

A large green shape on the left side of the slide, featuring a white semi-circular cutout on its right edge.

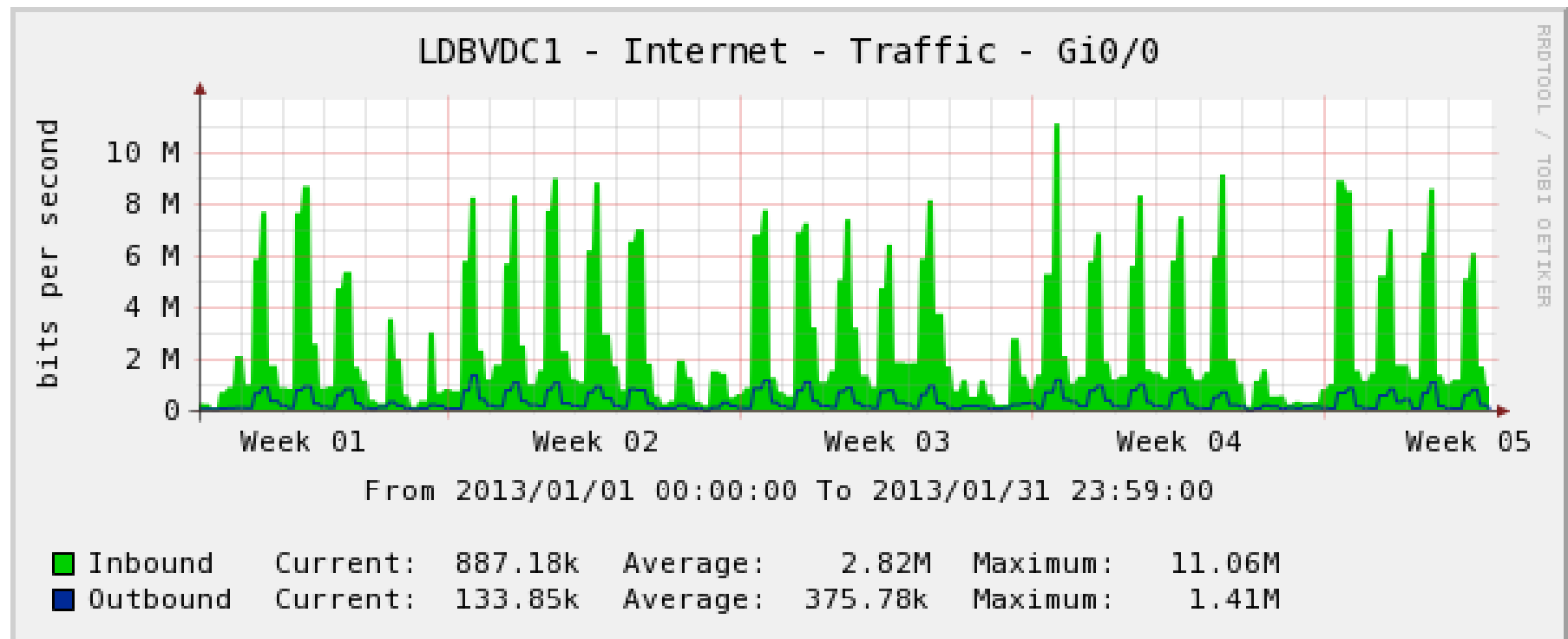
# Data Center Chart Statistics

January 2013



## Monthly Vancouver, Head Office Internet Gateway- January 2013

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



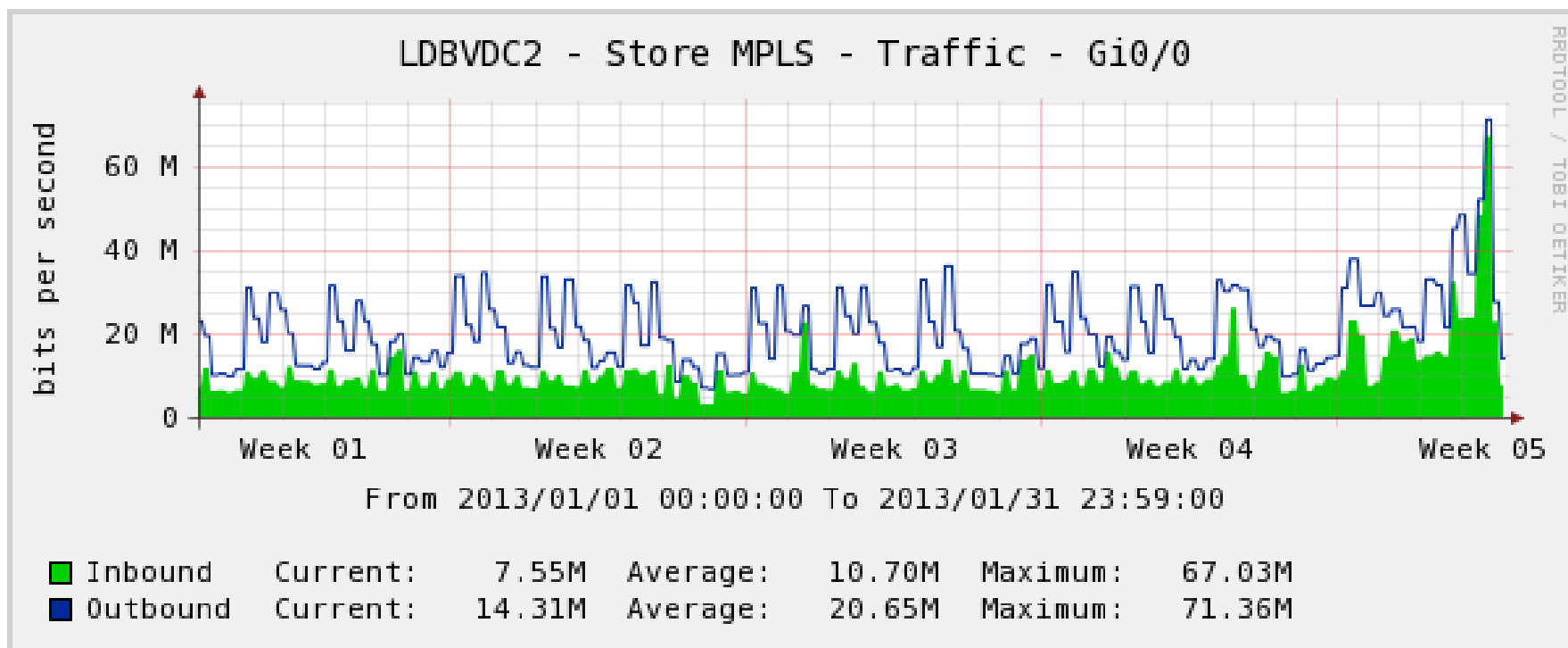
**Summary:** Graphical view of Head Office Internet data communications. The maximum capacity is 20Mbps.

**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 – January 2013

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



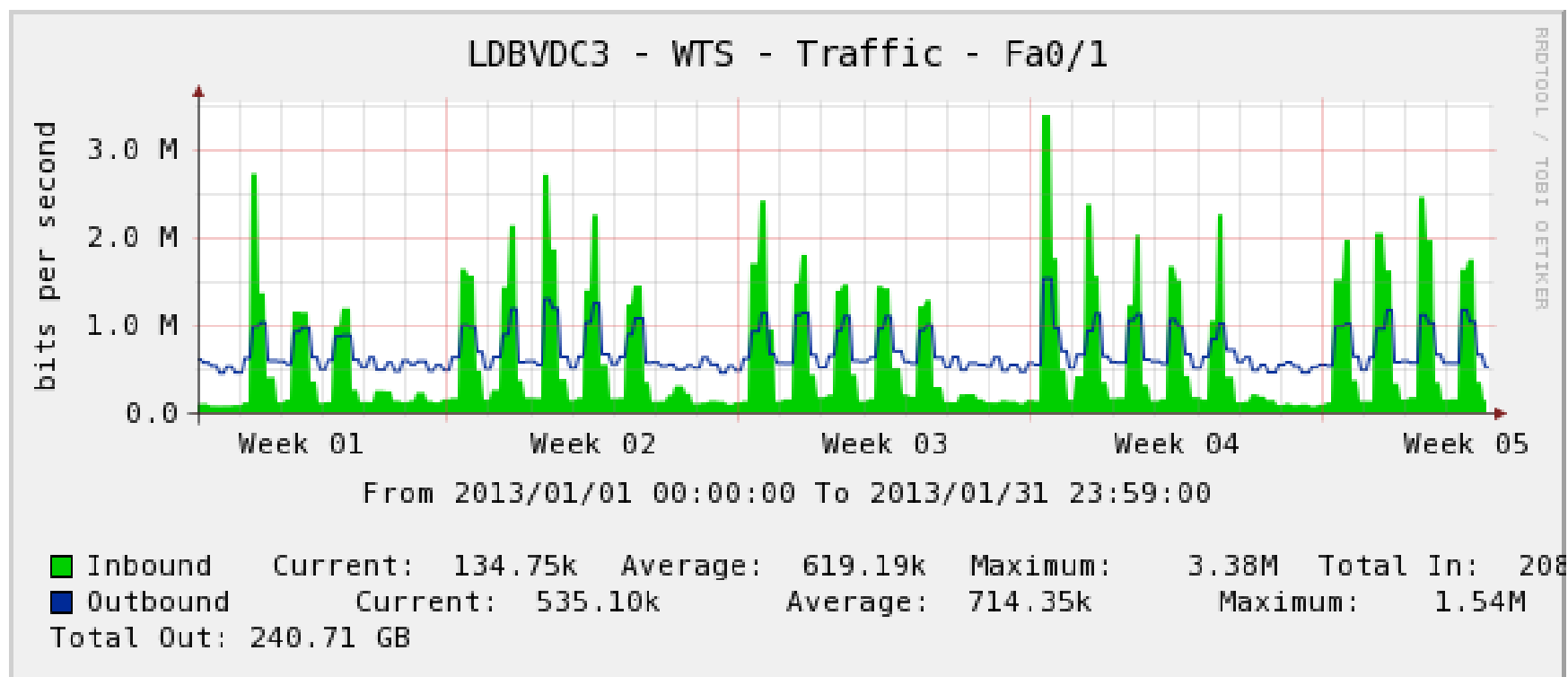
**Summary:** Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

**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 – January 2013

For Corporate and Stores Email and Government websites communications



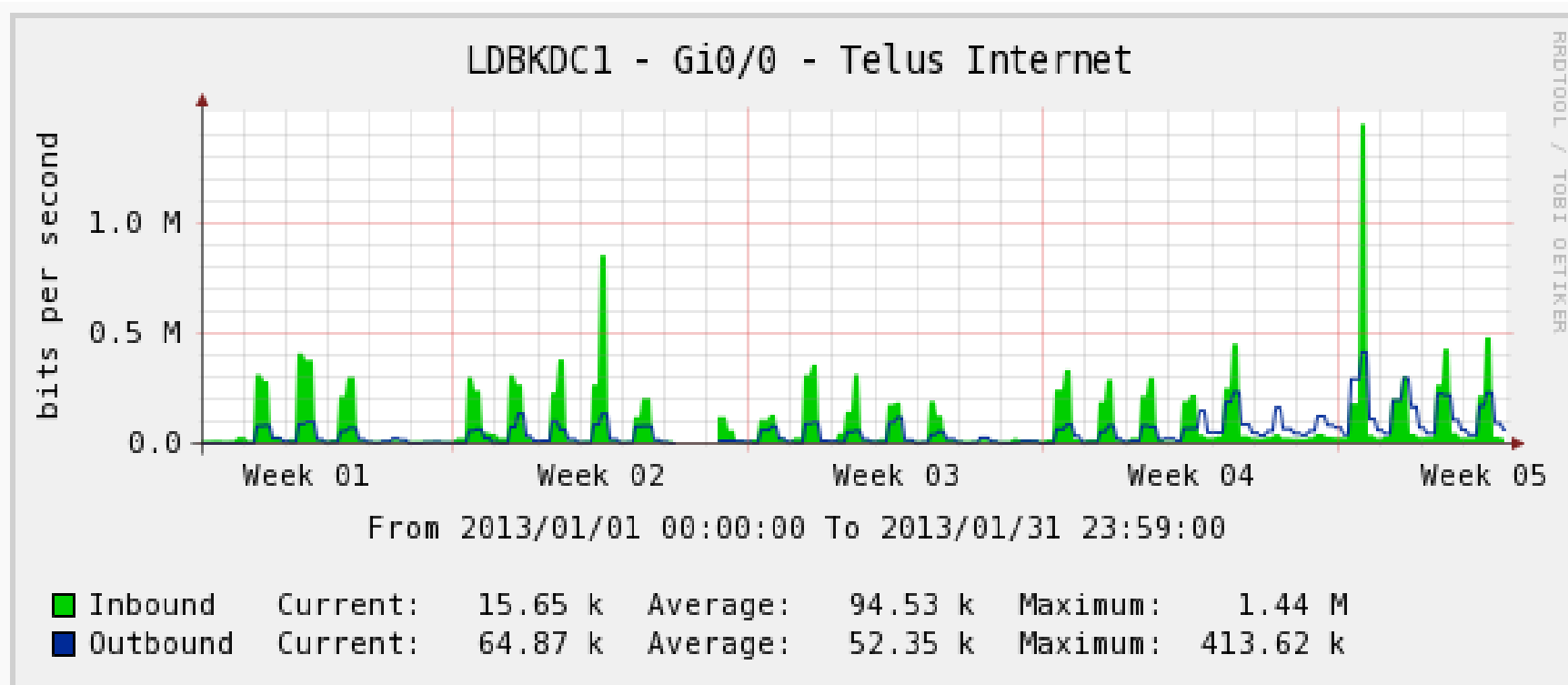
**Summary:** Graphical view of Head Office and Provincial government data communications. The maximum capacity is 10 Mbps.

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

**Recommendation:** Not applicable

## Monthly Kamloops, Distribution Internet Gateway- January 2013

For WEB Browsing and other external business communications



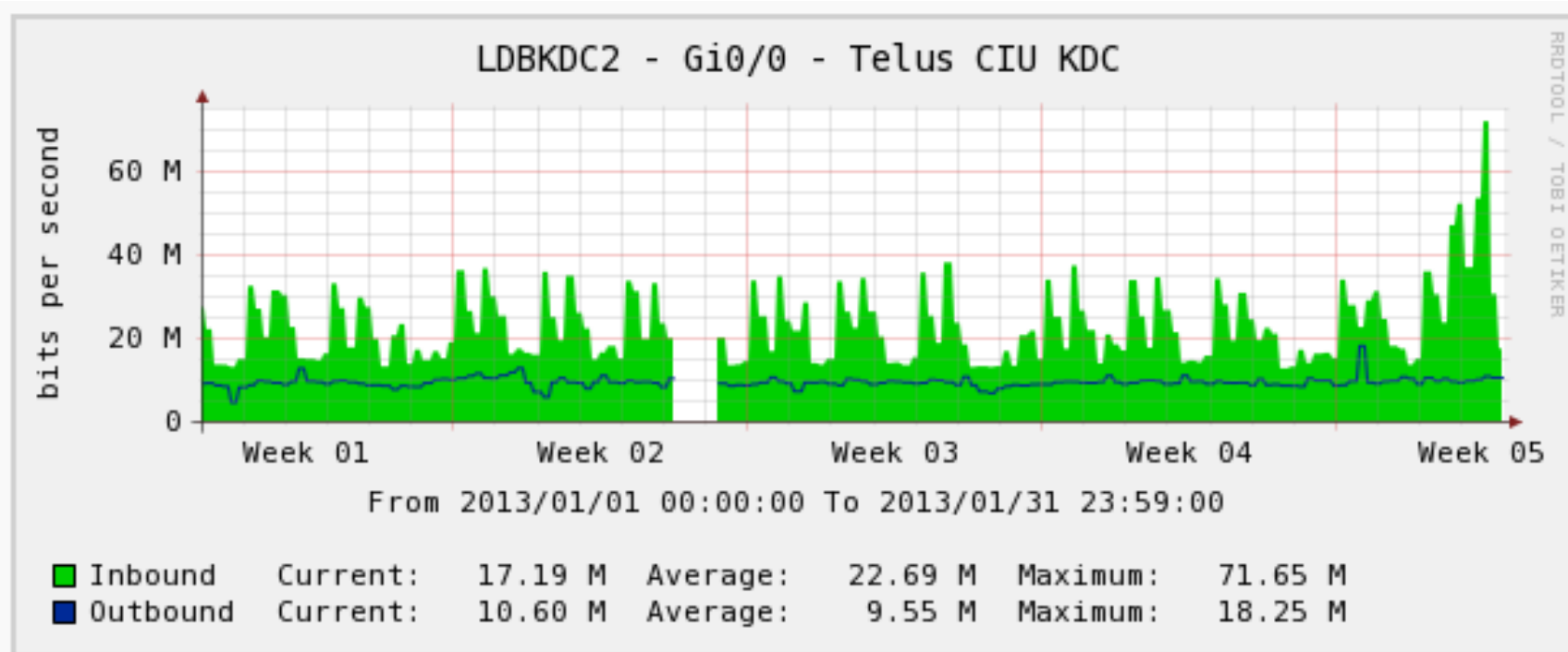
**Summary:** Graphical view of Kamloops Distribution Internet data communications. The maximum capacity is 10Mbps.

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

**Recommendation:** Not applicable

## Monthly Kamloops, Distribution Private Network Gateway – January 2013

For Vancouver & Kamloops Data Centres communications and Store remote management



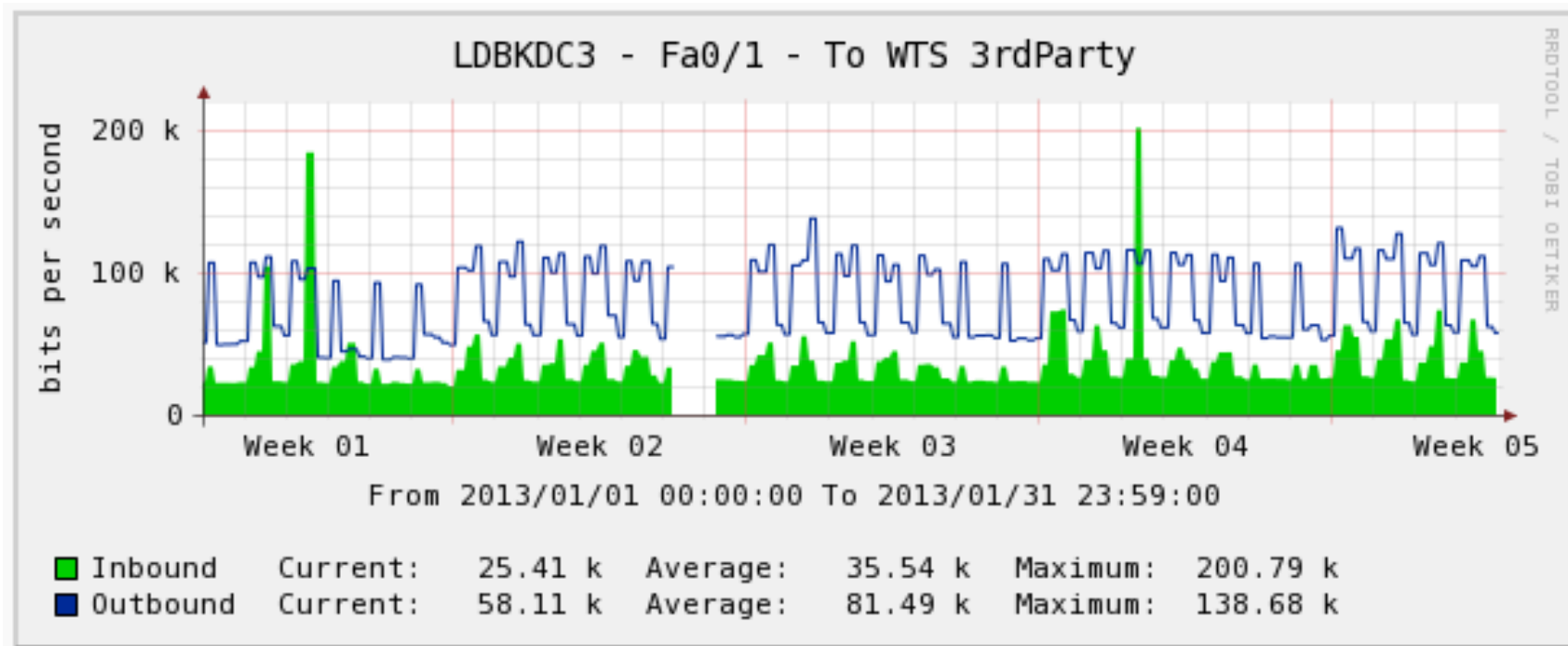
**Summary:** Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

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

**Recommendation:** Not applicable

## Monthly Kamloops, Distribution to Provincial Government Network Gateway – January 2013

For Corporate and Stores Email and Government websites communications

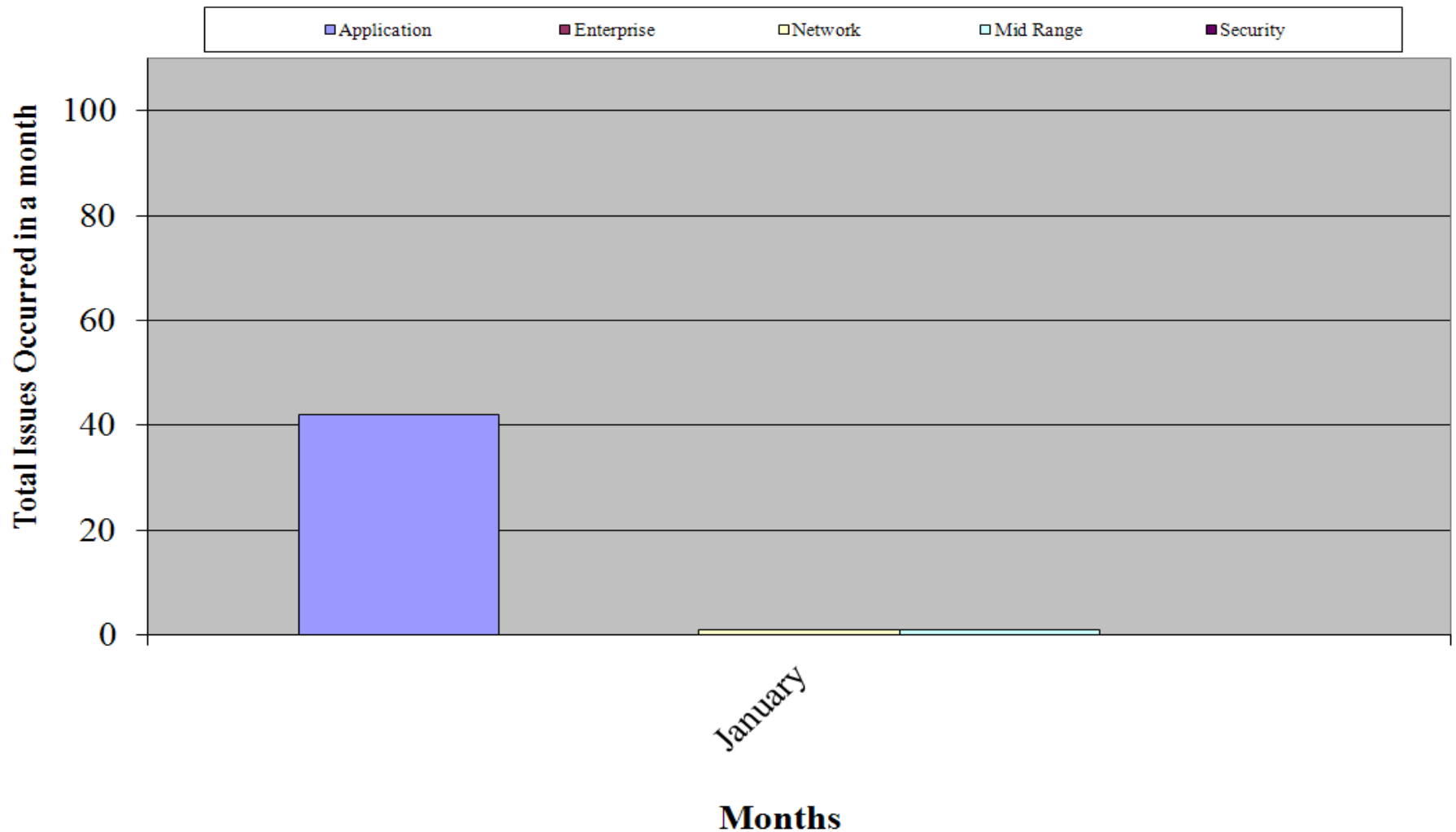


**Summary:** Graphical view of Kamloops, Distribution and Provincial government data communications. The maximum capacity is 10 Mbps.

**Observation:** Minimal use

**Recommendation:** Not applicable

## Operational Production Issues 2013



### Summary:

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

### Observation:

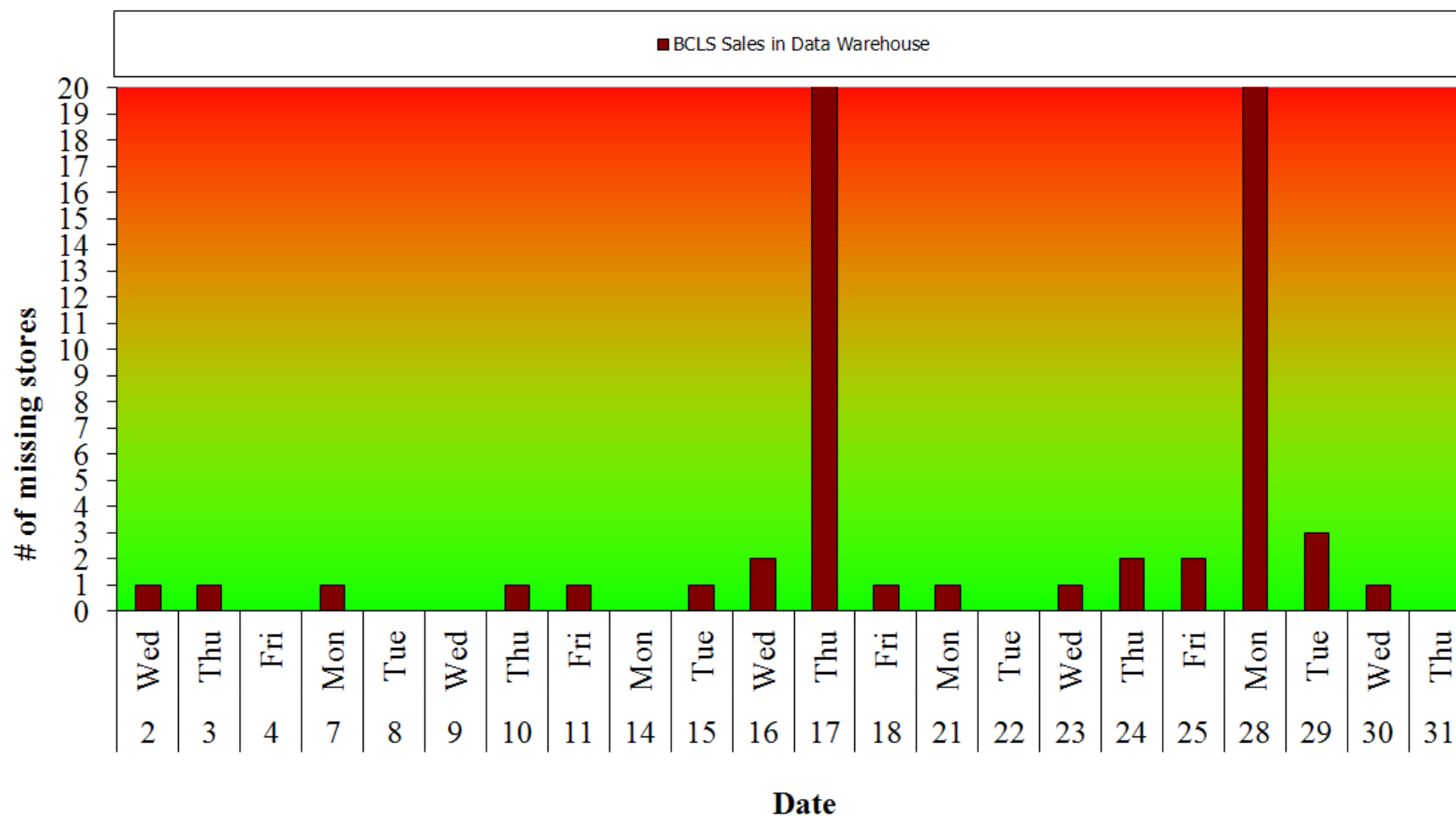
Majority are application issues of which 38% are Autosys jobs and 48% are run away process (see BMC tickets for more information) for the month of January.

### Recommendation:

Not applicable



## Sales – Finance Data Availability - January 2013

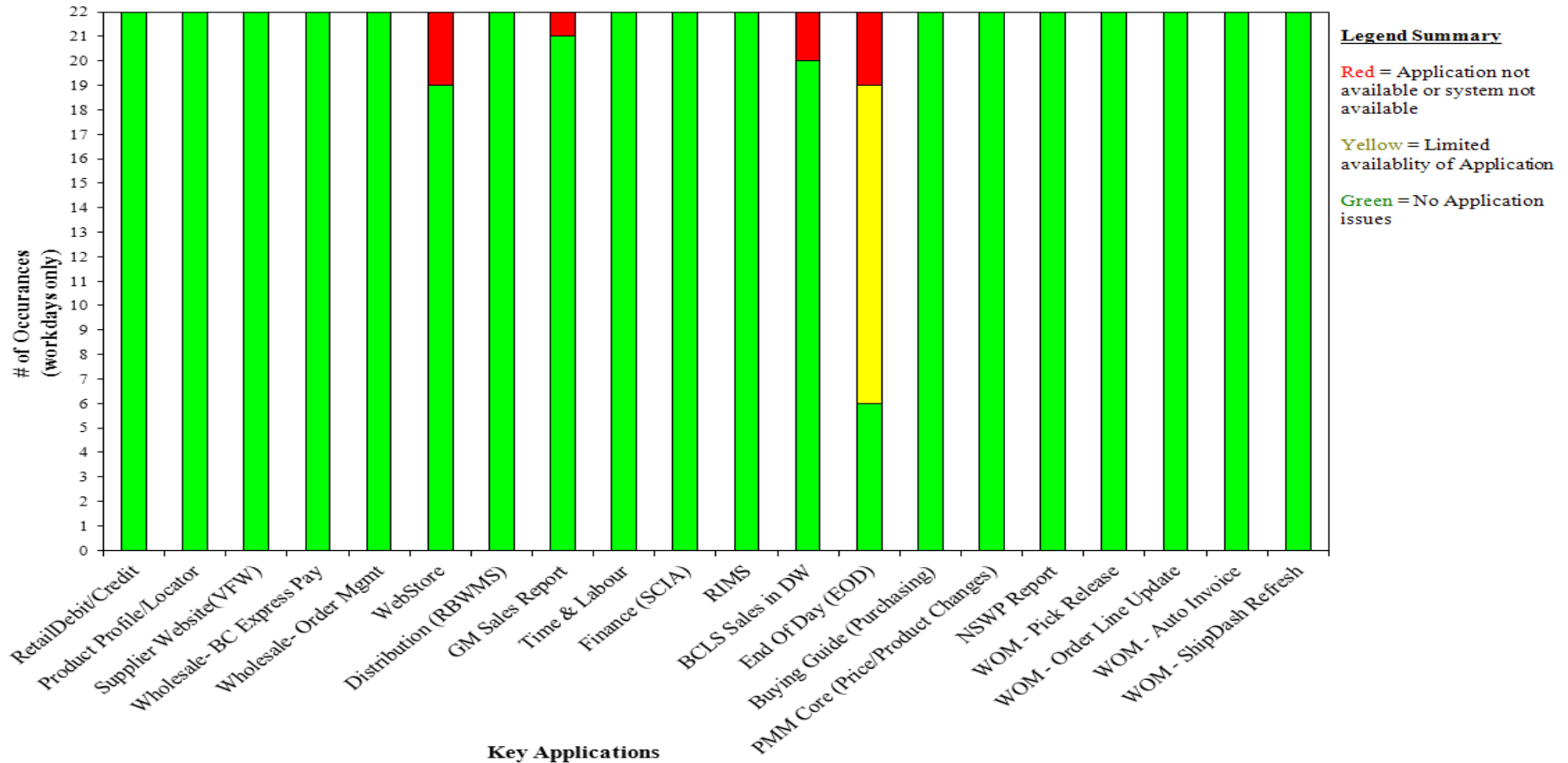


**Summary:** Graphical view of transmitted BCLS Stores Financial Sales Data to Head Office in Data Warehouse.

**Observation:** On January 17<sup>th</sup> - There was pDW Autosys job failure, please refer to BMC # 519711 for further information.  
On January 28<sup>th</sup> - Cognos issue see Inc # 520830 for further information.

**Recommendation:** Not applicable

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

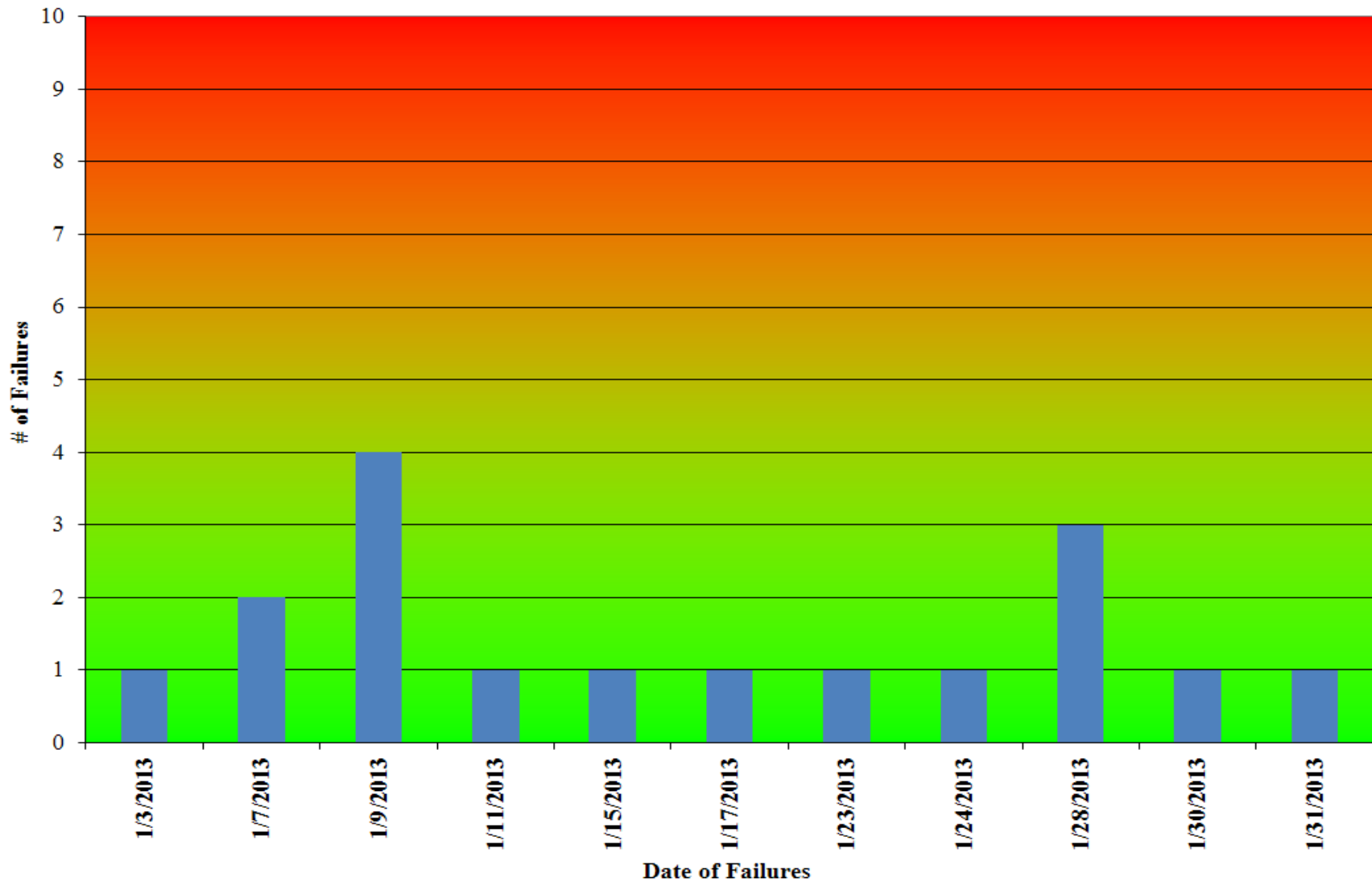


**Summary:** High level graphical view of Business Applications availability.

**Observation:** In January there were issues with Webstore, BCLS Sales in DW, GM Sales Report and EOD. Please refer to BMC # 518471, 519655, 519940, 519711, 520830 and 520569 for further details.

**Recommendation:** Not applicable

### Autosys Jobs failed per day – January 2013

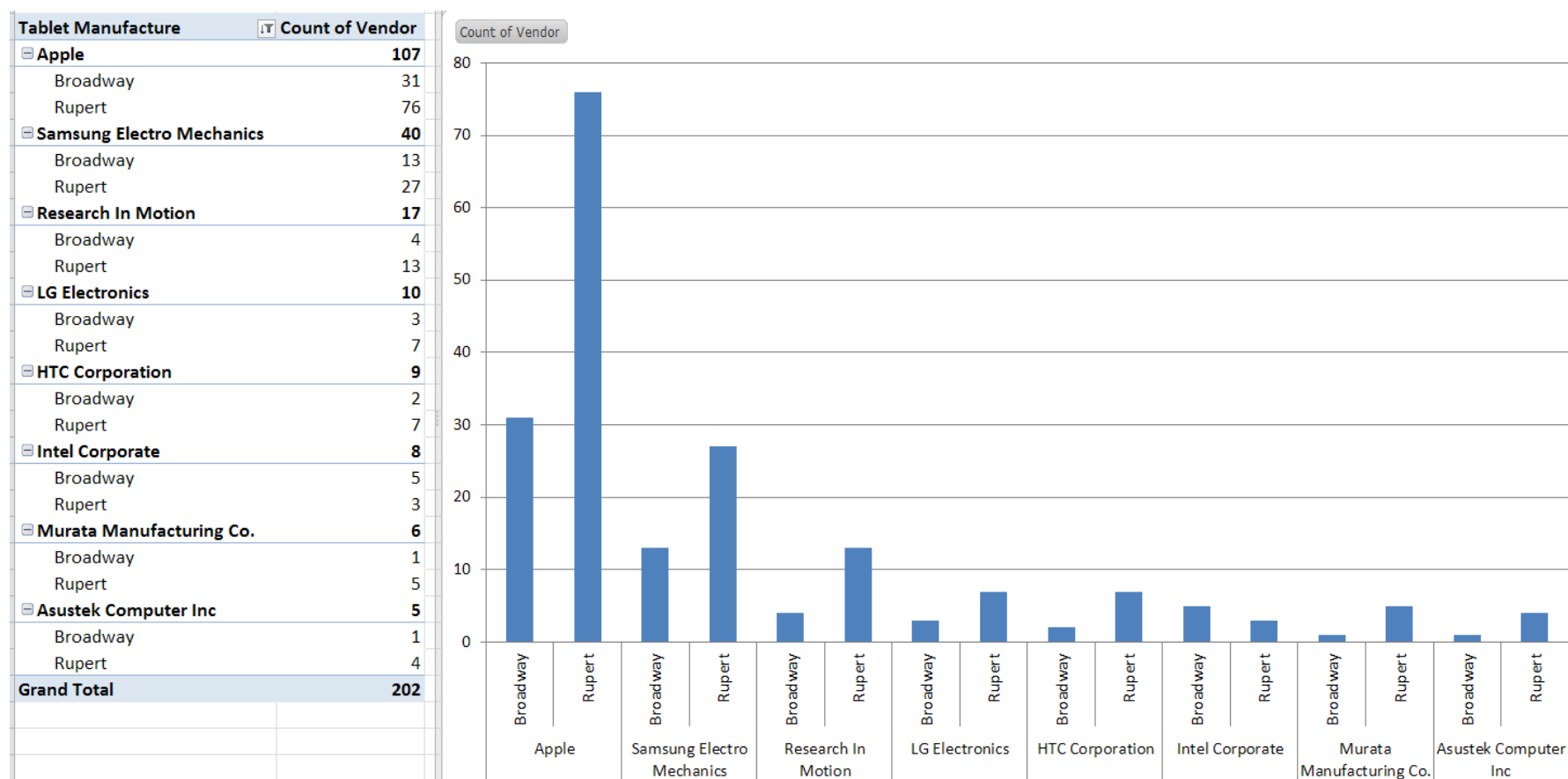


**Summary:** High level graphical view of Production Autosys Job failures for the month of January 2013.

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

**Recommendation:** Not applicable

## Branch Public WiFi Access, no authentication required – January 2013

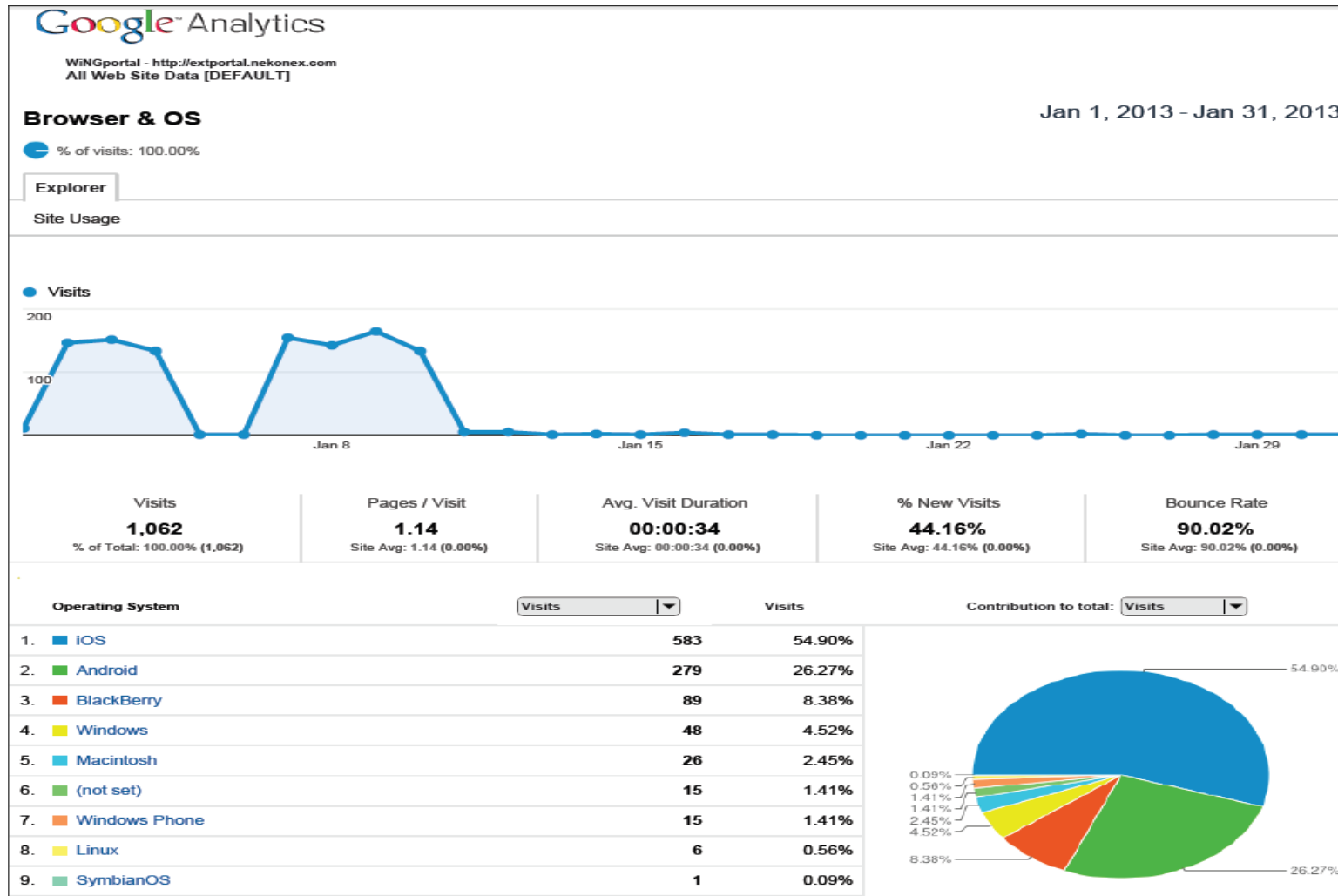


**Summary:** High level graphical view of top 8 vendors using the Public Wireless Network for the month of January 2013.

**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

# Branch Public WiFi Access, no authentication required – January 2013



**Summary:** High level graphical view of visitors using the Public Wireless Network for the month of December 2013.

**Observation:** Not applicable.

**Recommendation:** Not applicable

## WebStore Availability January 2013

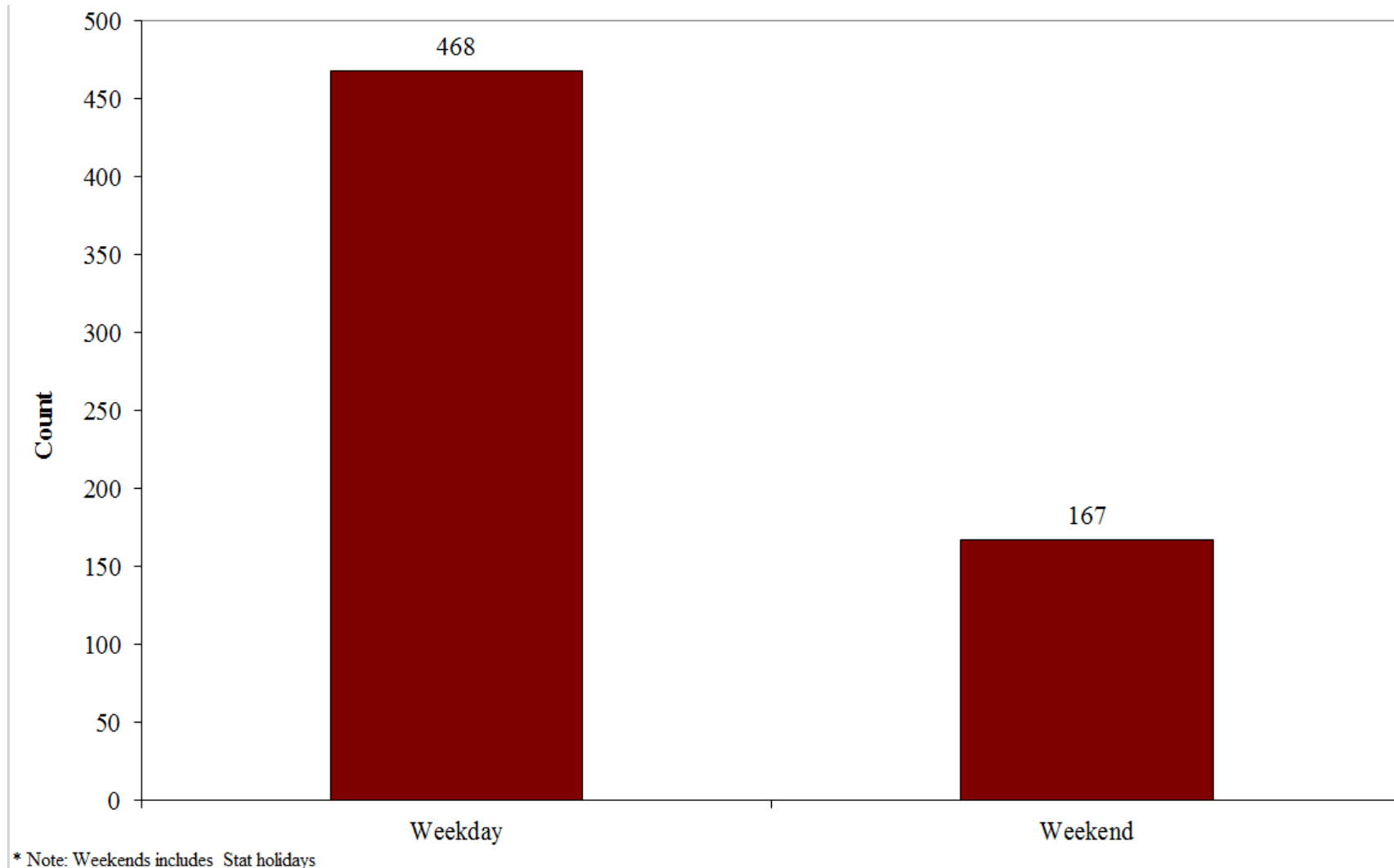


**Summary:** High level graphical view of Webstore's Availability for the month of January 2013.

**Observation:** There were three outages in January and they are on January 7<sup>th</sup>, 16<sup>th</sup> and the 18<sup>th</sup>. Please refer to BMC # 518471, 519655 and 5119940 respectively for further details.

**Recommendation:** Not applicable

## Remote Access on Weekday vs. Weekend – January 2013

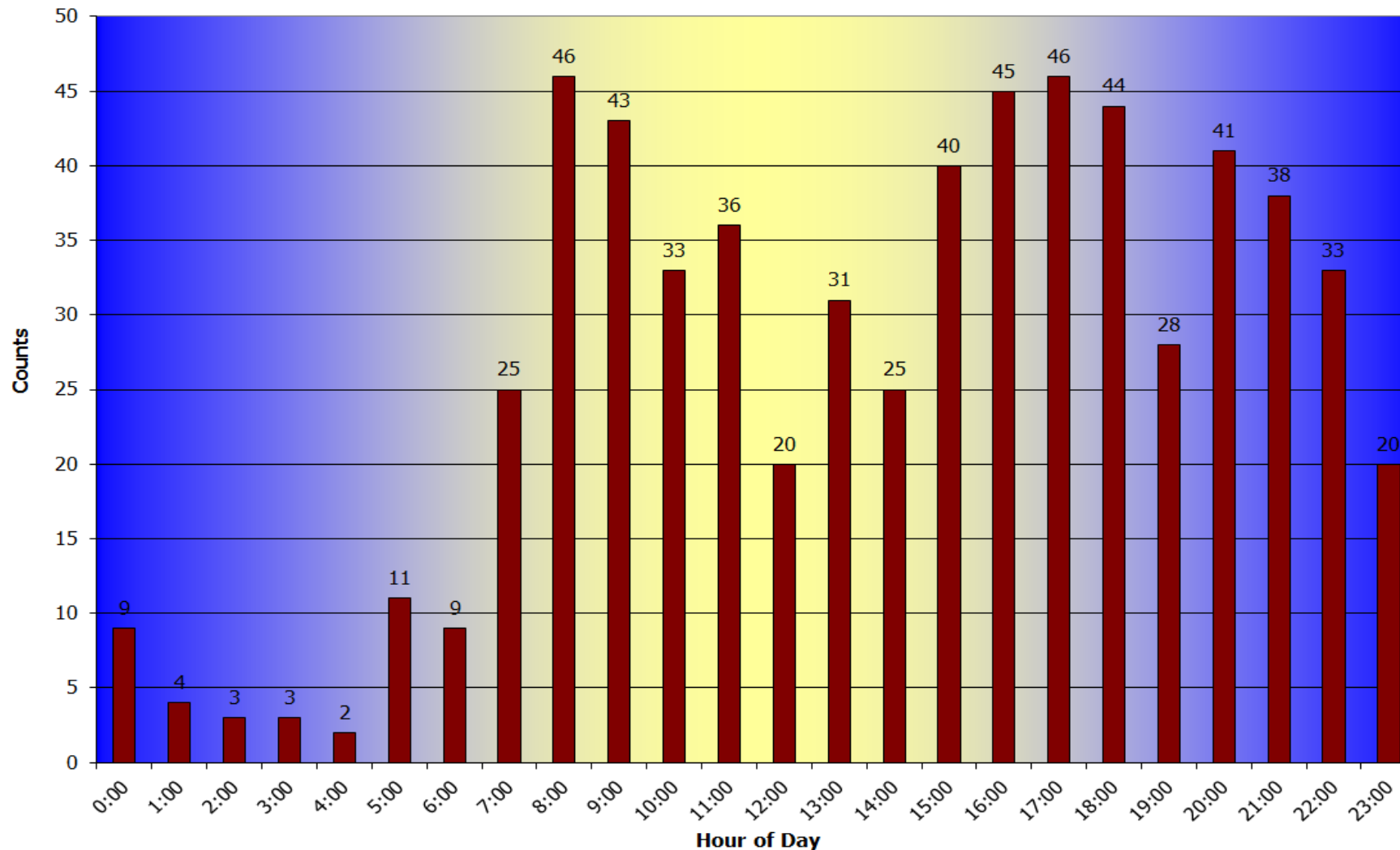


**Summary:** High level weekday and weekend graphical view of Users remotely accessing Head Office resources.

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

**Recommendation:** Not applicable

## Remote Access by Hour of Day – January 2013



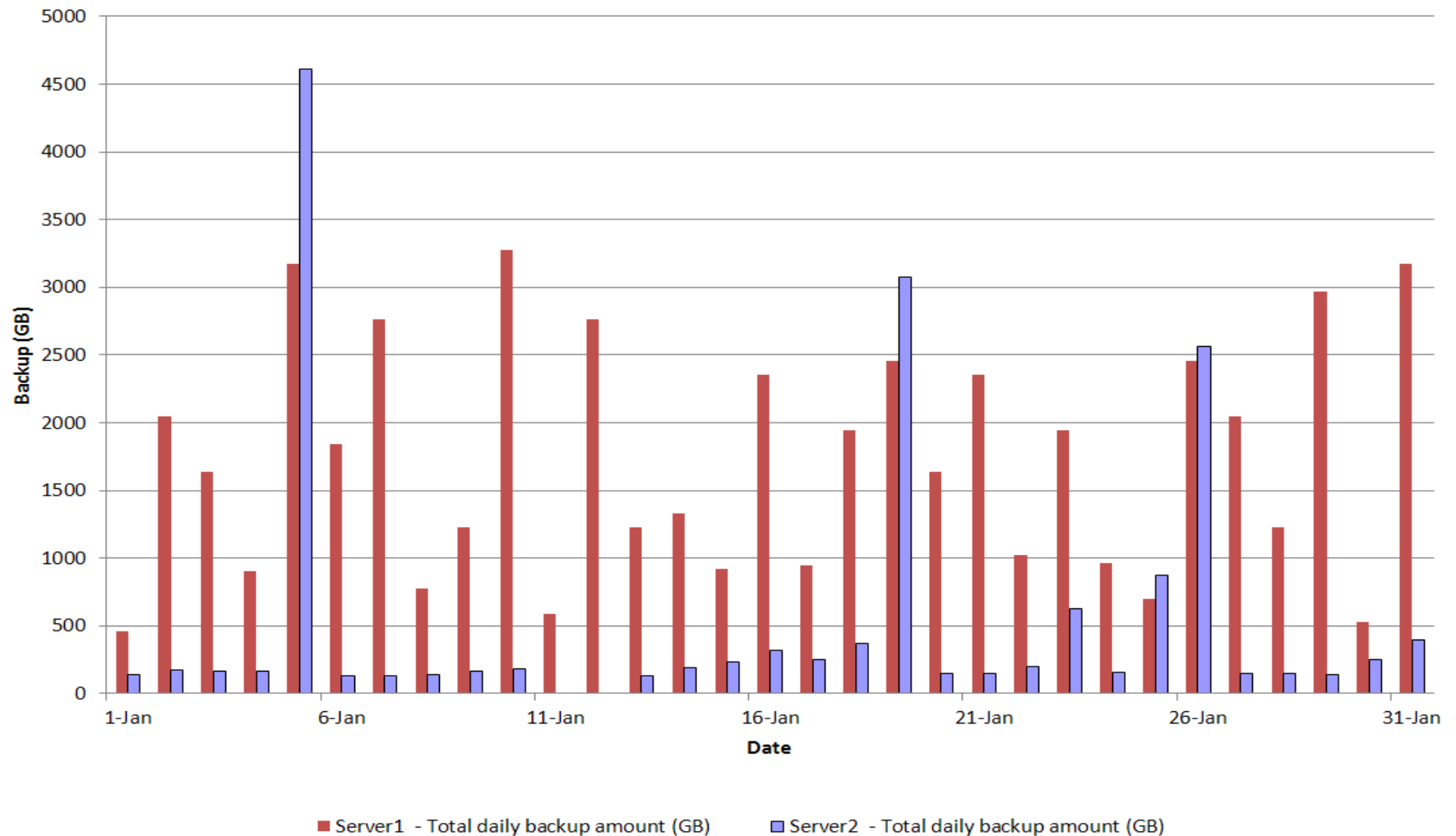
**Summary:** High level graphical view of Users remotely accessing Head Office resources shown in hours of the day for the month of January.

**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) – January 2013



### Summary:

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

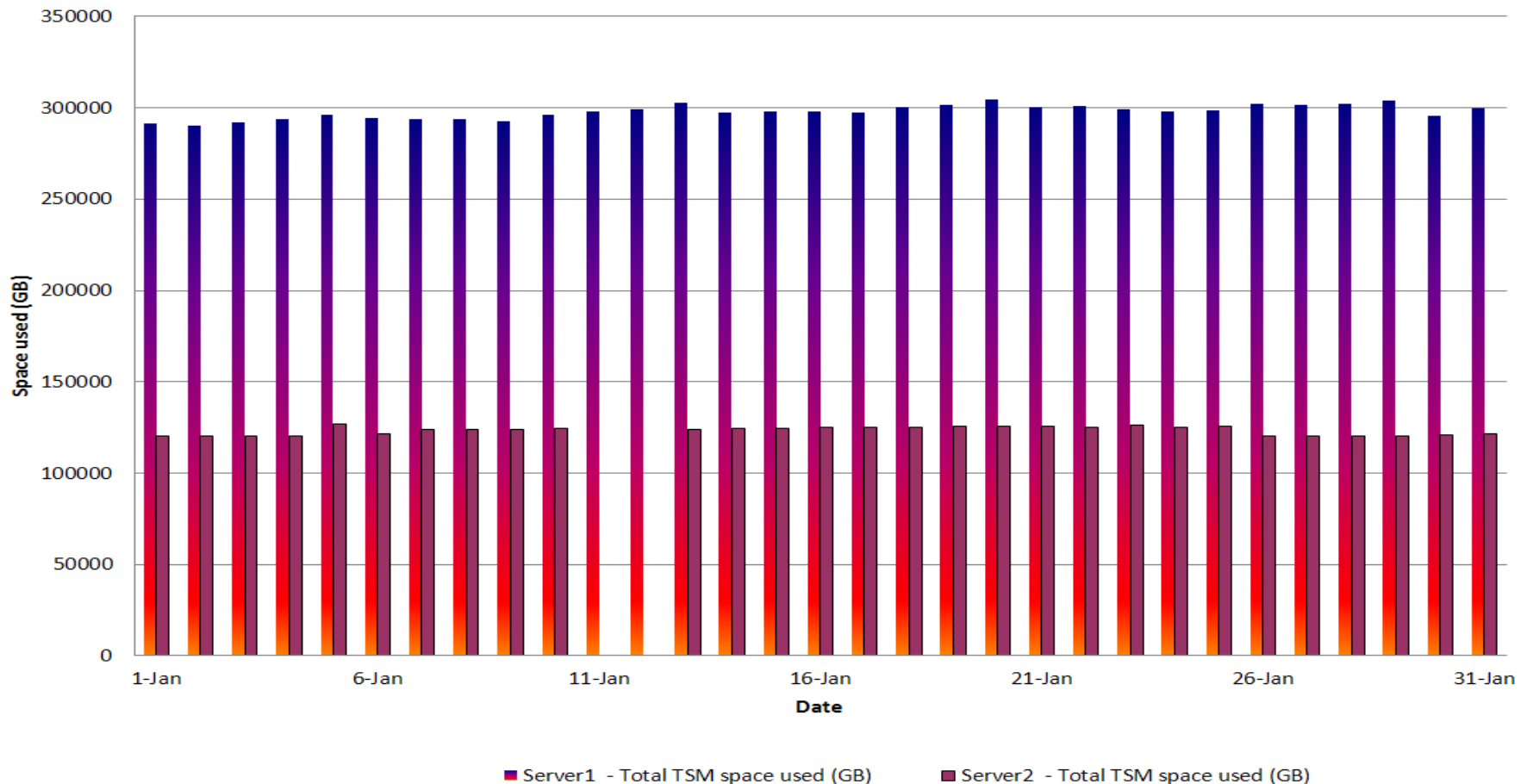
### Observation:

On January 5<sup>th</sup> – Both KDC and VDC had over 7.7TB of SAN storage data backed up on TSM.  
Please note that January 11-12<sup>th</sup> -KDC TSM was shut-down for planned outage.

### Recommendation:

Not applicable

## **Total TSM Space Used (GB) – January 2013**



### **Summary:**

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

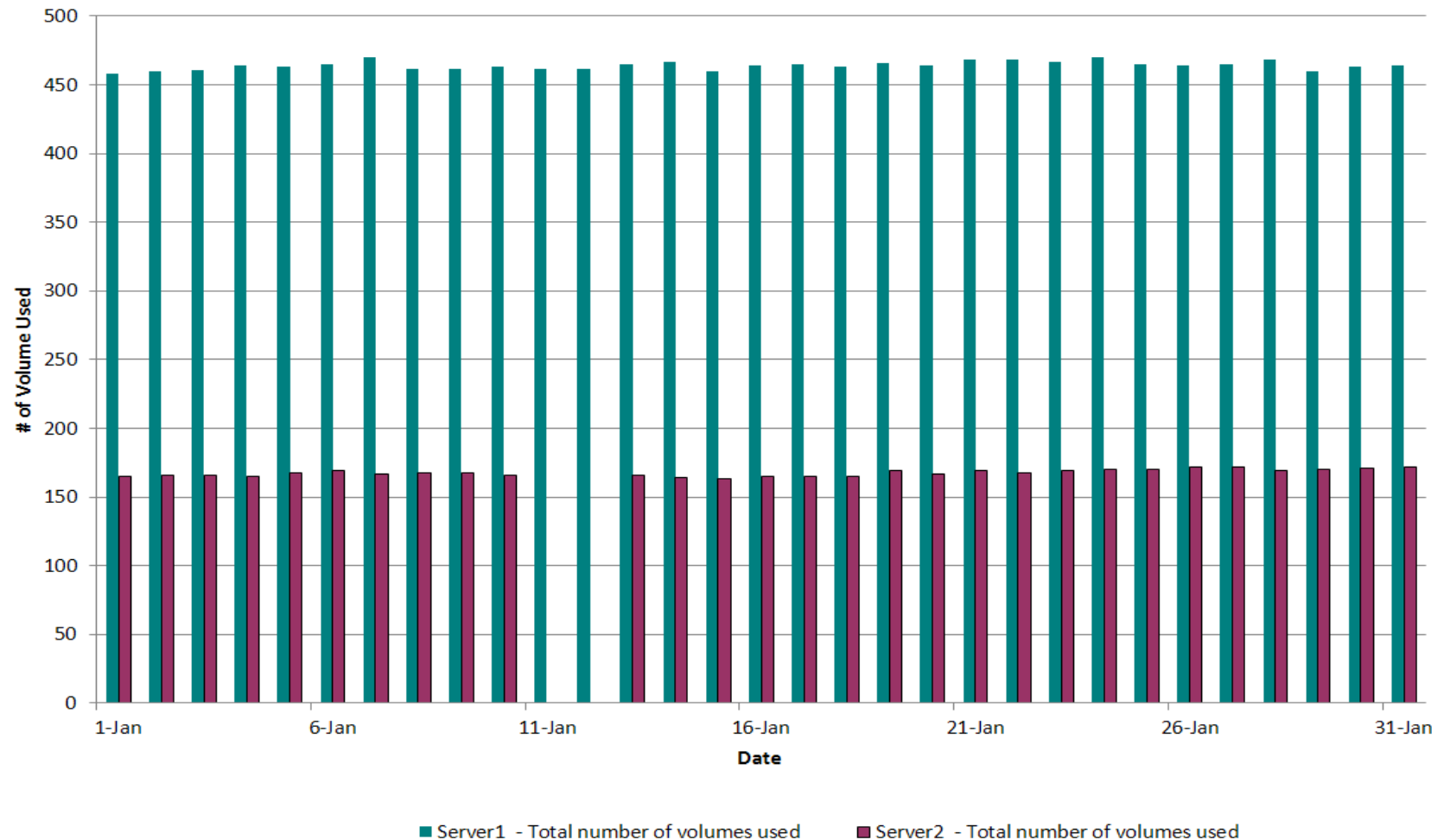
### **Observation:**

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. Please note that January 11-12<sup>th</sup> -KDC TSM was shut-down for planned outage.

### **Recommendation:**

Not applicable

## Total Number of Volumes Used – January 2013



### Summary:

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

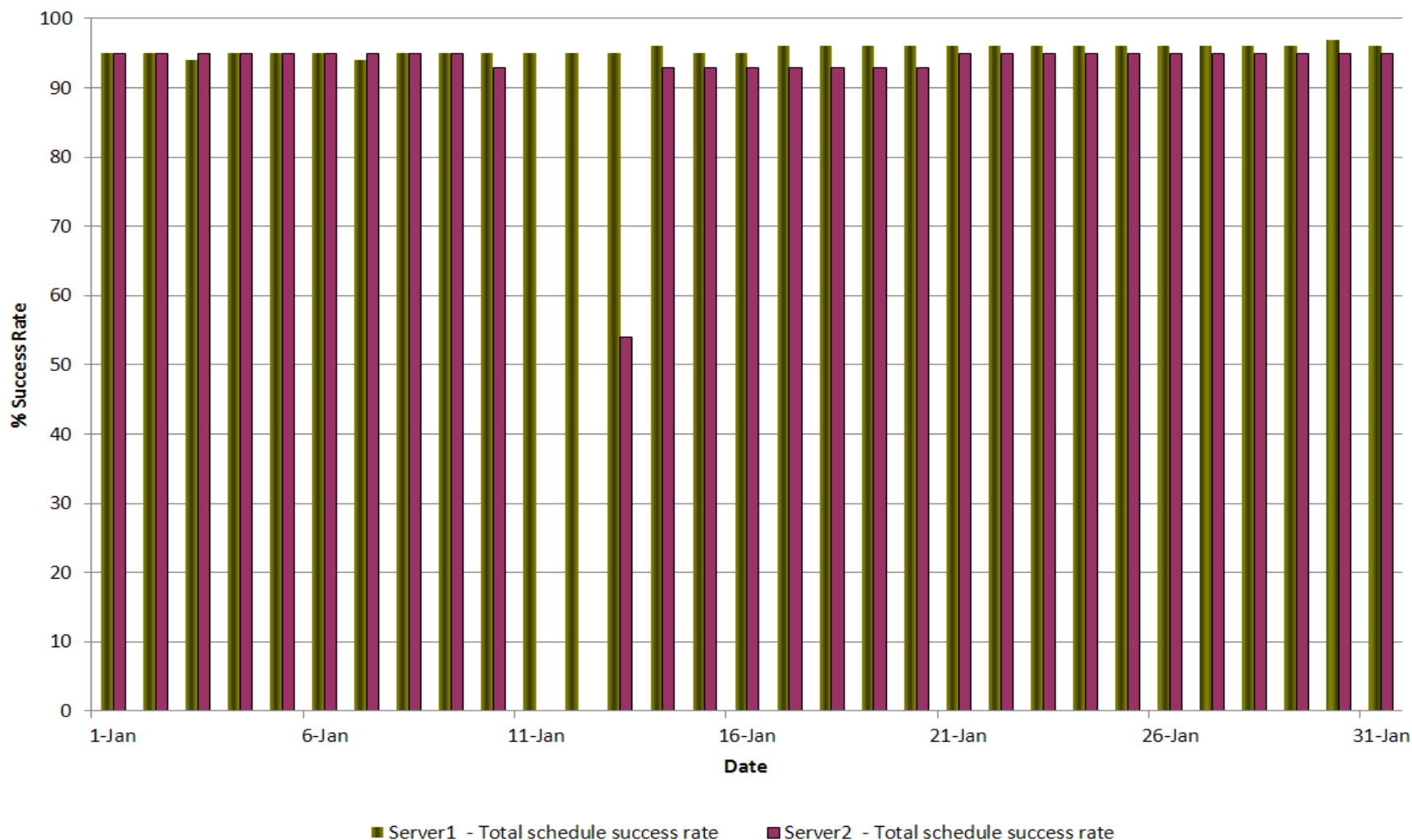
### Observation:

Please note that January 11-12<sup>th</sup> -KDC TSM was shut-down for planned outage. Each LTO4 tape holds 1.5TB. The VDC library has 253 tape slots and 222 of them are in use. The KDC library has 125 tape slots and 124 of them are in use. Vault capacity is infinite as we continue to order tapes as required.

### Recommendation:

Not applicable

## Total Schedule Success Rate – January 2013



### Summary:

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

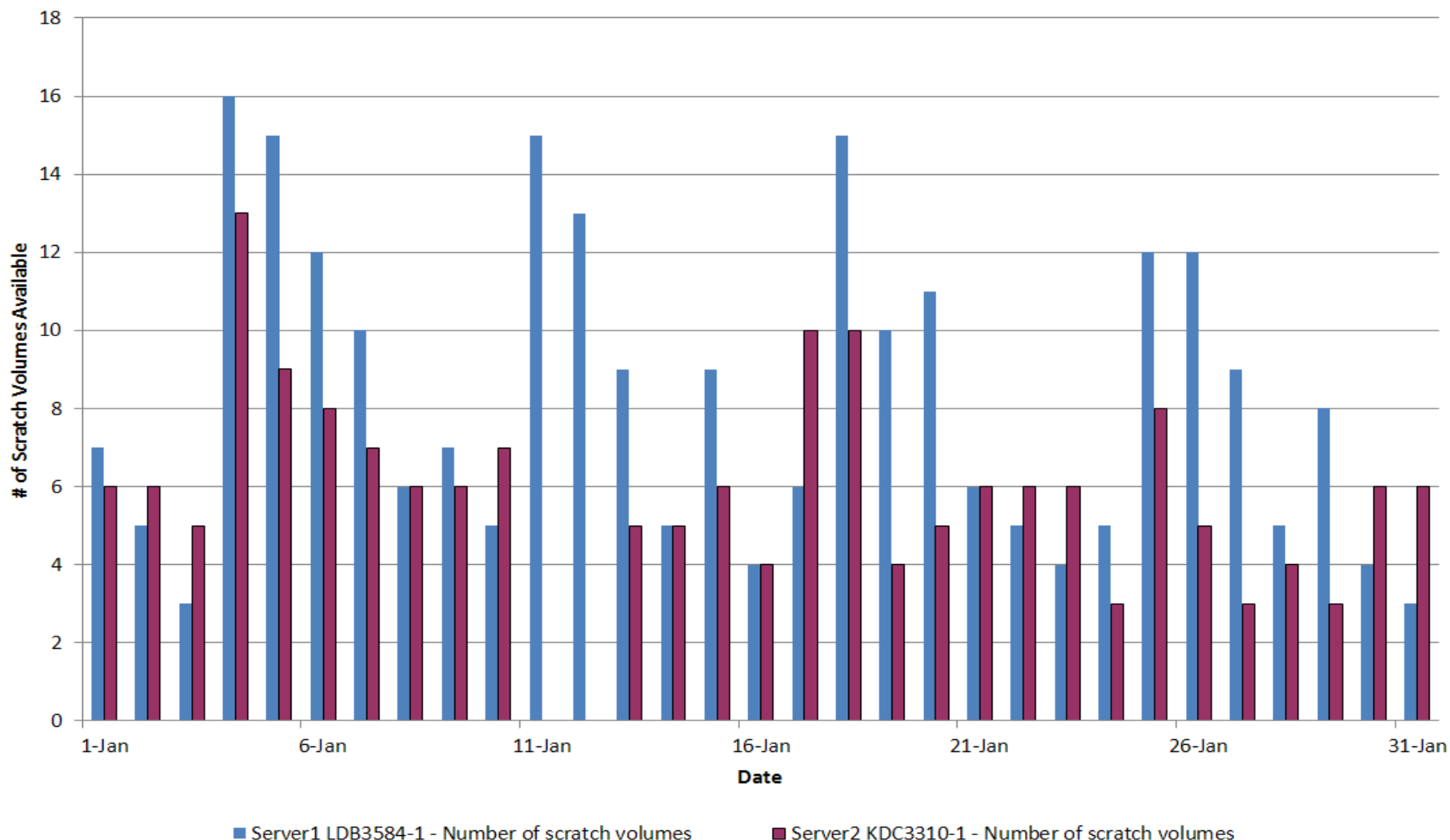
### Observation:

Continuing to work on the known client failures that are having problems. Please note that January 11-12<sup>th</sup> KDC TSM was shut-down for planned outage.

### Recommendation:

Not applicable

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



### Summary:

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

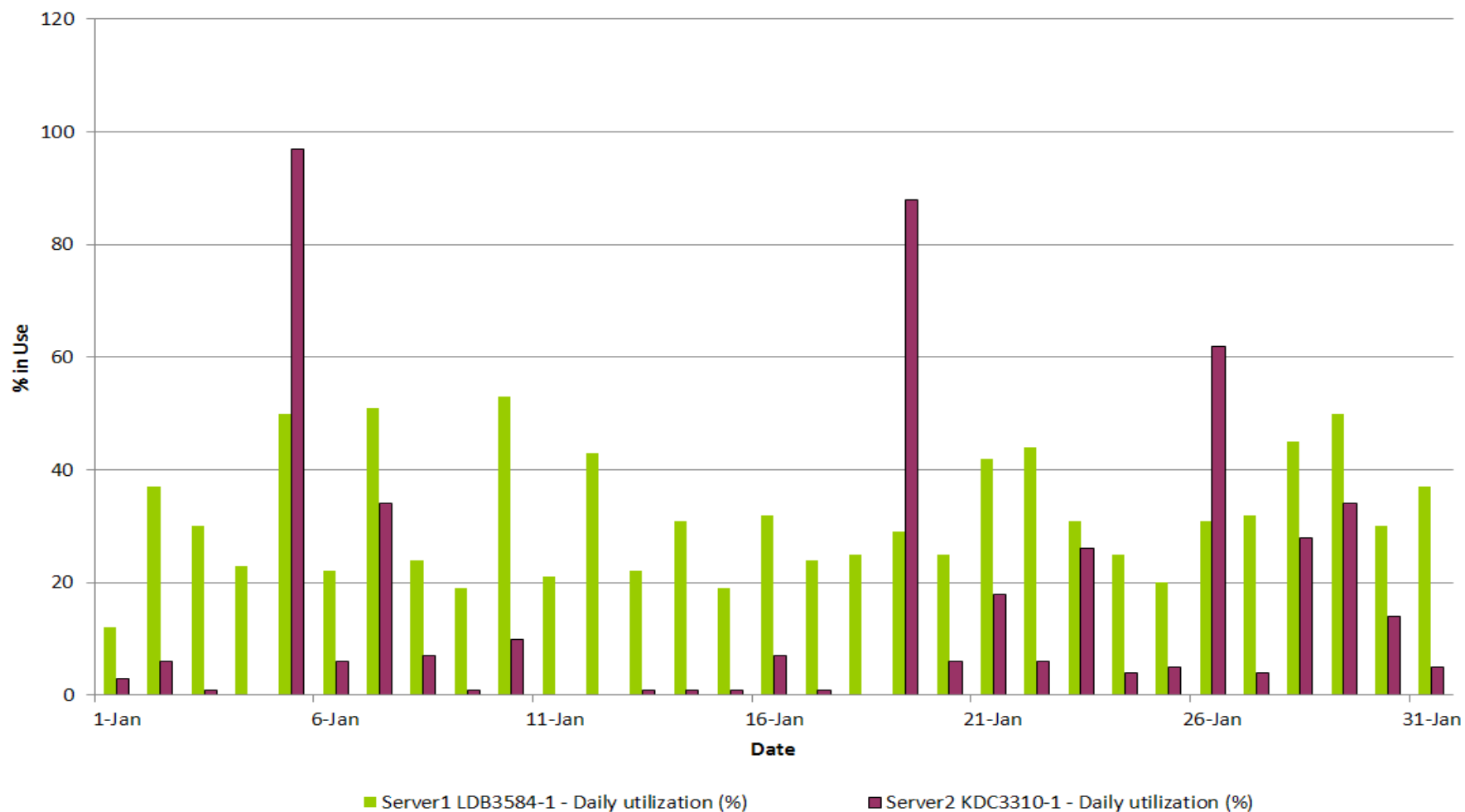
### Observation:

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). Please note that January 11-12<sup>th</sup> -KDC TSM was shut-down for planned outage.

### Recommendation:

Not applicable

## Daily TSM Utilization (%) – January 2013



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

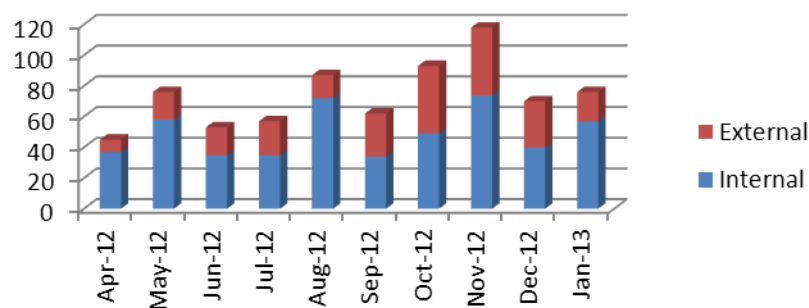
**Observation:** TSM is highly utilized on the weekends. TSM for VDC is more utilized for daily backups versus TSM for KDC. Please note that January 11-12<sup>th</sup> -KDC TSM was shut-down for planned outage.

**Recommendation:** Not applicable

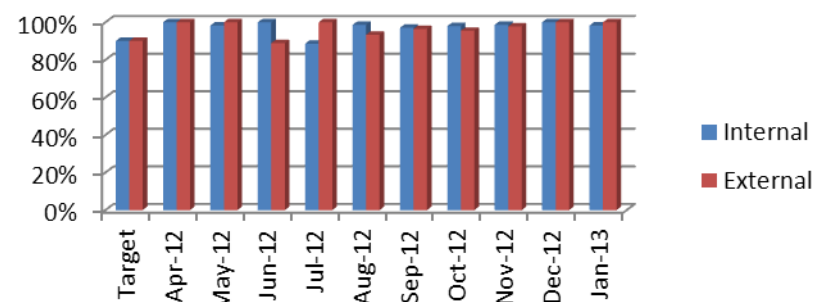
## Network Service Statistics Summary

Totals	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Tickets closed		45	76	53	57	87	62	93	118	70	76
Completed on time		45	75	51	53	85	60	90	116	70	75
% Completed on time	90%	100%	99%	96%	93%	98%	97%	97%	98%	100%	99%
Internal											
Tickets closed		37	58	35	35	72	34	49	74	40	57
Completed on time		37	57	35	31	71	33	48	73	40	56
% Completed on time	90%	100%	98%	100%	89%	99%	97%	98%	99%	100%	98%
External (SSBC service)											
Tickets closed		8	18	18	22	15	28	44	44	30	19
Completed on time		8	18	16	22	14	27	42	43	30	19
% Completed on time	90%	100%	100%	89%	100%	93%	96%	95%	98%	100%	100%

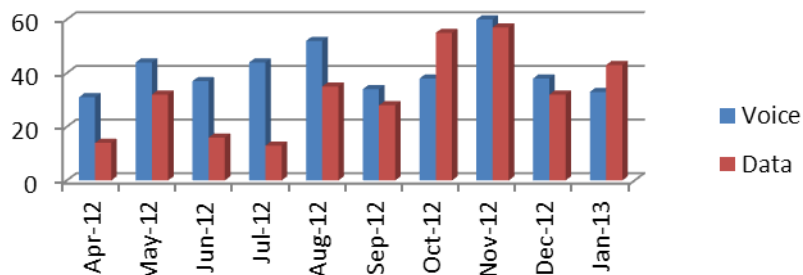
### Tickets Closed



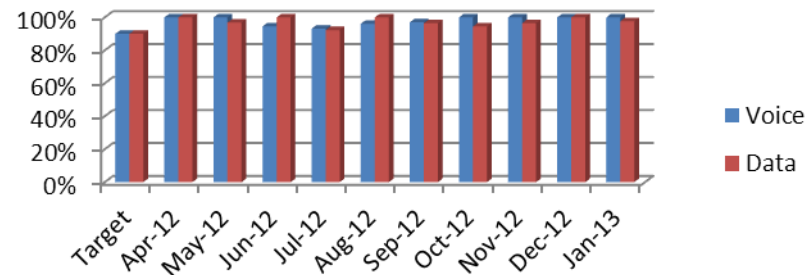
### % Completed on Time



### 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
Tickets closed		31	44	37	44	52	34	38	61	38	33
Completed on time		31	44	35	41	50	33	38	61	38	33
% Completed on time	90%	100%	100%	95%	93%	96%	97%	100%	100%	100%	100%
Internal											
Tickets closed		26	27	19	25	42	11	12	35	18	20
Completed on time		26	27	19	22	41	11	12	35	18	20
% Completed on time	90%	100%	100%	100%	88%	98%	100%	100%	100%	100%	100%
External (SSBC service)											
Tickets closed		5	17	18	19	10	23	26	26	20	13
Completed on time		5	17	16	19	9	22	26	26	20	13
% Completed on time	90%	100%	100%	89%	100%	90%	96%	100%	100%	100%	100%

Data	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Tickets closed		14	32	16	13	35	28	55	57	32	43
Completed on time		14	31	16	12	35	27	52	55	32	42
% Completed on time	90%	100%	97%	100%	92%	100%	96%	95%	96%	100%	98%
Internal											
Tickets closed		11	31	16	10	30	23	37	39	22	37
Completed on time		11	30	16	9	30	22	36	38	22	36
% Completed on time	90%	100%	97%	100%	90%	100%	96%	97%	97%	100%	97%
External (SSBC service)											
Tickets closed		3	1	0	3	5	5	18	18	10	6
Completed on time		3	1	0	3	5	5	16	17	10	6
% Completed on time	90%	100%	100%	100%	100%	100%	100%	89%	94%	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	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Tickets closed		27	35	28	36	48	20	29	48	28	21
Completed on time		27	35	26	33	46	20	29	48	28	21
% Completed on time	90%	100%	100%	93%	92%	96%	100%	100%	100%	100%	100%
Internal											
Tickets closed		24	21	14	18	38	10	11	26	12	12
Completed on time		24	21	14	15	37	10	11	26	12	12
% Completed on time	90%	100%	100%	100%	83%	97%	100%	100%	100%	100%	100%
External (SSBC service)											
Tickets closed		3	14	14	18	10	10	18	22	16	9
Completed on time		3	14	12	18	9	10	18	22	16	9
% Completed on time	90%	100%	100%	86%	100%	90%	100%	100%	100%	100%	100%

HO Data	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Tickets closed		11	8	6	11	16	14	16	15	13	16
Completed on time		11	8	6	10	16	13	16	15	13	16
% Completed on time	90%	100%	100%	100%	91%	100%	93%	100%	100%	100%	100%
Internal											
Tickets closed		9	8	6	9	14	13	16	12	9	16
Completed on time		9	8	6	8	14	12	16	12	9	16
% Completed on time	90%	100%	100%	100%	89%	100%	92%	100%	100%	100%	100%
External (SSBC service)											
Tickets closed		2	0	0	2	2	1	0	3	4	0
Completed on time		2	0	0	2	2	1	0	3	4	0
% Completed on time	90%	100%	0%	0%	100%	100%	100%	0%	100%	100%	0%

\* 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	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Tickets closed		4	9	9	8	4	14	9	13	10	12
Completed on time		4	9	9	8	4	13	9	13	10	12
% Completed on time	90%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%
Internal											
Tickets closed		2	6	5	7	4	1	1	9	6	8
Completed on time		2	6	5	7	4	1	1	9	6	8
% Completed on time	90%	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
Completed on time		2	3	4	1	0	12	8	4	4	4
% Completed on time	90%	100%	100%	100%	100%	0%	92%	100%	100%	100%	100%

Branch Data	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
Tickets closed		3	24	10	2	19	14	39	42	19	27
Completed on time		3	23	10	2	19	14	36	40	19	26
% Completed on time	90%	100%	96%	100%	100%	100%	100%	92%	95%	100%	96%
Internal											
Tickets closed		2	23	10	1	16	10	21	27	13	21
Completed on time		2	22	10	1	16	10	20	26	13	20
% Completed on time	90%	100%	96%	100%	100%	100%	100%	95%	96%	100%	95%
External (SSBC service)											
Tickets closed		1	1	0	1	3	4	18	15	6	6
Completed on time		1	1	0	1	3	4	16	14	6	6
% Completed on time	90%	100%	100%	0%	100%	100%	100%	89%	93%	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

A large green shape on the left side of the slide, resembling a stylized 'C' or a bracket, with a white semi-circular cutout in the center.

# **End of Data Center Chart Statistics**

January 2013

A thick, dark blue horizontal bar with rounded ends, positioned below the date.