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From: Andrew Winn [andrew.winn@ [GRO]
Sent: 30/07/2013 08:44:29
To: Matthew Loughran [matthew.loughran@ [GRO]
Subject: Horizon records
Attachments: image001.jpg; image002.png; image003.png; image004.png; image005.png

Hi Matthew

POL Security have directed me towards you. I'm trying to obtain some transactional information that is not included in standard ARQ records. Security have advised me that a change order is needed. I have no idea if this is correct, how I might follow that process and what it entails/costs.

Fujitsu have advised that I need to interrogate "raw" logs to obtain response codes. I've been advised to request "Any TIP feed files for Credence on 23/10/12 with a file name starting with "W_297036.TP_".

If there is a cost it may be worth investigating whether it would be beneficial to pay for individual requests or to include in bau reporting – or not get it at all of course!

Appreciate any guidance.

Andy Winn Relationship Manager

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