



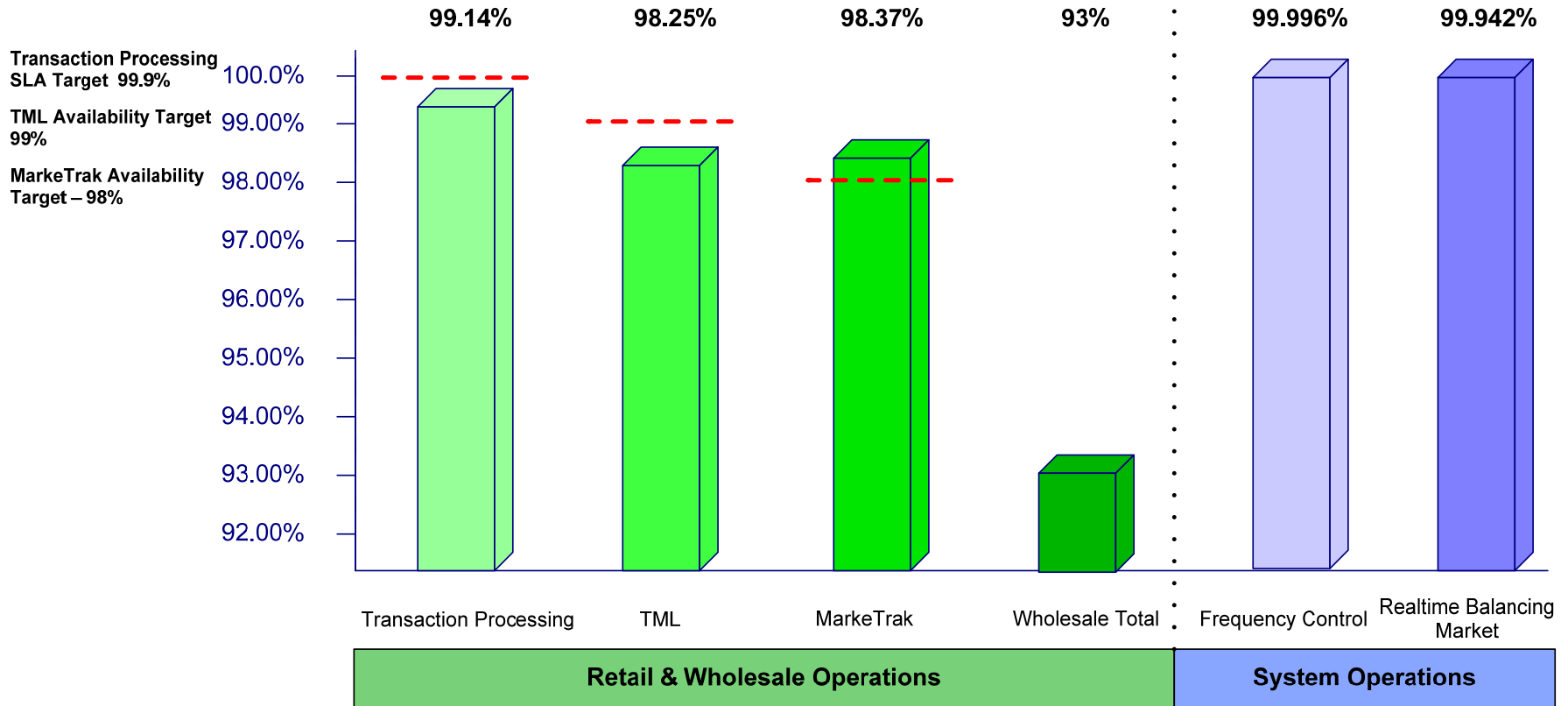
Information Technology Service Availability Metrics

November 2007

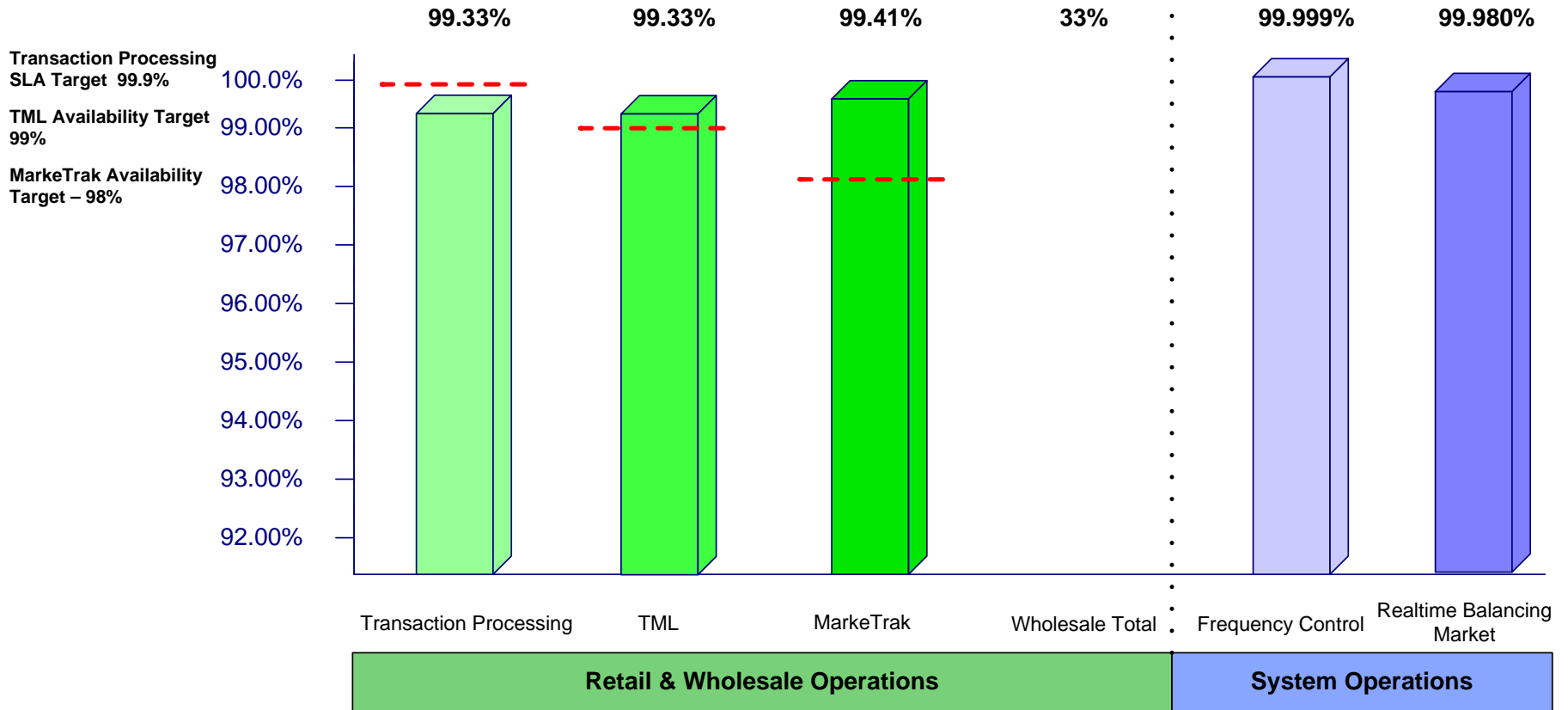
- **Wholesale batch processing issues**
 - The ‘Wholesale total’ metric must meet two criteria to be counted as successful
 1. Wholesale batch processing must begin on the appropriate day
 2. Wholesale batch processing must finish no later than one day after it began
 - Wholesale batch processing in November was impacted primarily by two events
 - Database statistics refresh failed due to a software bug, causing a delay in the batch processing schedule and requiring several days to catch up
 - Failed data backup jobs on two occasions caused significant delays, the estimated date that batch processing will be caught up is December 6th
 - The daily measure of this metric will continue to count as unsuccessful until batch processing is caught up

2007 Net Service Availability

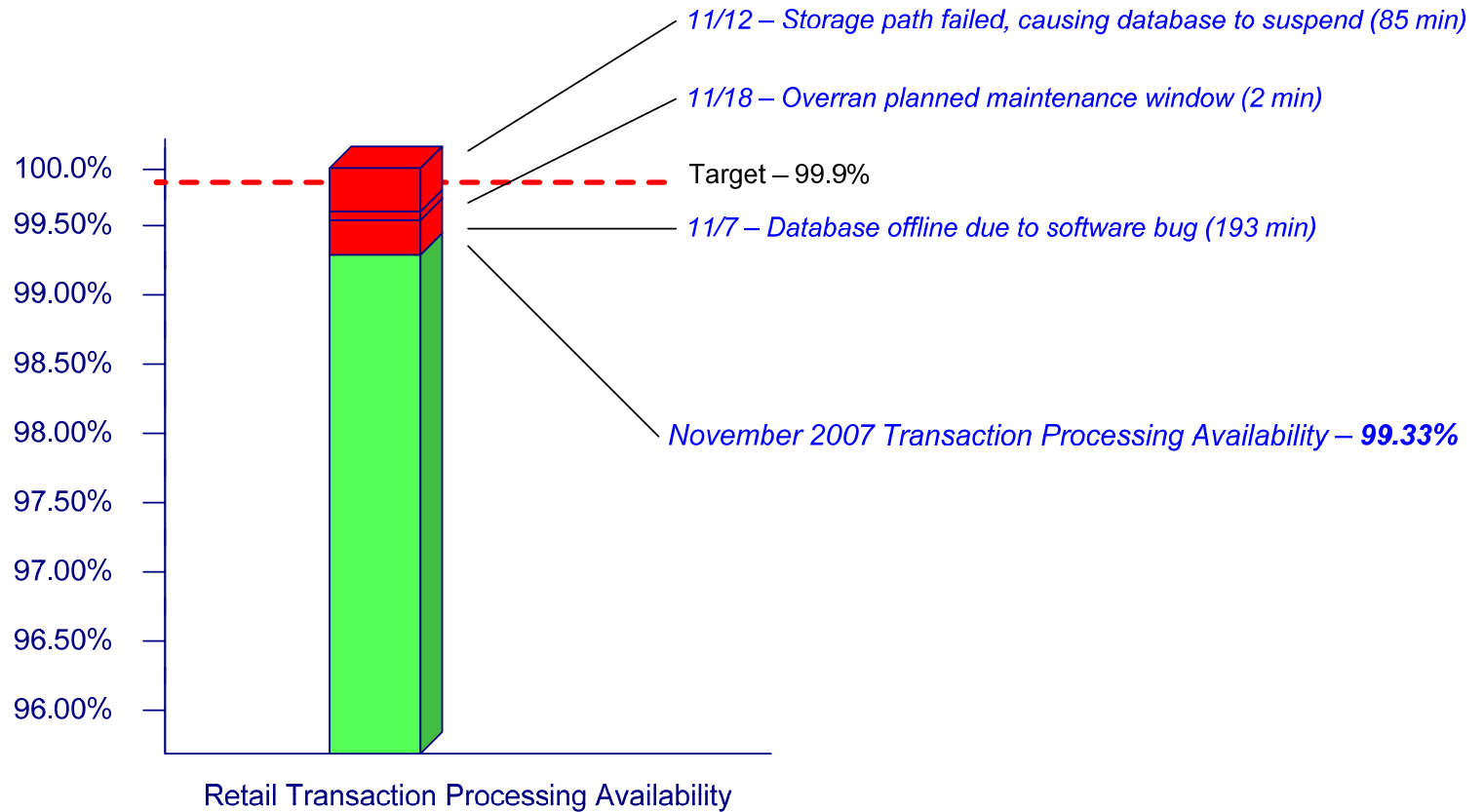
Through November 30th, 2007



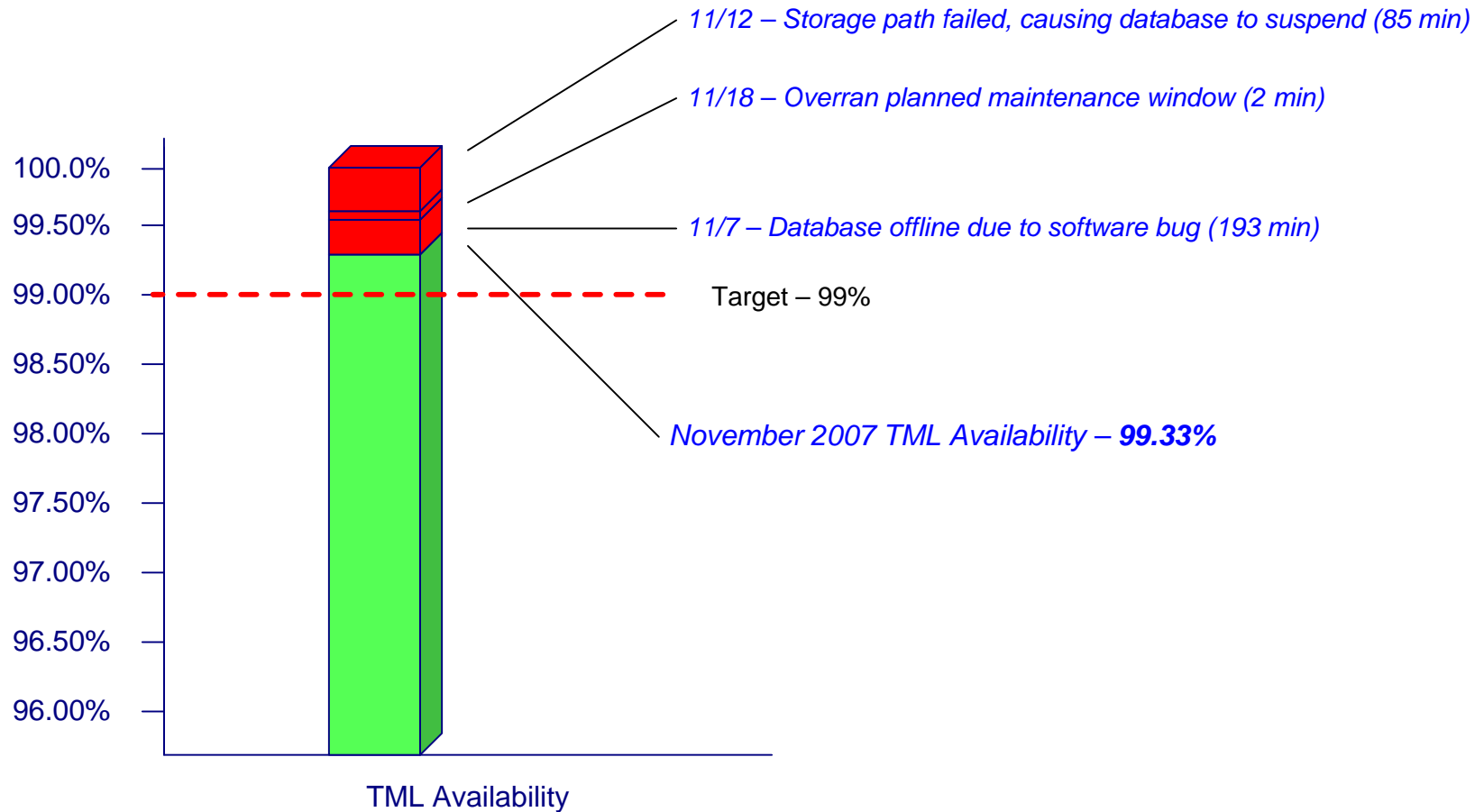
November 2007 Net Service Availability



November 2007 Retail Transaction Processing Availability Summary



November 2007 TML Availability Summary



November 2007 MarkeTrak Availability Summary

