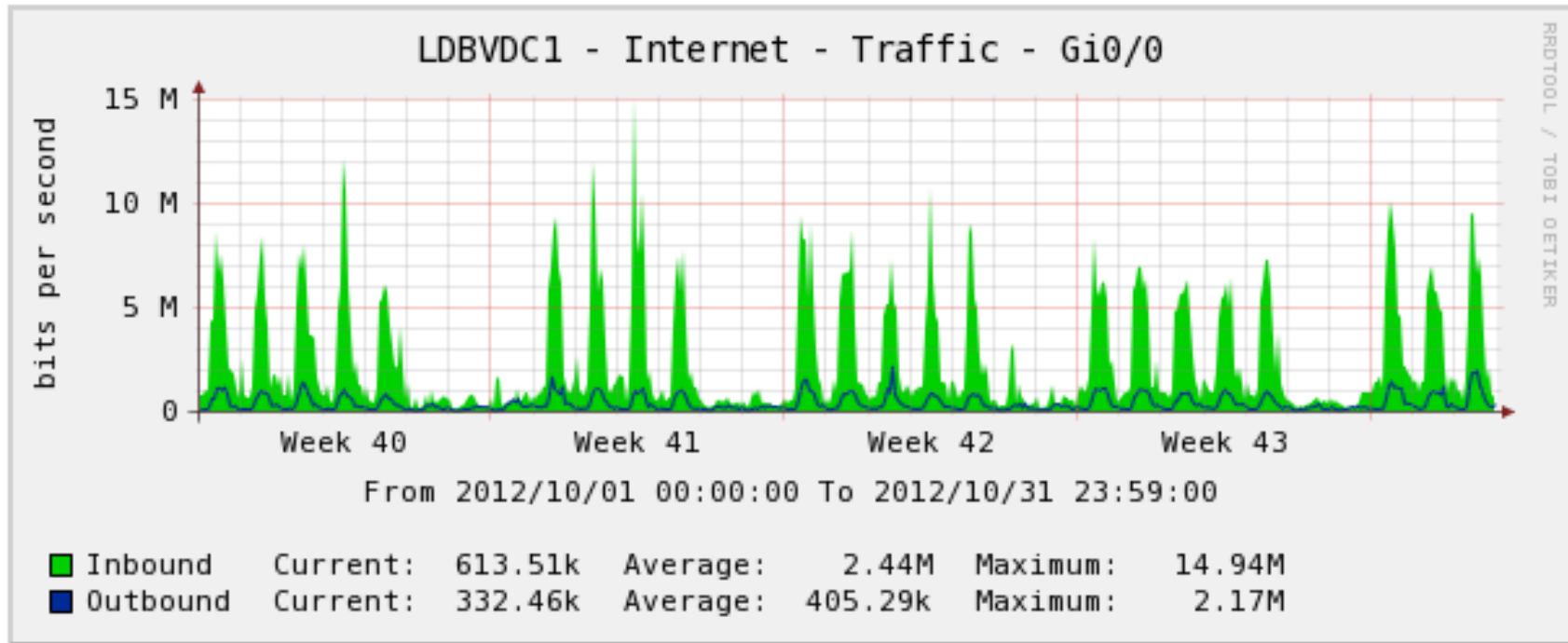


Data Center Chart Analysis

October 2012

Monthly Vancouver, Head Office Internet Gateway- October 2012

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



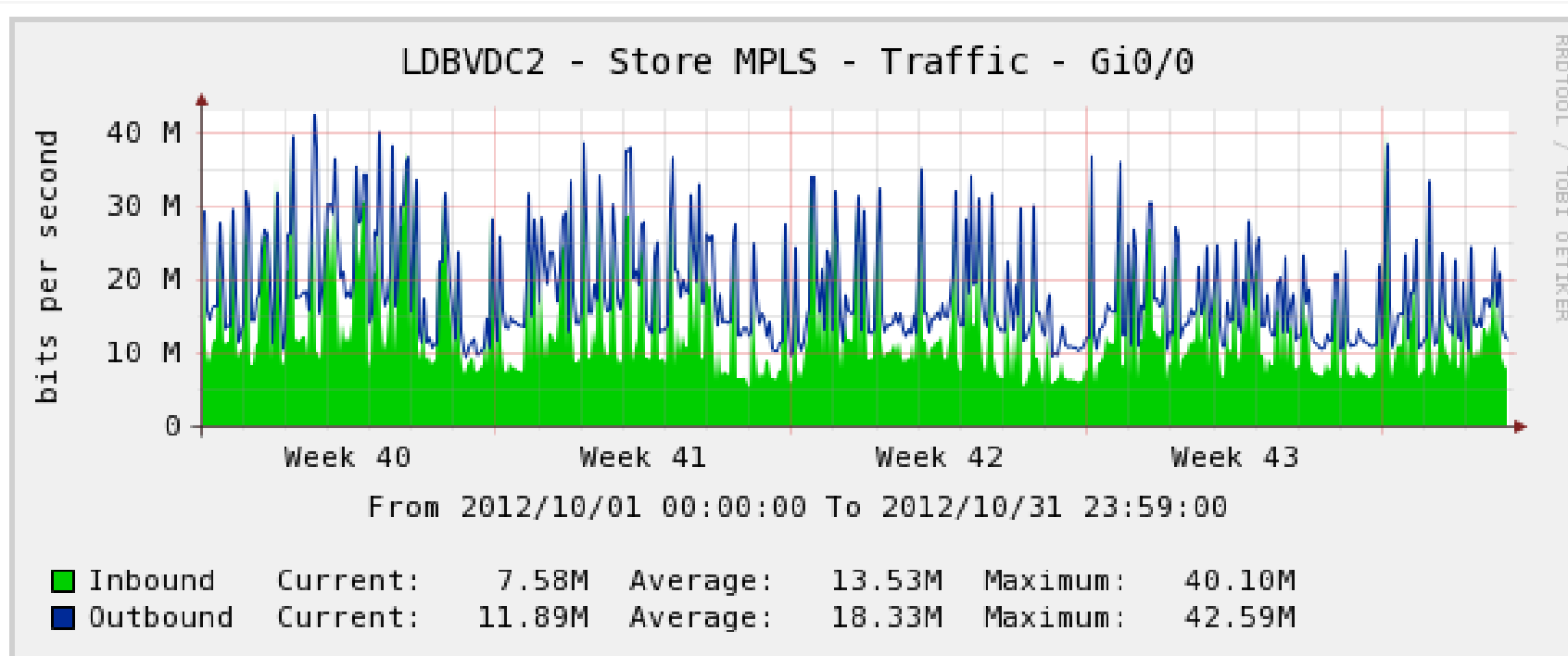
Summary: Graphical view of Head Office Internet data communications. The maximum capacity is 20Mbps.

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 – October 2012

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



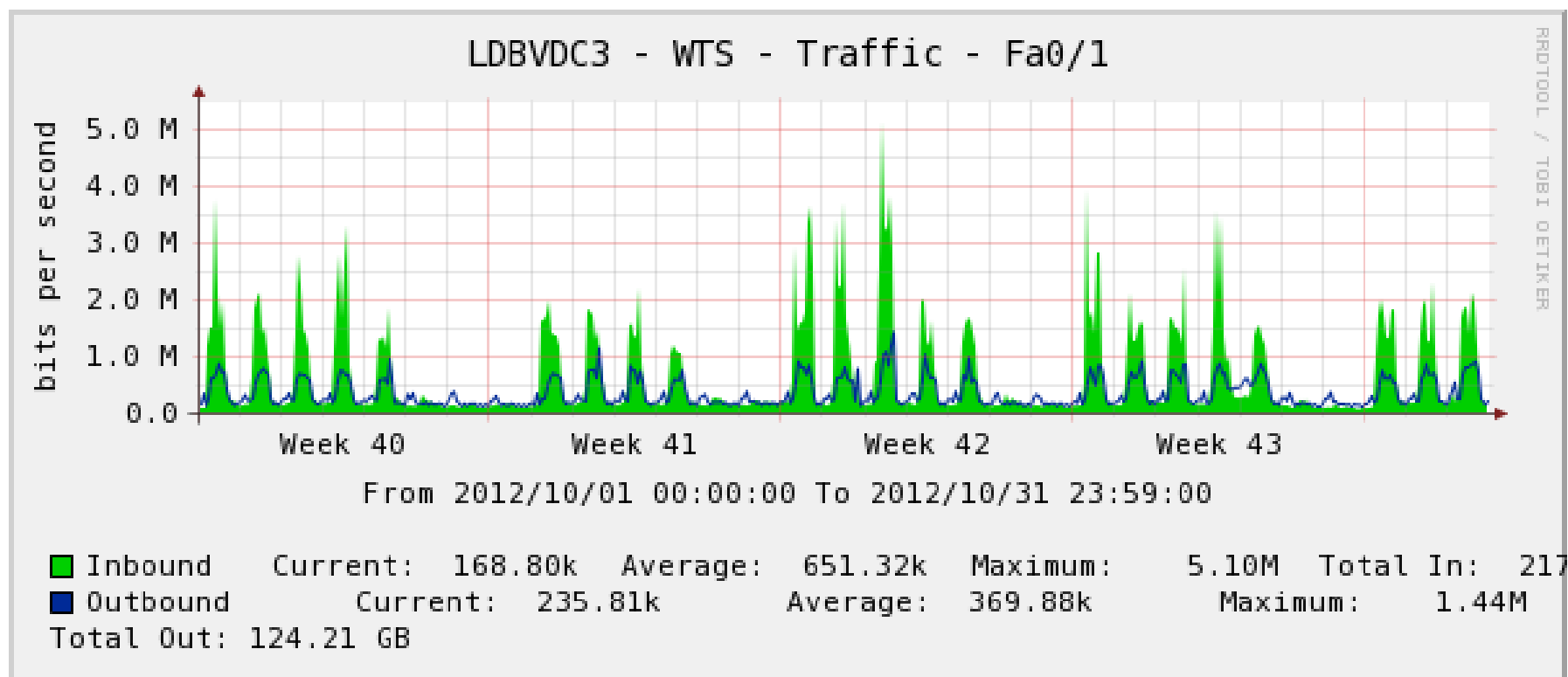
Summary: Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

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

Recommendation: Not applicable

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

For Corporate and Stores Email and Government websites communications



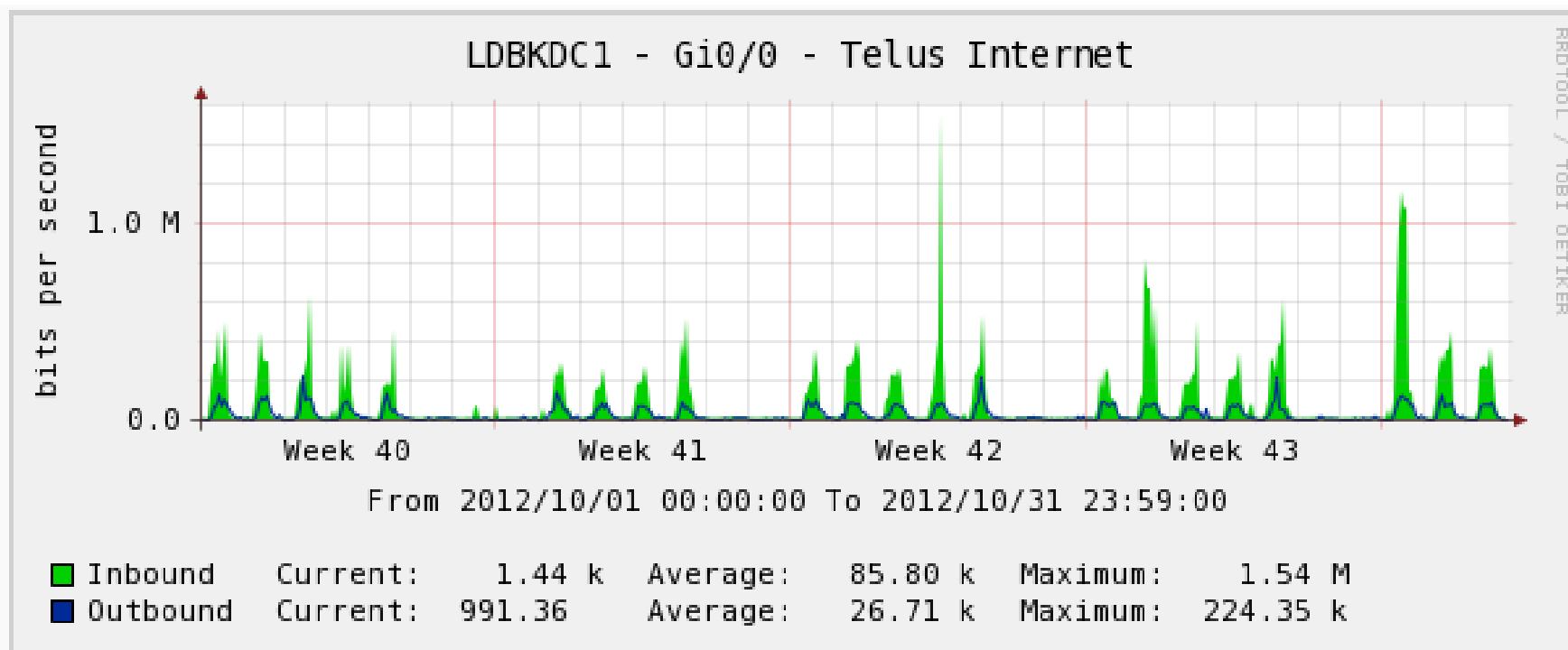
Summary: Graphical view of Head Office and Provincial government data communications. The maximum capacity is 10 Mbps.

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

Recommendation: Not applicable

Monthly Kamloops, Distribution Internet Gateway- October 2012

For WEB Browsing and other external business communications



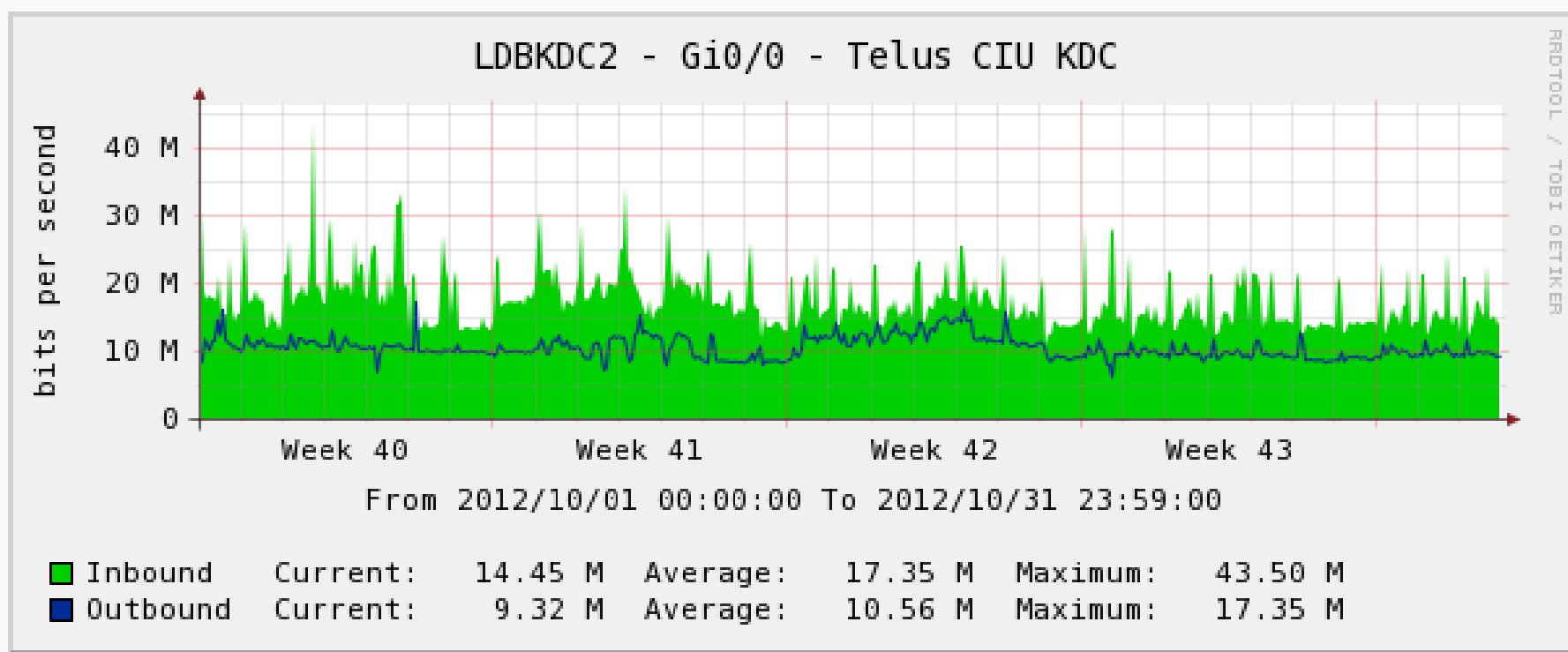
Summary: Graphical view of Kamloops Distribution Internet data communications. The maximum capacity is 10Mbps.

Observation: Minimal use

Recommendation: Not applicable

Monthly Kamloops, Distribution Private Network Gateway – October 2012

For Vancouver & Kamloops Data Centres communications and Store remote management



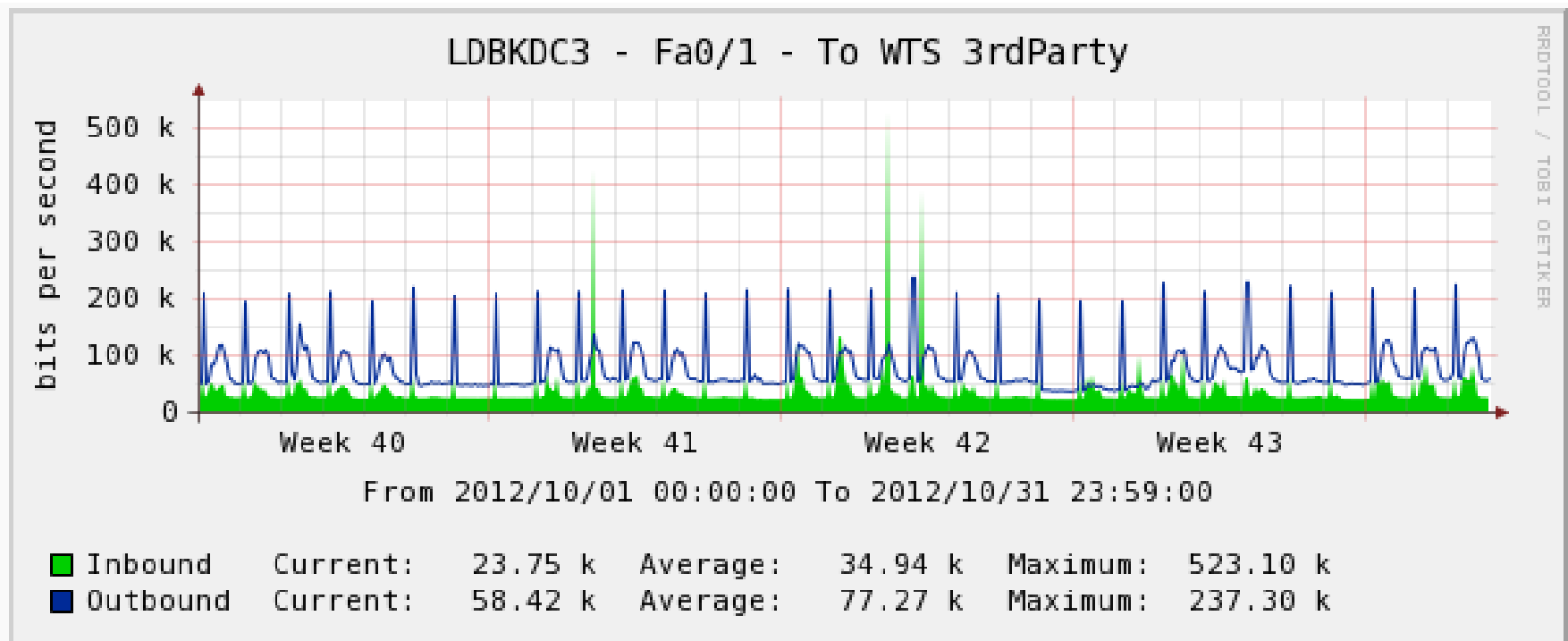
Summary: Graphical view of Head Office, Kamloops Distribution and Stores data communications. The maximum capacity is 100 Mbps.

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

Recommendation: Not applicable

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

For Corporate and Stores Email and Government websites communications

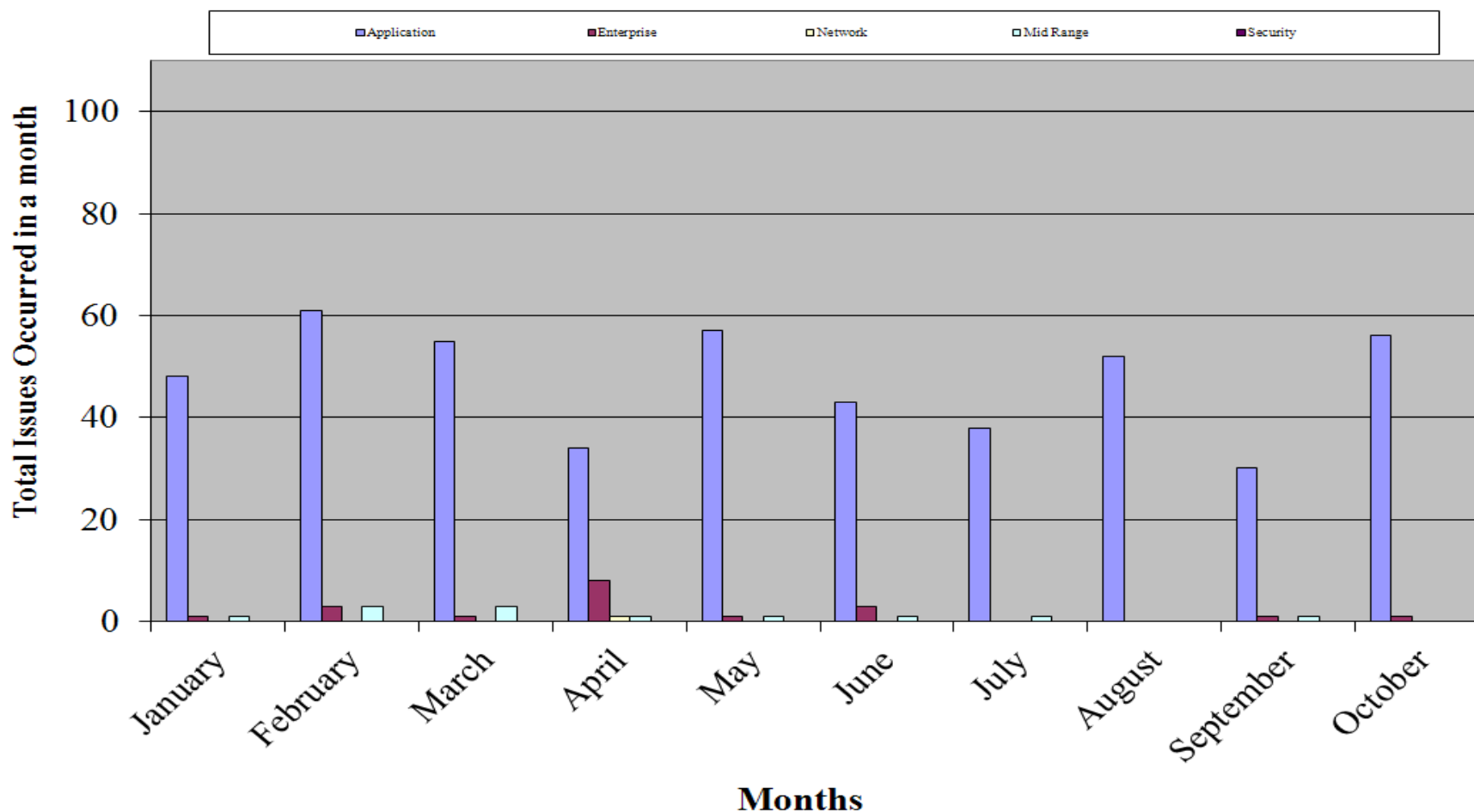


Summary: Graphical view of Kamloops, Distribution and Provincial government data communications. The maximum capacity is 10 Mbps.

Observation: Minimal use

Recommendation: Not applicable

Operational Production Issues 2012



Summary:

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

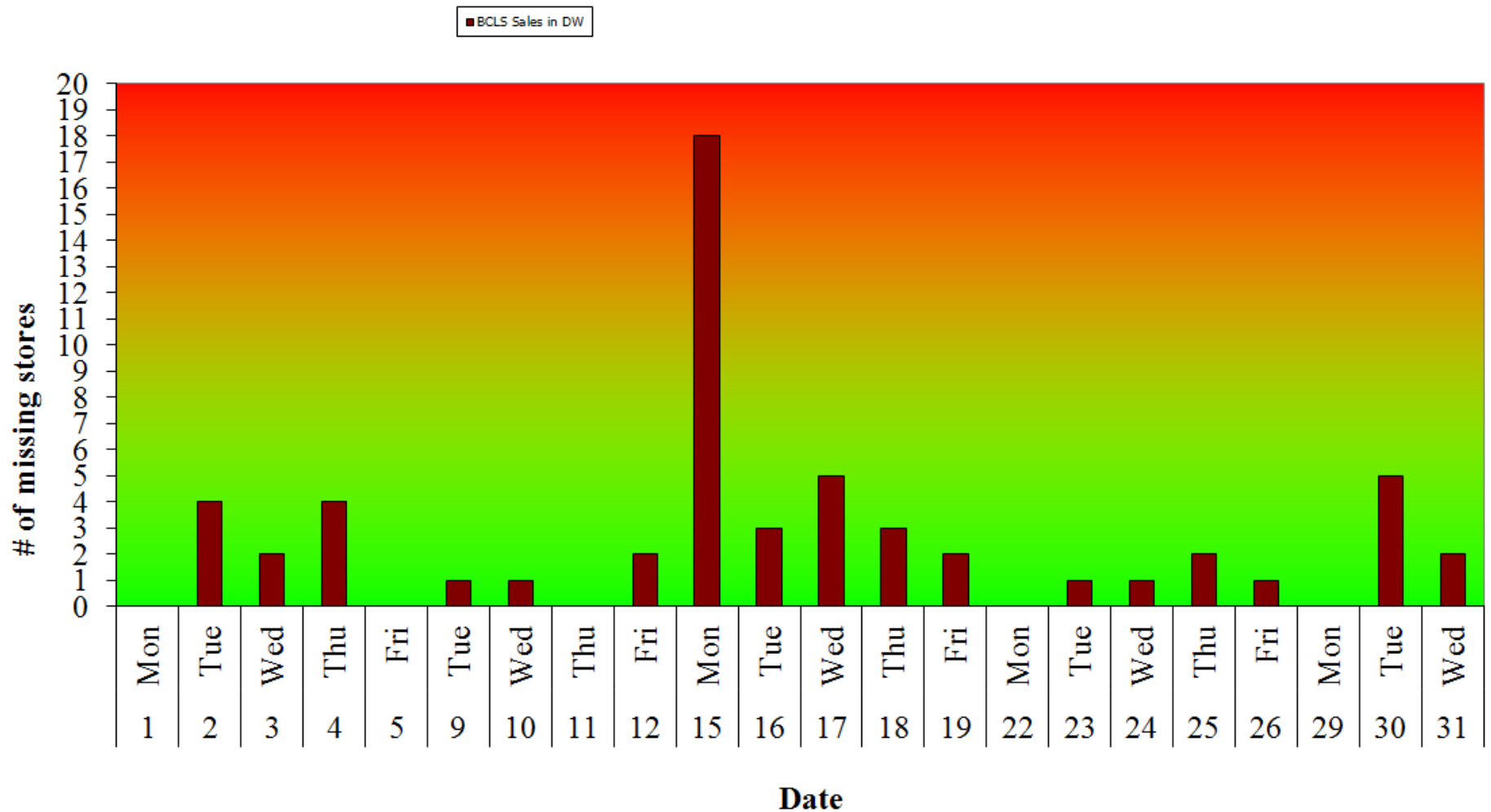
Observation:

Majority are application issues of which 26% are Autosys jobs and 17% are run away process (see BMC tickets for more information) for the month of October.

Recommendation:

Not applicable

Sales – Finance Data Availability - October 2012

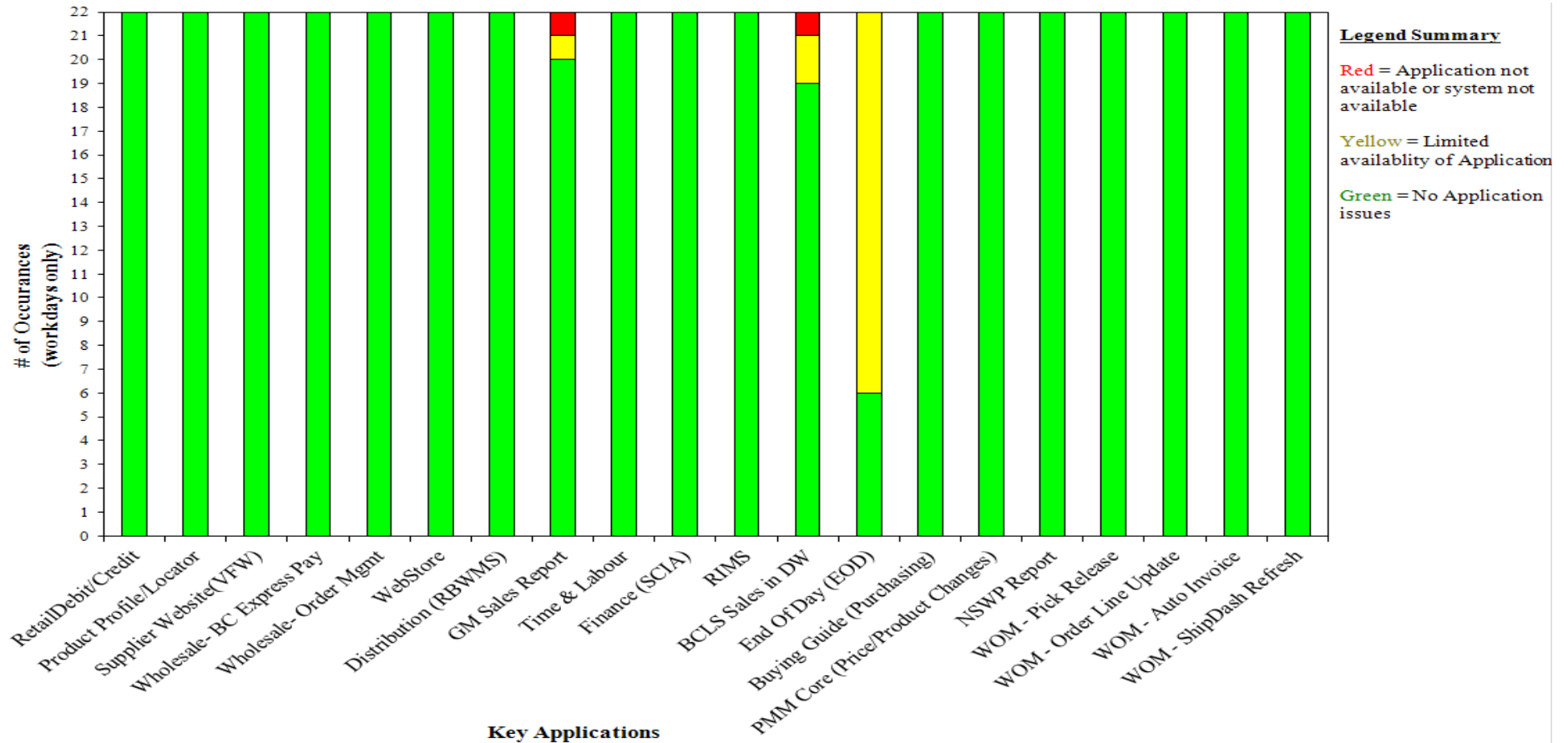


Summary: Graphical view of transmitted BCLS Stores Financial Sales Data to Head Office in Data Warehouse.

Observation: On October 15th there was Autosys job issues, please refer to BMC # 507146 for details.

Recommendation: Not applicable

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



Summary:

High level graphical view of Business Applications availability.

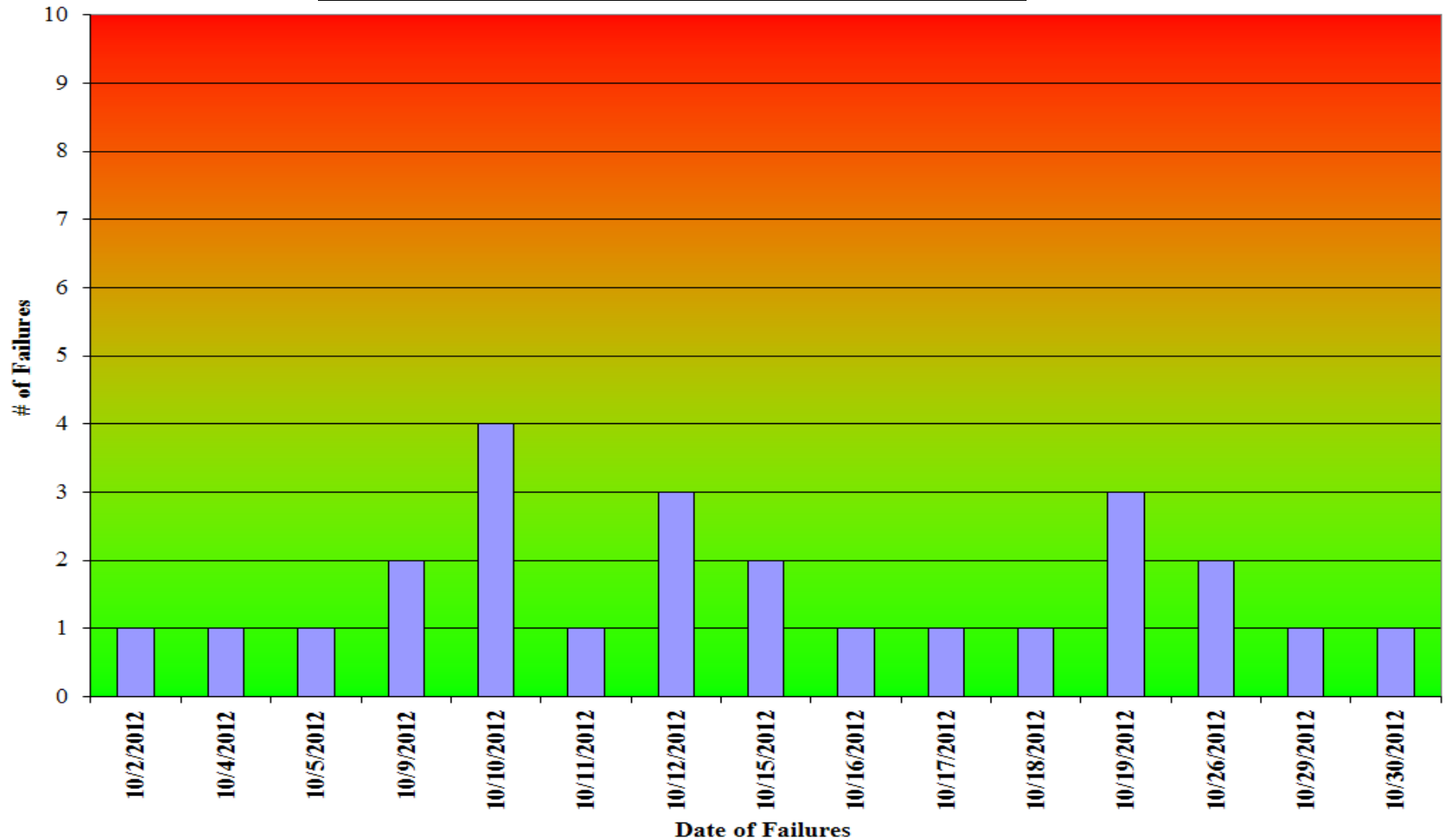
Observation:

In October there were issues with BCLS Sales in DW and GM Sales Report. Please refer to BMC # 507146 for further details.

Recommendation:

Not applicable

Autosys Jobs failed per day – October 2012

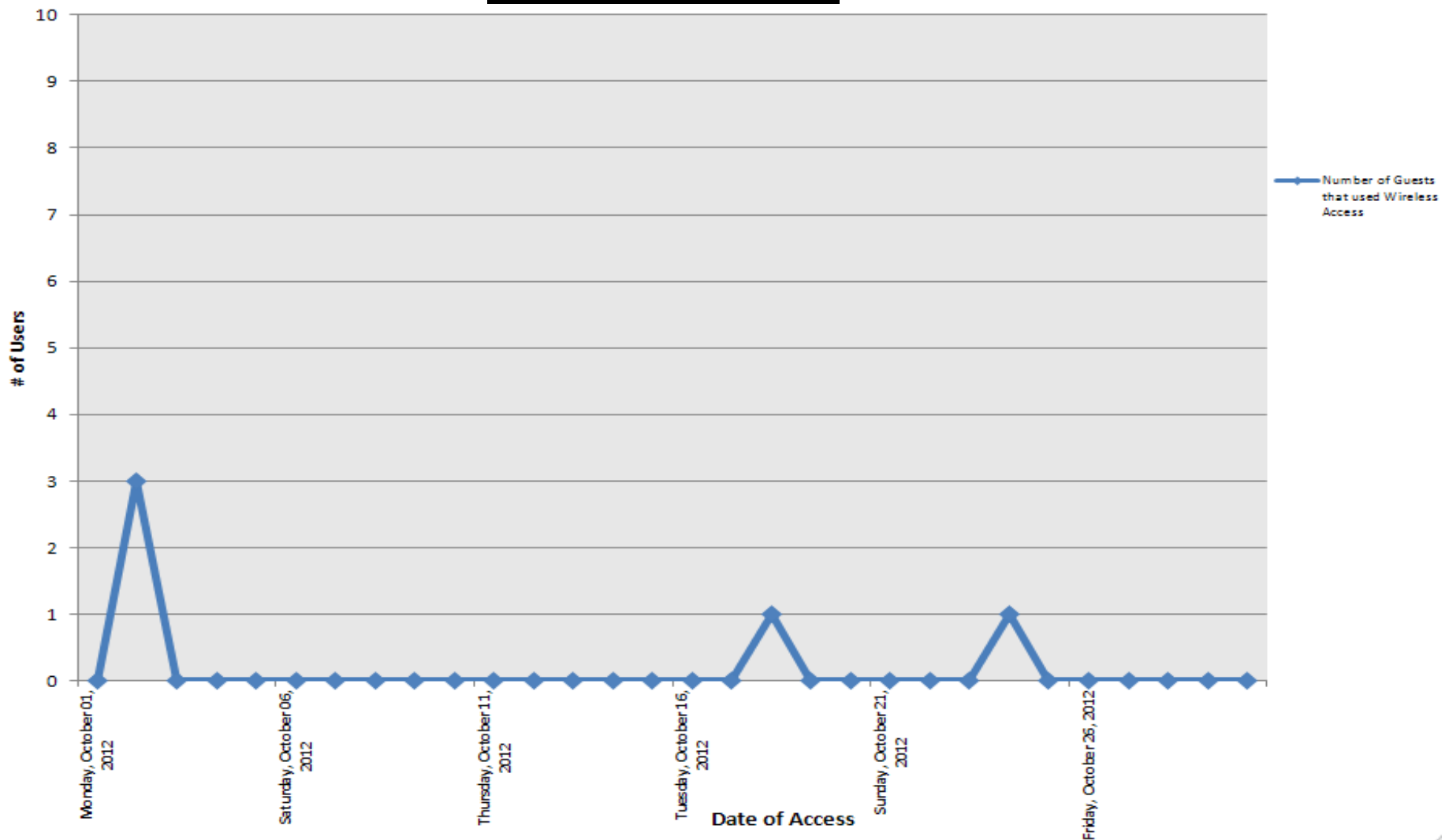


Summary: High level graphical view of Production Autosys Job failures for the month of October 2012.

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

Recommendation: Not applicable

Guest Wireless Network Usage – October 2012 (replaced by Branch Public WiFi Access, no authentication required)

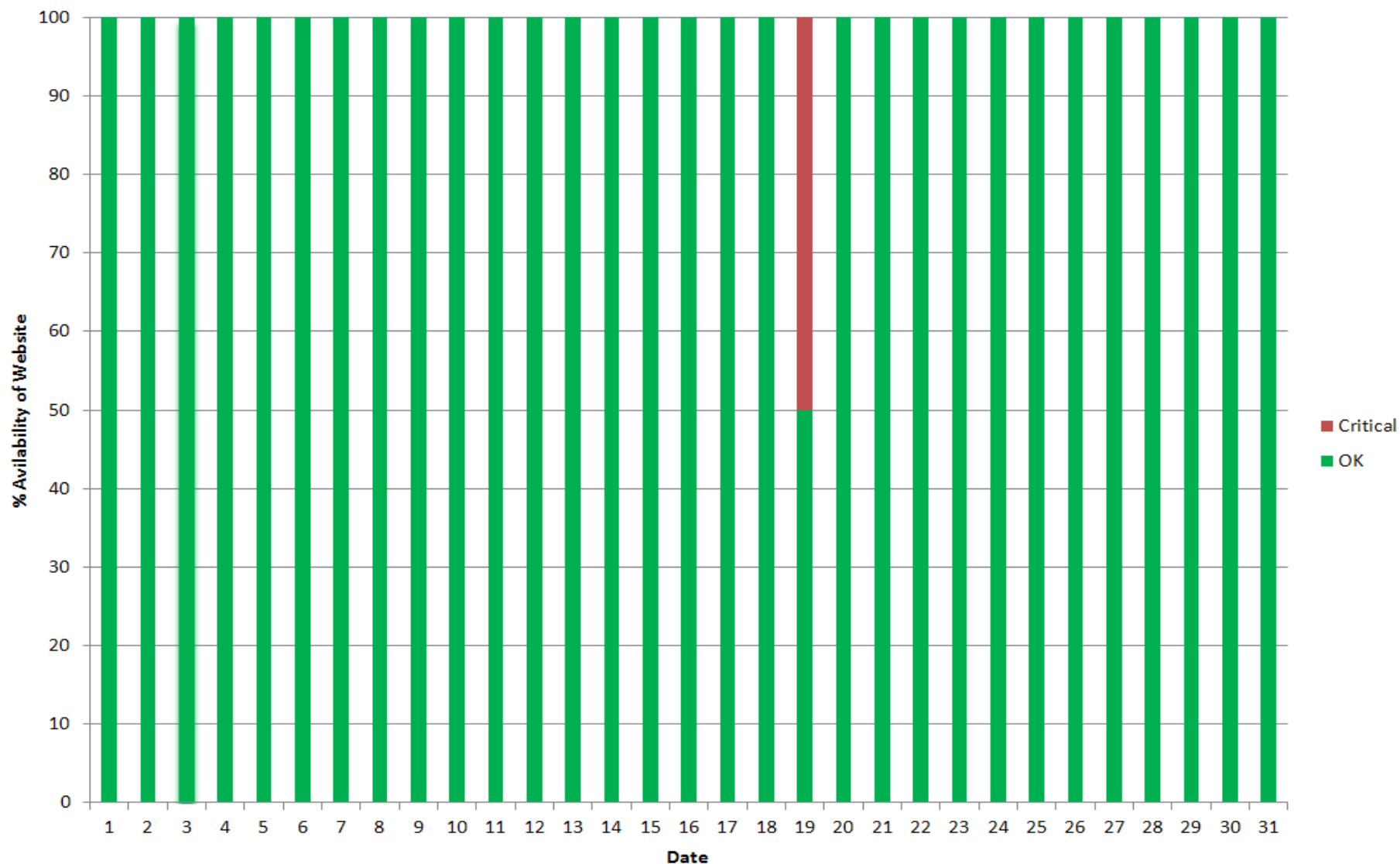


Summary: High level graphical view of guest users using the Wireless Network for the month of October 2012.

Observation: Not applicable.

Recommendation: Not applicable

WebStore Availability October 2012

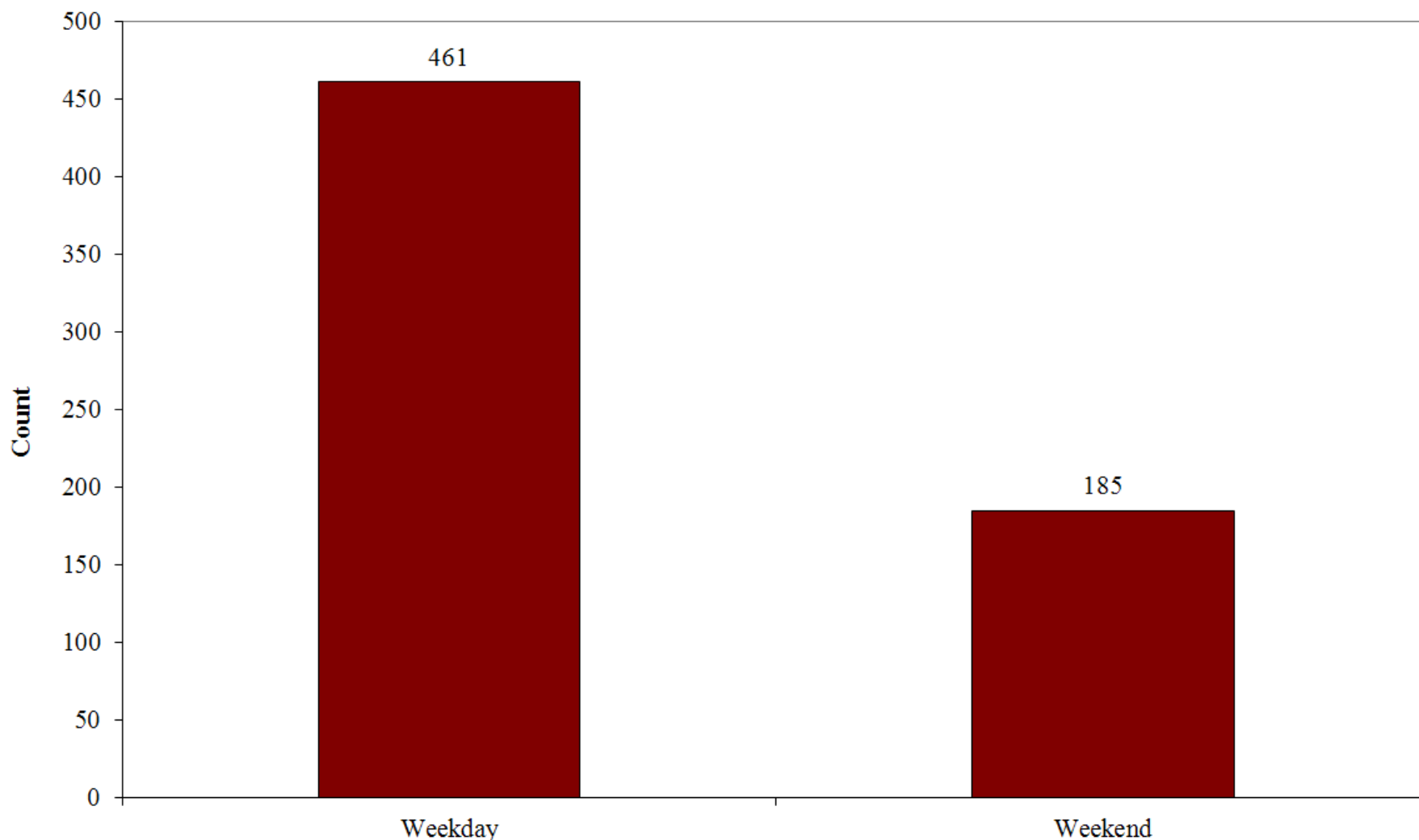


Summary: High level graphical view of Webstore's Availability for the month of October 2012.

Observation: There was one issue on October 19th in regards to Webstore, please refer to BMC # 507863 for further details.

Recommendation: Not applicable

Remote Access on Weekday vs. Weekend – October 2012



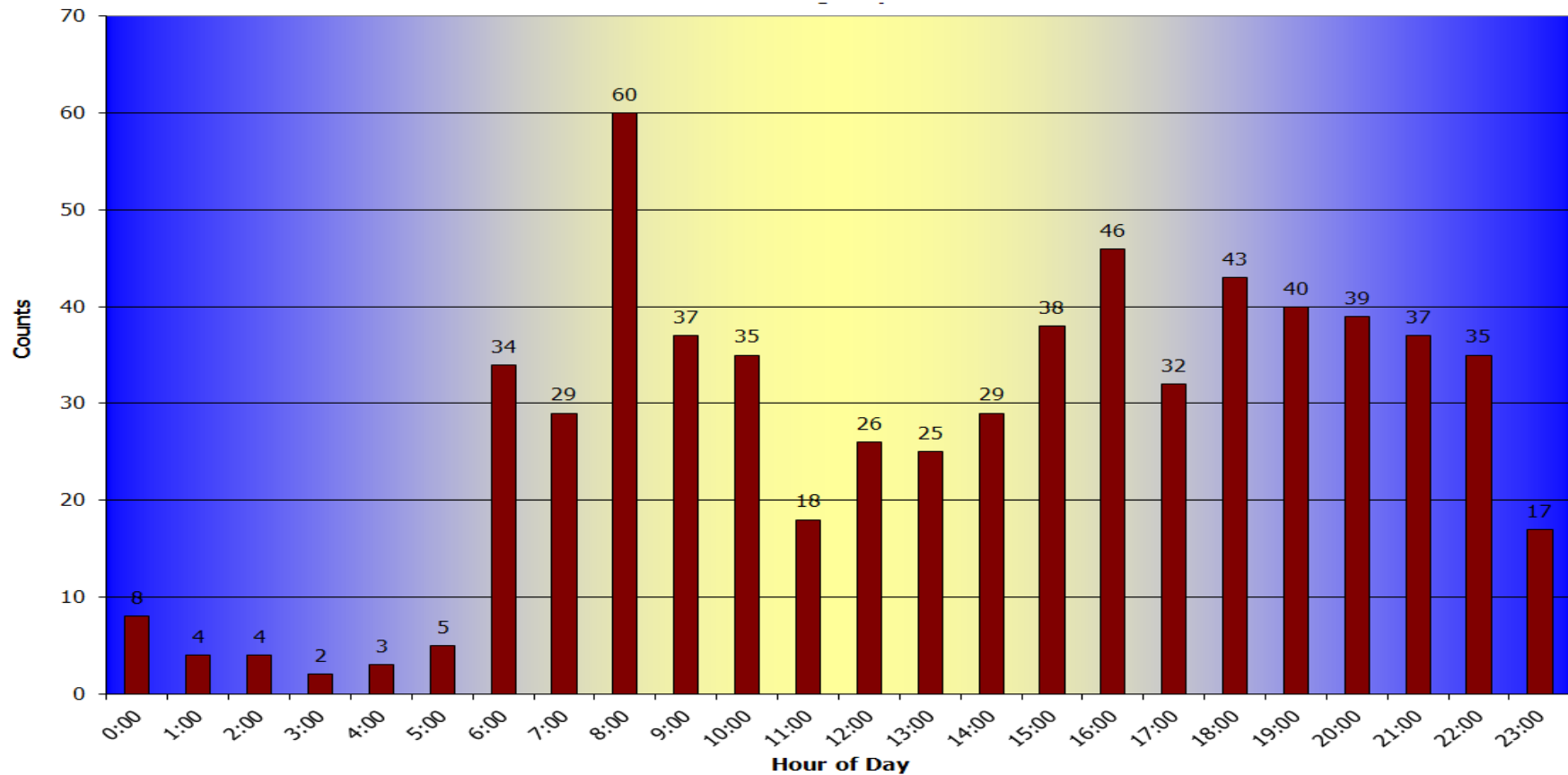
* Note: Weekends includes Stat holidays

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 October.

Recommendation: Not applicable

Remote Access by Hour of Day – October 2012



Summary:

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

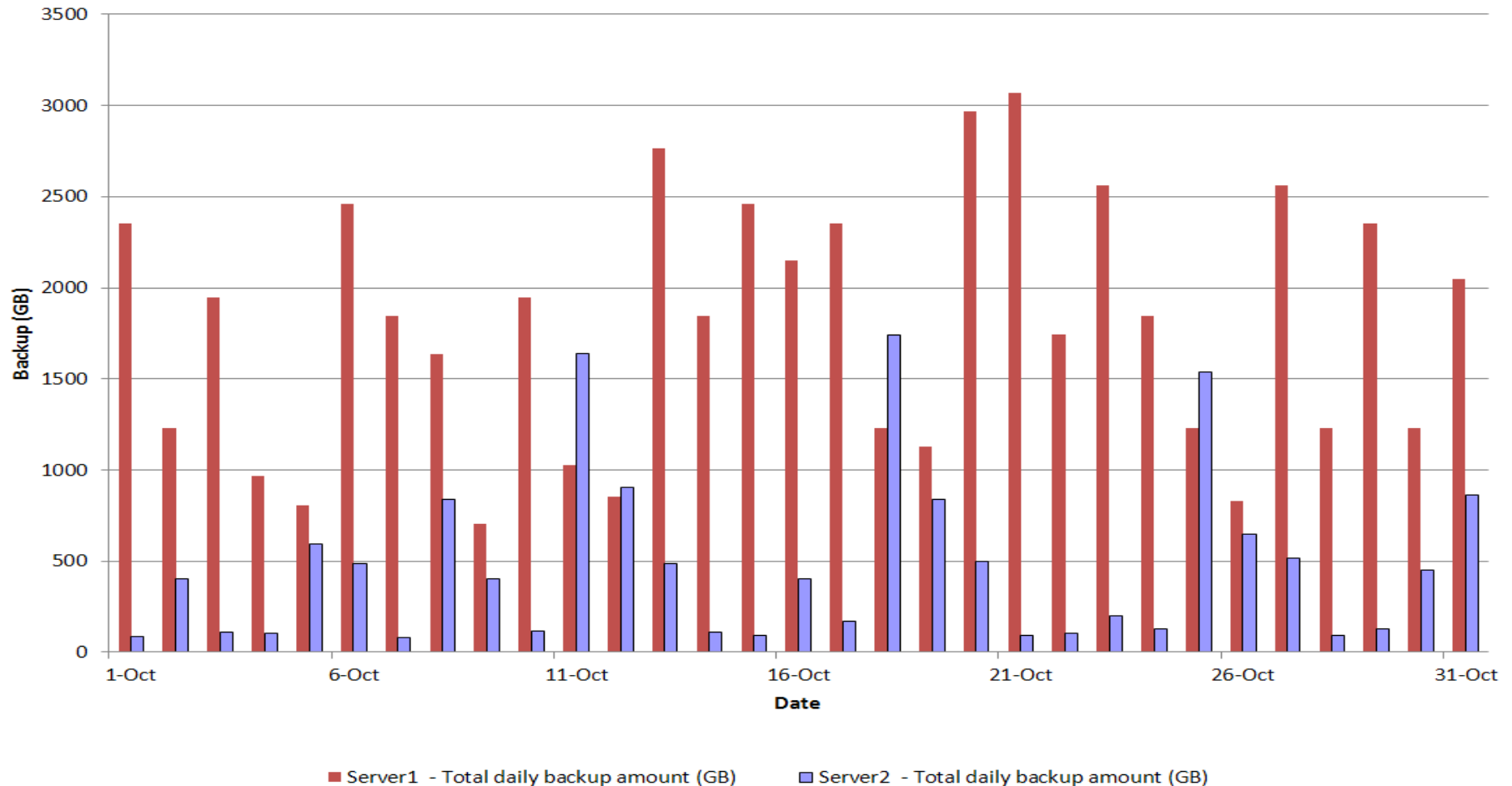
Observation:

More people accessing Head Office resources in the late evening (3pm – 10pm) versus in the morning (between 7am – 11am). *** Note: Currently capacity for concurrent users is 50.

Recommendation:

Not applicable

Total Daily Backup Amount (GB) – October 2012



Summary:

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

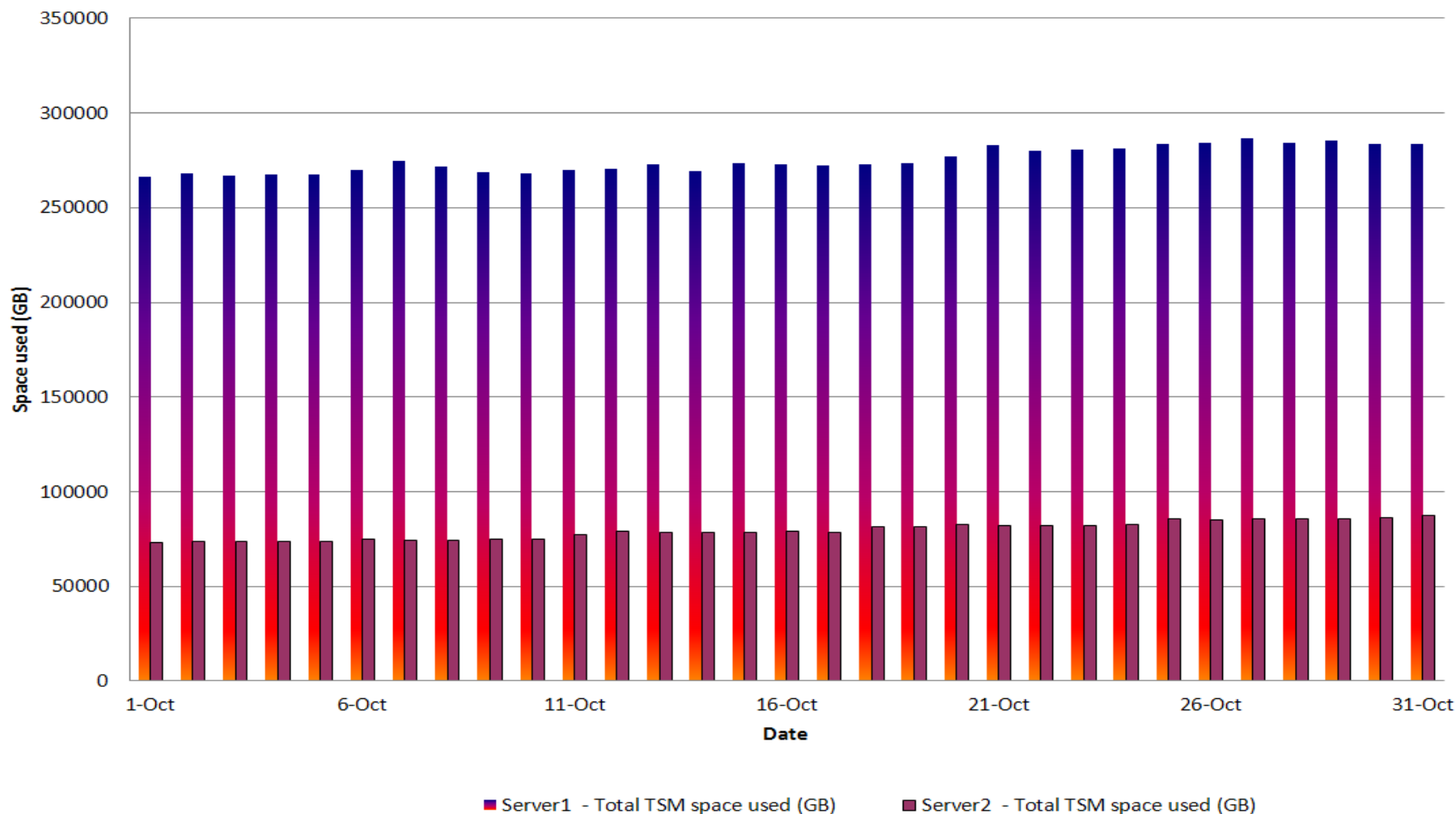
Observation:

October 22nd – over 3.0TB of SAN storage data was backed up on TSM. 1.5TB of SAN storage as transitional data constantly increases/decreases as data is migrated to tape.

Recommendation:

Not applicable

Total TSM Space Used (GB) – October 2012



Summary:

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

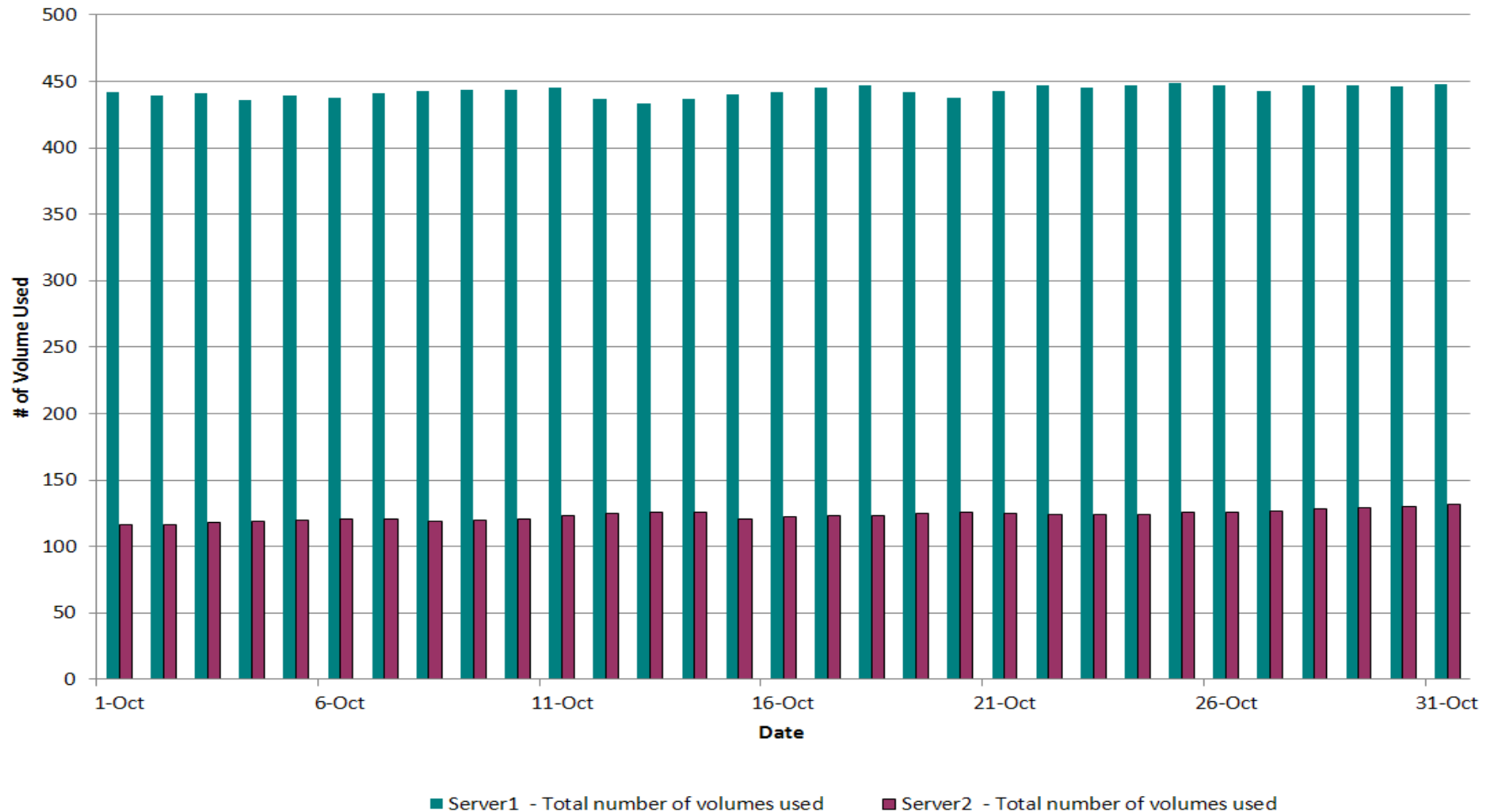
Observation:

Space used is relatively the same however as data of Oracle database has grown so is space required to be backed up.

Recommendation:

Not applicable

Total Number of Volumes Used – October 2012



Summary:

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

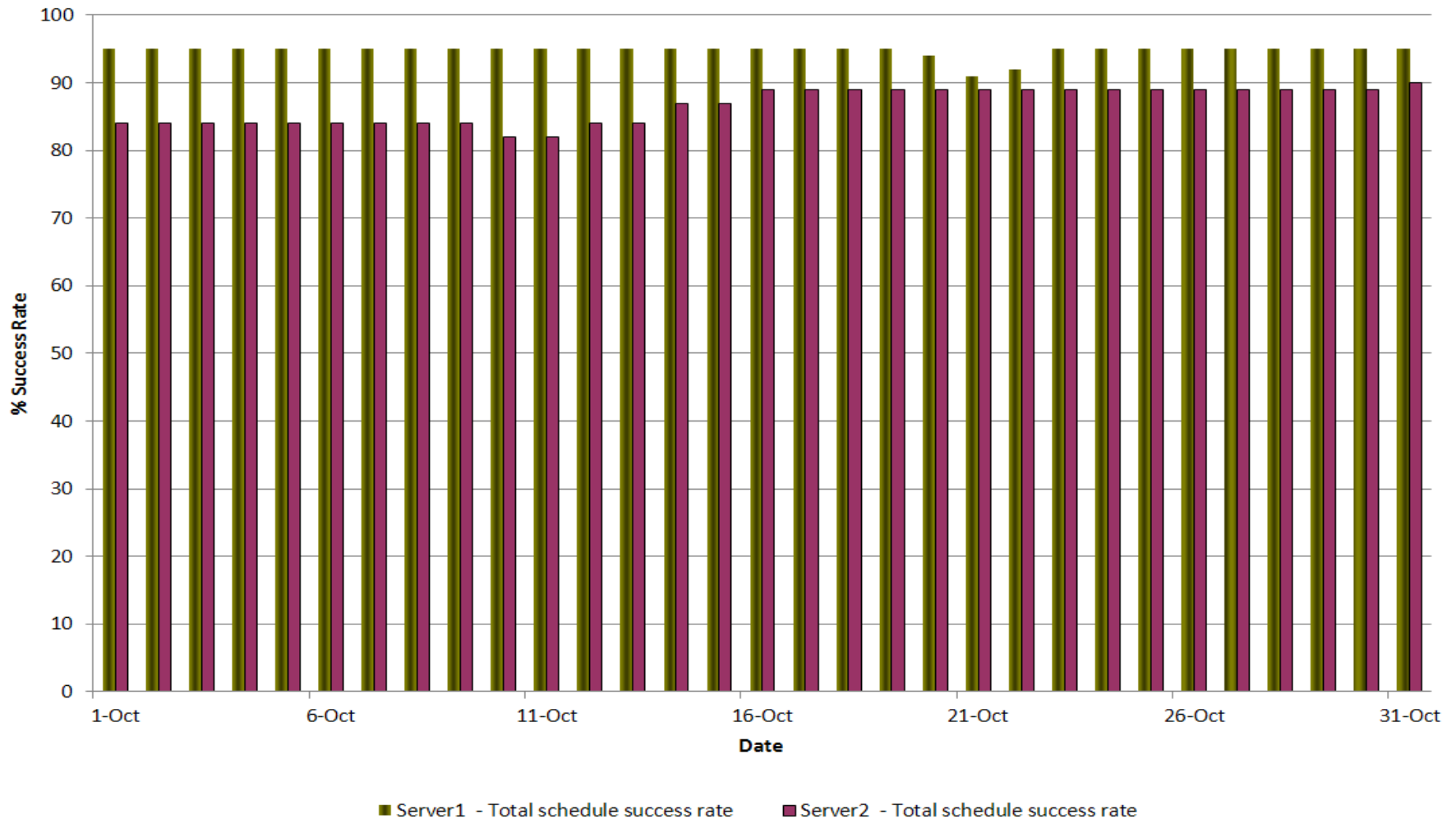
Observation:

Each LTO4 tape holds 1.5TB. The library has 253 tape slots and 222 of them are in use. Vault capacity is infinite as we continue to order tapes as required.

Recommendation:

Not applicable

Total Schedule Success Rate – October 2012



Summary:

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

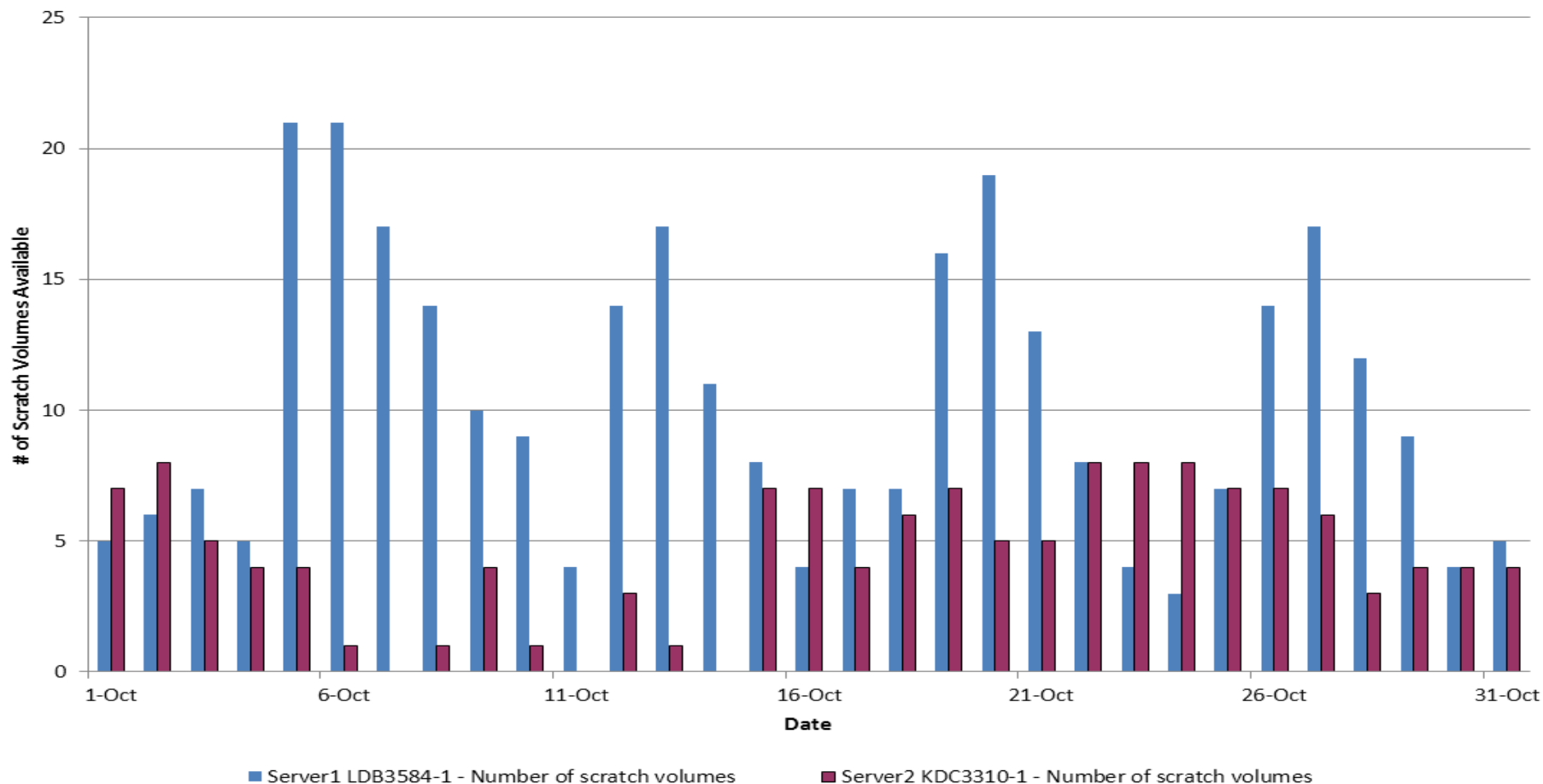
Observation:

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

Recommendation:

Not applicable

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



Summary:

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

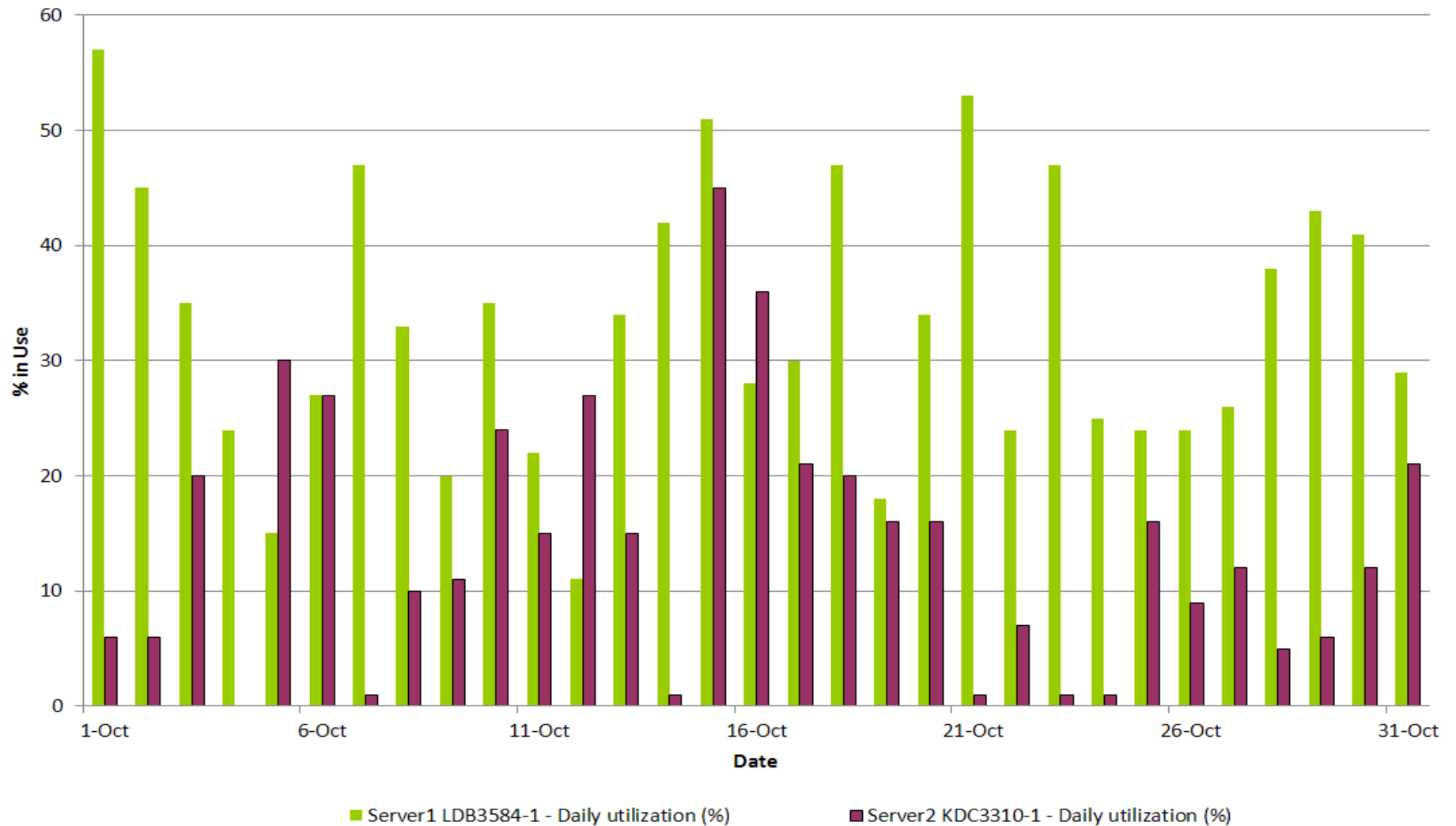
Observation:

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 (%) – October 2012



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

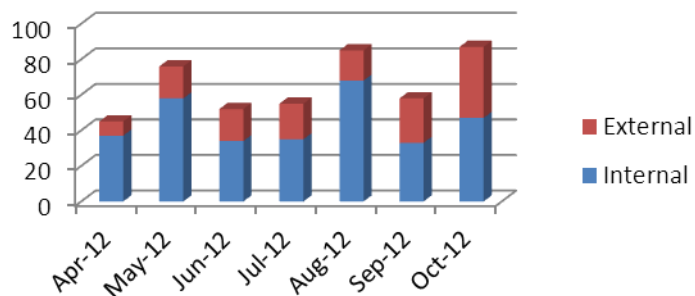
Observation: TSM is highly utilized on the weekends. TSM for VDC is more utilized for daily backups versus TSM for KDC.

Recommendation: Not applicable

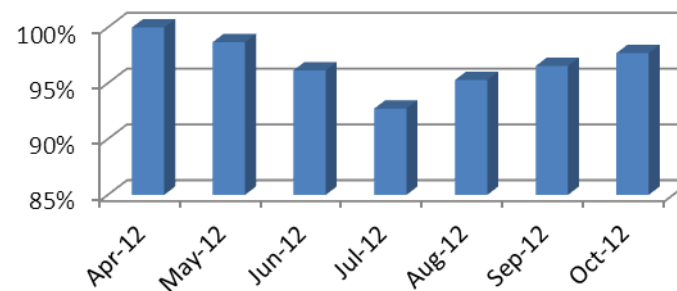
Network Services Statistics Summary

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

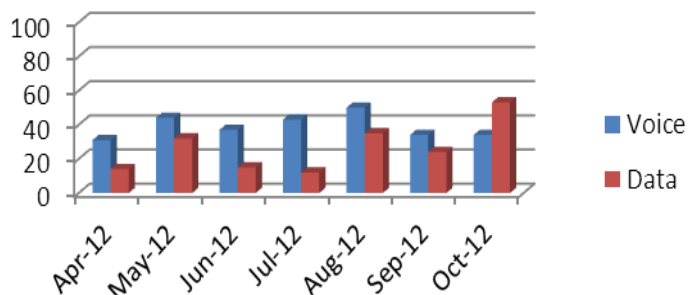
Tickets Closed



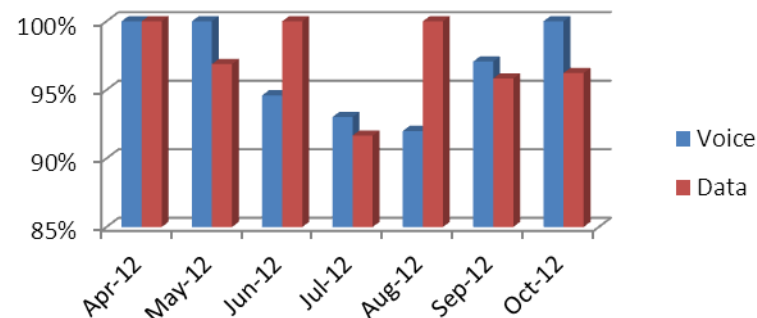
% Completed on time



Tickets Closed by Type



% Completed on Time



Network Services Data Summary

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

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

* 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
<i>Tickets closed</i>		27	35	28	35	44	20	26
Completed on time		27	35	26	32	42	20	26
% Completed on time	90%	100%	100%	93%	91%	95%	100%	100%
Internal								
Tickets closed		24	21	14	18	34	11	9
Completed on time		24	21	14	15	33	11	9
% Completed on time	90%	100%	100%	100%	83%	97%	100%	100%
External (SSBC service)								
Tickets closed		3	14	14	17	10	9	17
Completed on time		3	14	12	17	9	9	17
% Completed on time	90%	100%	100%	86%	100%	90%	100%	100%

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

* 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
Tickets closed		4	9	9	8	6	14	8
Completed on time		4	9	9	8	4	13	8
% Completed on time	90%	100%	100%	100%	100%	67%	93%	100%
Internal								
Tickets closed		2	6	5	7	4	1	1
Completed on time		2	6	5	7	4	1	1
% Completed on time	90%	100%	100%	100%	100%	100%	100%	100%
External (SSBC service)								
Tickets closed		2	3	4	1	2	13	7
Completed on time		2	3	4	1	0	12	7
% Completed on time	90%	100%	100%	100%	100%	0%	92%	100%

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

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

Network Services Data Summary

<i>Response Date</i>	<i>Due</i>	<i>IncidentID</i>	<i>LocationID</i>	<i>CategoryID</i>	<i>Reason for late Completion</i>
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

End of Data Center Chart Analysis

October 2012