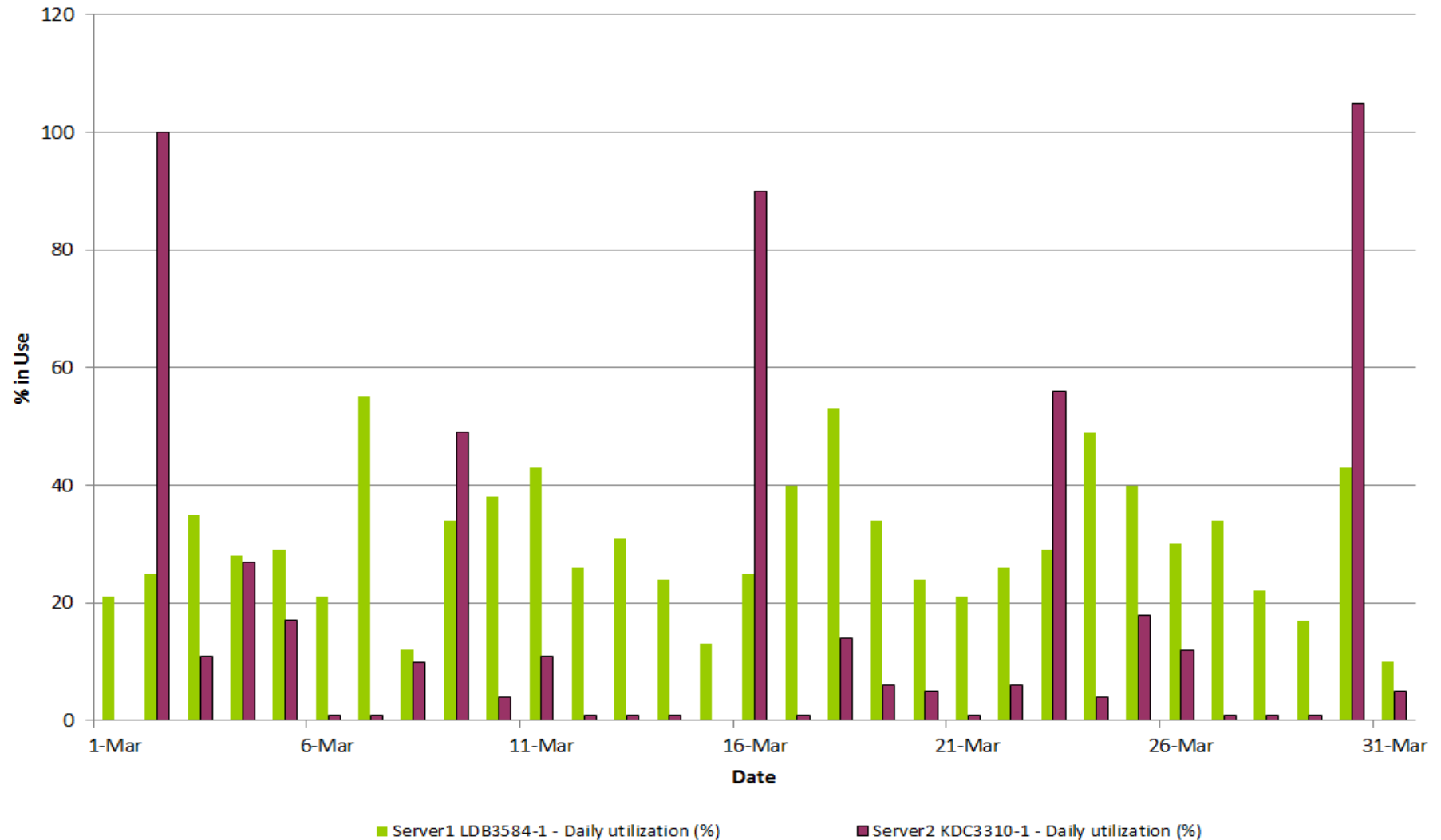
Observation:

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 (%) – March 2013



Summary: High level graphical view of TSM Tapes being mounted each day for the month of March.

Observation: TSM is highly utilized on the weekends. Three times KDC was more utilized versus TSM for VDC.

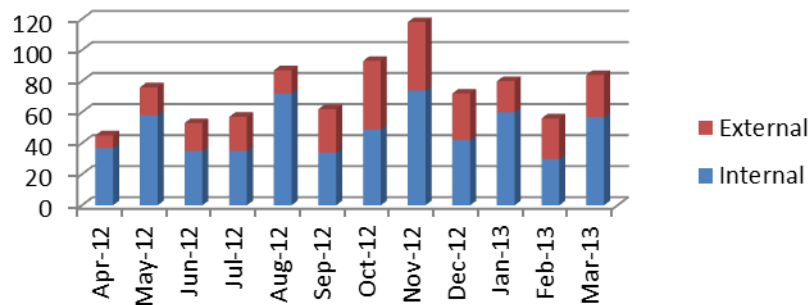
Recommendation: Not applicable

Network Service Statistics

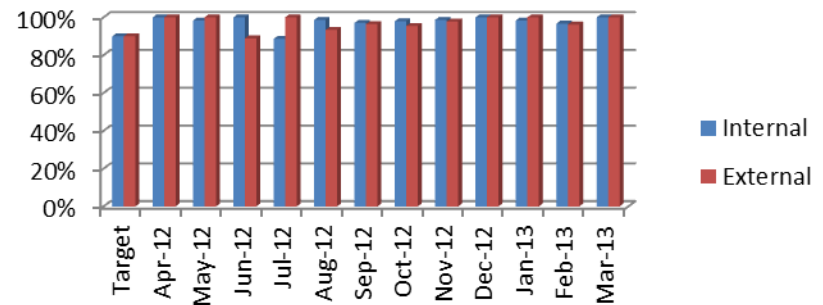
Summary

Totals	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed		45	76	53	57	87	62	93	118	72	80	54	84
Completed on time		45	75	51	53	85	60	90	116	72	79	53	84
% Completed on time	90%	100%	99%	96%	93%	98%	97%	97%	98%	100%	99%	98%	100%
Internal													
Tickets closed		37	58	35	35	72	34	49	74	42	60	29	57
Completed on time		37	57	35	31	71	33	48	73	42	59	29	57
% Completed on time	90%	100%	98%	100%	89%	99%	97%	98%	99%	100%	98%	100%	100%
External (SSBC service)													
Tickets closed		8	18	18	22	15	28	44	44	30	20	25	27
Completed on time		8	18	16	22	14	27	42	43	30	20	24	27
% Completed on time	90%	100%	100%	89%	100%	93%	96%	95%	98%	100%	100%	96%	100%

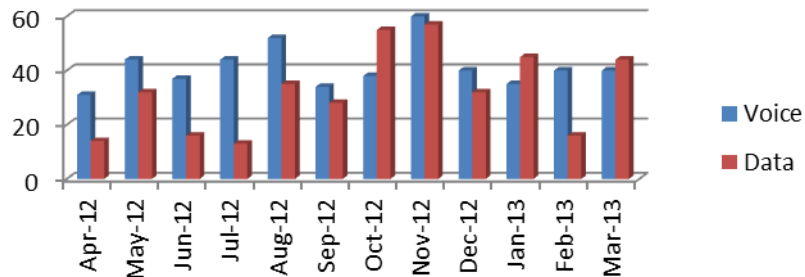
Tickets Closed



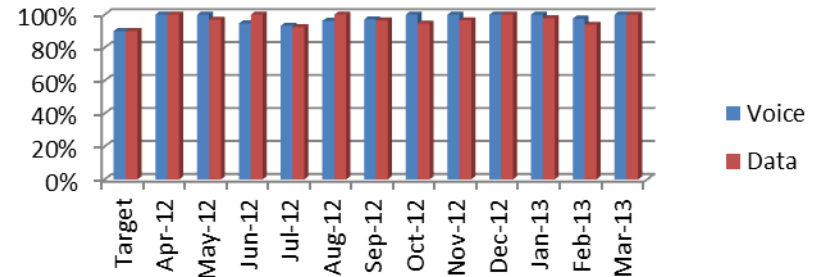
% Completed on Time



Tickets Closed by Type



% Completed on Time



Network Service Statistics Summary

Voice	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed		31	44	37	44	52	34	38	61	40	35	40	40
Completed on time		31	44	35	41	50	33	38	61	40	35	39	40
% Completed on time	90%	100%	100%	95%	93%	96%	97%	100%	100%	100%	100%	98%	100%
Internal													
Tickets closed		26	27	19	25	42	11	12	35	20	21	19	16
Completed on time		26	27	19	22	41	11	12	35	20	21	19	16
% Completed on time	90%	100%	100%	100%	88%	98%	100%	100%	100%	100%	100%	100%	100%
External (SSBC service)													
Tickets closed		5	17	18	19	10	23	26	26	20	14	21	24
Completed on time		5	17	16	19	9	22	26	26	20	14	20	24
% Completed on time	90%	100%	100%	89%	100%	90%	96%	100%	100%	100%	100%	95%	100%

Data	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed		14	32	16	13	35	28	55	57	32	45	16	44
Completed on time		14	31	16	12	35	27	52	55	32	44	15	44
% Completed on time	90%	100%	97%	100%	92%	100%	96%	95%	96%	100%	98%	94%	100%
Internal													
Tickets closed		11	31	16	10	30	23	37	39	22	39	11	41
Completed on time		11	30	16	9	30	22	36	38	22	38	10	41
% Completed on time	90%	100%	97%	100%	90%	100%	96%	97%	97%	100%	97%	91%	100%
External (SSBC service)													
Tickets closed		3	1	0	3	5	5	18	18	10	6	5	3
Completed on time		3	1	0	3	5	5	16	17	10	6	5	3
% Completed on time	90%	100%	100%	100%	100%	100%	100%	89%	94%	100%	100%	100%	100%

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

Network Service Statistics

Head Office Details

HO Voice	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed	27	35	28	36	48	20	29	48	30	22	31	32
Completed on time	27	35	26	33	46	20	29	48	30	22	31	32
% Completed on time	100%	100%	93%	92%	96%	100%	100%	100%	100%	100%	100%	100%
Internal												
Tickets closed	24	21	14	18	38	10	11	26	14	12	16	10
Completed on time	24	21	14	15	37	10	11	26	14	12	16	10
% Completed on time	100%	100%	100%	83%	97%	100%	100%	100%	100%	100%	100%	100%
External (SSBC service)												
Tickets closed	3	14	14	18	10	10	18	22	16	10	15	22
Completed on time	3	14	12	18	9	10	18	22	16	10	15	22
% Completed on time	100%	100%	86%	100%	90%	100%	100%	100%	100%	100%	100%	100%

HO Data	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed	11	8	6	11	16	14	16	15	13	18	6	18
Completed on time	11	8	6	10	16	13	16	15	13	18	5	18
% Completed on time	100%	100%	100%	91%	100%	93%	100%	100%	100%	100%	83%	100%
Internal												
Tickets closed	9	8	6	9	14	13	16	12	9	17	6	17
Completed on time	9	8	6	8	14	12	16	12	9	17	5	17
% Completed on time	100%	100%	100%	89%	100%	92%	100%	100%	100%	100%	83%	100%
External (SSBC service)												
Tickets closed	2	0	0	2	2	1	0	3	4	1	0	1
Completed on time	2	0	0	2	2	1	0	3	4	1	0	1
% Completed on time	100%	0%	0%	100%	100%	100%	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 Service Statistics

Store Details

Branch Voice	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed	4	9	9	8	4	14	9	13	10	13	9	8
Completed on time	4	9	9	8	4	13	9	13	10	13	8	8
% Completed on time	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	89%	100%
Internal												
Tickets closed	2	6	5	7	4	1	1	9	6	9	3	6
Completed on time	2	6	5	7	4	1	1	9	6	9	3	6
% Completed on time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
External (SSBC service)												
Tickets closed	2	3	4	1	0	13	8	4	4	4	6	2
Completed on time	2	3	4	1	0	12	8	4	4	4	5	2
% Completed on time	100%	100%	100%	100%	0%	92%	100%	100%	100%	100%	83%	100%

Branch Data	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Tickets closed	3	24	10	2	19	14	39	42	19	27	10	26
Completed on time	3	23	10	2	19	14	36	40	19	26	10	26
% Completed on time	100%	96%	100%	100%	100%	100%	92%	95%	100%	96%	100%	100%
Internal												
Tickets closed	2	23	10	1	16	10	21	27	13	22	5	24
Completed on time	2	22	10	1	16	10	20	26	13	21	5	24
% Completed on time	100%	96%	100%	100%	100%	100%	95%	96%	100%	95%	100%	100%
External (SSBC service)												
Tickets closed	1	1	0	1	3	4	18	15	6	5	5	2
Completed on time	1	1	0	1	3	4	16	14	6	5	5	2
% Completed on time	100%	100%	0%	100%	100%	100%	89%	93%	100%	100%	100%	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	Incident ID	Location	Category	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
31-Oct-12	18-Oct-12	500782	Store	Data	Delay in removing old ADSL circuit. New data line was installed on time.
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.
22-Nov-12	09-Nov-12	509552	Store	Data	Time needed to troubleshoot slow speed
07-Jan-13	18-Dec-12	515771	Store	Data	Time needed to get replacement WIPS sensor
04-Feb-13	22-Jan-13	519804	Store	Voice	Phone needed to be replaced

End of Data Centre Chart Statistics

March 2013

