



Regular Call re Horizon Issues

Meeting: 11 September 2013

Attendees:

Team/Function

Legal

Financial Services Centre (FSC)

Security

Communications

Network

Information Technology & Change (IT&C)

Network Business Support Centre (NBSC)

Attendees

Rodric Williams (**RW**)
Jarnail Singh (**JS**)
Martin Smith of Cartwright King (**CK**)
Andrew Parsons (**AP**)
Kayleigh Harding (**KH**)

Rod Ismay (**RI**)

Rob King (**RK**)
Dave Posnett (**DP**)

Ruth Barker (**RB**)
Sophie Bialaszewski (**SB**)

Anne Ellis (**AE**)
Kath Alexander (**KA**)
Nick Beal (**NB**)

Steve Beddoe (**SB**)

Amanda Stevens (**AS**)

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
Prestbury	<p>Passed to Gail Peacock (GP) for technical issues. There are 2 parts to investigation, security and comms. Hardware and communication failures dealt with by SB. SB identified no IT issues with the branch. Transactional data / ARQ request raised by Maureen Moores. There are 2 Prestbury branches, and the wrong branch code was put on the ARQ request. Once correct transactional data to be passed to GP.</p> <p>Security to ensure correct ARQ raised by Maureen to enable transactional data to be sent to GP. GP to report back on</p>

	reviewing the transaction data.
Torch Visit	<p>Fujitsu (FJ) asked to look through 6 months of calls where base unit rebooted. If any trends identified, this information is to be forwarded to SB. A response should be received from FJ in 1-2 weeks. A problem manager from FJ has been allocated to the investigation.</p> <p>It may be the case that some branches will have had the issue but have rebooted without calling and logging the incident.</p> <p>If common problem identified, further investigation to be carried out.</p> <p>SB to await investigation report and look into next steps.</p>
Bureau Buy Back	<p>SB discussed with FJ regarding a list of service enhancements including this issue.</p> <p>30 suggested improvements, 4 progressed in detail. No timeline as to when enhancements will be delivered. Suggested to close this action. The issue is logged on the service improvement enhancements list – not an Horizon issue.</p> <p>Close action – other issues to be followed up with revised training on Bureau processes through another forum.</p>
ATM Gluing Case	<p>Question as to whether Joshua Wood (JW) had visited Ludgate Circus – no engineers sent to fix machines at this branch. JW had never been sent to fix post & go machine. Confirmation also received that JW had not visited Derby Road, Liverpool.</p> <p>No NBSC call logs. Wincor are contacted directly and therefore NBSC would not have data. Branches only escalate if Wincor fail to attend call out or fail to repair problem.</p> <p>The Police are now taking on this matter for investigation and security . The report is to be circulated. Losses have also been recorded by Barclays, Lloyds and RBS. Information from POL is due to be disclosed to the Police by 4 October 2013.</p>

	<p>Wincor cannot provide data pre June 2012. Wincor have advised that person with access to the data is away and no other person can access the data.</p> <p>The contract with regard to ATMs is between Wincor and the Bank of Ireland. Wincor have no contractual obligation to supply data to POL.</p> <p>RK to speak to Mark McClean (MM). MM to press the Bank of Ireland to obtain further information from Wincor.</p>
Rhigos Branch	<p>SPM has written to PV regarding this matter.</p> <p>Keith Jones from Rhigos Branch has made an application through the mediation process.</p> <p>GP to progress and update.</p>
E-top up	<p>A booklet has been produced to pull together all recovery processes. The booklet is to help with the recovery of transactions and assist SPM's with guidance on complex transactions as the previous guidance/instructions were unclear.</p> <p>SB – spoke to FJ at meeting last week. Gareth Jenkins (GJ) from FJ has been briefed – GJ is to write part of booklet to be finished today. Document to be checked before circulated to ensure it is understood.</p> <p>Not a technical problem with Horizon. Matter to left open until next week. SB to update.</p>
ATM Routers	<p>Email to be sent to Andy Parsons to close action and ensure resolution documented.</p> <p>Action log – going forward when closing issues, information as to the resolution is to be detailed in the resolution output section of the action log.</p>
Post & Go	<p>Durham, Leeds and Manchester – action plan – sent to Lesley and Gail - monitoring transactions over this month. Action plan continuing until 28 Sept.</p>

	<p>MS confirmed he feels issue is relevant to the call as the issue could cause a branch loss, albeit not through Horizon. This could be an issue relevant to prosecutions.</p> <p>SB to provide update when data is analysed – recommendations to be provided by SB in due course. Possible hardware change from Wincor.</p>
Belfast Refresh	No change – RW updating in due course.
Nelson	<p>SB has obtained logs which confirm the broadband did not go down. Email sent to RW. It appears this is not a Horizon issue.</p> <p>Data obtained for the period 1/6/12 – 9/8/13 – investigator noticed loss of £3k in May 2012. Maureen to raise additional ARQ request for May 2012 – prudent to look back at that month. DP to raise with Maureen.</p> <p>RW to forward email to AP with conclusion that there is no problem with comms in this branch.</p>
Cheques	<p>Working with FJ as to how far they can go back on transactions.</p> <p>RI investigating further and is to report back.</p>

New Issues Identified

Name	Area	Issues/Observations/Comments
RW	Legal	None
DP	Security	<ol style="list-style-type: none"> Investigator flagged up Rhigos with Horizon issues. Already being looked into. 3 websites talking about Tom Brown acquitted. DP to forward websites to Sophie. Not an action for the log. Case raised against Acton office. On 28/08/13 the ATM was opened and there was nothing in the ATM. This may not relate to JW. Investigations to be carried out to ensure this is not related to the gluing case.
SB	Security	No issues

AE	Network	<p>Ponteseema (?) branch– raising issues which could be related to Horizon – support and training issues being identified. SB to be involved.</p> <p>KA – Advised support advisors have been to branch – info to be passed over.</p>
JS	Legal	No Issues
RI	FSC	<p>Receipts - settle button not pressed so transaction not complete; however, the customer has a receipt. Identified as a issue where branch is not following the correct process.</p> <p>Branches tweeting about process issues – RI speaking to branches to flush out issues. Comms to discuss the matter and look into ways to prevent SPM's using twitter as an attempt to resolve transaction issues. Encourage SPM's to use correct channels to obtain help. Policy decision on how to communicate. Process and training issue.</p> <p>Not issues for the action log.</p>
MS	Legal	No issues
AP	Legal	No issues
SB	Comms	No Issues
NB	Network	No issues
KA	Network	No issues
AS	NBSC	No issues
Shelley		No Issues

Action Points

1. Prestbury - Security to ensure correct ARQ raised by Maureen Moores to enable transactional data to be sent to GP. GP to report back
2. Torch visit – FJ carrying out investigation to establish any trends or reoccurrence of a problem. If a trend is established further investigations are to be carried out. SB to report back with the outcome of the investigation.

3. Bureau Buy Back - Close action on log.
4. ATM gluing case - RK to speak to Mark McClean (**MM**). MM to press the Bank of Ireland to obtain further information from Wincor.
5. Rhigos branch - GP to progress and update.
6. E Top Up – SB to update as to whether booklet completed with GJ's input.
7. ATM Router – RW to send an email to AP detailing the resolution of this action. The email is to be included within the action log within the resolution output section of the document.
8. Post & Go - SB to provide update when data analysed – recommendations to be provided by SB in due course.
9. Belfast Refresh – RW to update in due course.
10. Nelson – RW to forward email from SB to AP. DP to request MM raises further ARQ for May 2012 in order for data to be analysed.
11. Cheques – RI to investigate and report back.
12. Acton branch – DP - Investigations to be carried out to ensure this is not related to the gluing case.
13. Ponteseema (?) branch – AE to speak to KA regarding support advisors findings as the branch previously. Email to be sent to AP with details to be added to the action log.