
From: Lesley J Sewell [GRO]
Sent: Sun 09/09/2012 2:34:12 PM (UTC)
To: Dave Hulbert [GRO]
Cc: Gina Gould [GRO]
Subject: Re: UPDATE : Baughurst Post Office - Q17716556
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Dave

When I met with Kevin his concern was more broad - he is worried that because the issues at the branches get raised and then closed that we're not seeing the bigger picture. And that we may have something systemic that we can't see.

What sort of stats do we have on open and closed calls and length of time a call is open by priority.

Also is there any way / or do we have anything by branch on repetitive calls. Is if a branch is calling every week over a prolonged period which may not be the main issue?

Can you get Steve or Andy to look into what we have - purely from a FJ perspective.

Thx L

Ps I would like an early view of what the art of the possible is.

Sent from my iPad

On 7 Sep 2012, at 17:02, "Dave Hulbert" [GRO] wrote:

Emma

Many thanks for the update and good that progress is now being made. I'd like you to pick up with Fujitsu to understand why we couldn't have arrived at this conclusion sooner and therefore addressed the issue without the need for an escalation.

Can you make sure that Kevin receives an update once the issue is fixed. Can you also make sure that we (or Fujitsu) schedule a couple of follow up calls with the branch to ensure they remain happy with the fix.

Regards,
Dave

Dave Hulbert
IT & Change
Senior Service Manager
Service Management

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From: Duty Manager
Sent: 07 September 2012 16:36
To: Dave Hulbert; Antonio Jamasb
Cc: Duty Manager; Kevin Gilliland
Subject: UPDATE : Baughurst Post Office - Q17716556

Hi Dave

Fujitsu confirm that the engineer attended site Wednesday and believes he has identified the issue.

The engineer believes the cause is the splitter cable at the back of the PHU (luggable horizon kit). The PHU the site uses does not have a permanently fitted cable but one which needs to be plugged in at each outreach site. Because they move from site to site the cable was not being plugged in far enough causing the purple screen.

The engineer recommended that the site be provided with a PHU which has a fixed splitter cable. Fujitsu couriered a new PHU to site and has called the branch today who confirm that the new PHU has been received. Fujitsu are now arranging for an engineer to attend and set up the new PHU this could be next Monday 10 September 2012, however we will not know for definite when engineer is going out until Monday as site has just confirmed courier has delivered the new PHU and current engineering allocations have to be taken into account.

Fujitsu will contact us and the branch on Monday to confirm the engineer etc.

Kind regards
Emma

Duty Manager
IT & Change
Live service Team

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From: Duty Manager
Sent: 31 August 2012 13:24
To: Dave Hulbert; Antonio Jamasb
Subject: RE: Baughurst Post Office - Q17716556
Importance: High

Hi Dave,

I've had a look into this in Rebecca's absence.
I know she's updated you verbally, so apologies if I'm duplicating anything that you already know.

Fujitsu have arranged to carry out a Preventative Maintenance visit to the branch on Wednesday 5th September. I will call the branch to make sure that they are aware of this. Fujitsu will have more information after this visit about whether the problems that the branch is experiencing are due to something that the branch staff may be doing, or whether there is a problem with the Horizon system that needs to be resolved. The branch has now logged 12 calls about this issue since 1st June. The last call about this was on 28th August. Fujitsu are not aware of any other branches that are experiencing these problems.

If you need anything else, please let me know.

Thank you,

Kind Regards


Julie

Duty Manager
IT & Change
Live Service Team

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> Brampton, Barnsley, S73 0UF

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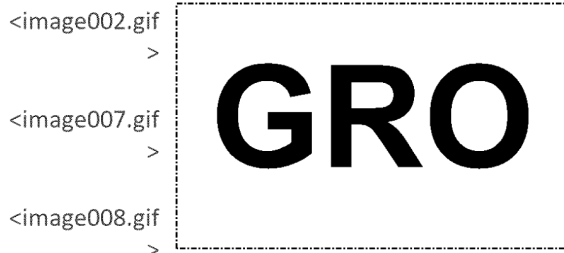
From: Dave Hulbert
Sent: 31 August 2012 12:28
To: Duty Manager; Antonio Jamasb
Subject: FW: Baughurst Post Office
Importance: High

Can I have an update on this branch please? I think it was Rebecca that did the original investigation, but I need an update as soon as possible today.

Thanks,
Dave

Dave Hulbert
IT & Change
Senior Service Manager
Service Management

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From: Brian Deveney
Sent: 31 August 2012 11:54
To: Jackie Meylak; Dave Hulbert
Cc: Kevin Gilliland
Subject: RE: Baughurst Post Office

Dave,

Have your team completed the analysis on these failures to allow us to respond to the SPM.

Regards

Brian

From: Jackie Meylak
Sent: 31 August 2012 11:28
To: Brian Deveney
Cc: Kevin Gilliland
Subject: FW: Baughurst Post Office

Hi Brian

Can you give us an update on Baughurst please - Kevin has had another call from the spmr to say that the situation is not improving in fact it's getting worse.

Many thanks
Jackie Meylak
Personal Assistant to Kevin Gilliland
Post Office Ltd
1st Floor, Bunhill Row Wing,
148 Old Street,
London, EC1V 9HQ

Mobile: 
Mobex: 
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From: Jackie Meylak
Sent: 20 August 2012 15:30
To: Brian Deveney
Subject: RE: Baughurst Post Office

If you could liaise direct and then let us have an update, say end of next week?

Many thanks

Jackie Meylak
Personal Assistant to Kevin Gilliland
Post Office Ltd
1st Floor, Bunhill Row Wing,
148 Old Street,
London, EC1V 9HQ

Mobile: [REDACTED]
Mobex: [REDACTED]
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From: Brian Deveney
Sent: 20 August 2012 15:11
To: Jackie Meylak
Subject: RE: Baughurst Post Office

Jackie,

I have the file and we are investigating the issues.

Does Kevin want me to liaise directly with the Sub-Postmistress on this or come back to him?

Regards

Brian

From: Jackie Meylak
Sent: 20 August 2012 13:14
To: Brian Deveney
Subject: RE: Baughurst Post Office

Thanks Brian, I'll pop up in 5 mins.

J

Jackie Meylak
Personal Assistant to Kevin Gilliland
Post Office Ltd
1st Floor, Bunhill Row Wing,
148 Old Street,
London, EC1V 9HQ

Mobile: [GRO]
Mobex: [GRO]
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From: Brian Deveney
Sent: 20 August 2012 12:59
To: Jackie Meylak
Subject: RE: Baughurst Post Office

Jackie,

I sit on the 2nd floor near Lesley's desk

Regards

brian

From: Jackie Meylak
Sent: 20 August 2012 12:31
To: Brian Deveney
Subject: Baughurst Post Office

Hi Brian,

I've got a file on the above for your action - can you let me know when you're at your desk and I'll bring it up (and whereabouts do you sit?).

Many thanks

Jackie Meylak
Personal Assistant to Kevin Gilliland
Post Office Ltd
1st Floor, Bunhill Row Wing,
148 Old Street,
London, EC1V 9HQ

Mobile: [GRO]
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