

From: Mark Underwood [GRO]
Sent: Tue 22/12/2015 9:23:51 AM (UTC)
To: pete.newsome [GRO]
Cc: Michael.Harvey [GRO]; Patrick Bourke [GRO]; Rodric Williams [GRO]; Steve Allchorn [GRO]
Subject: RE: presentation- Strictly Private & Confidential - Subject to Legal Privilege

Thanks Pete – Couple of further questions, below in green

Mark Underwood
Complaint Review and Mediation Scheme
[GRO]

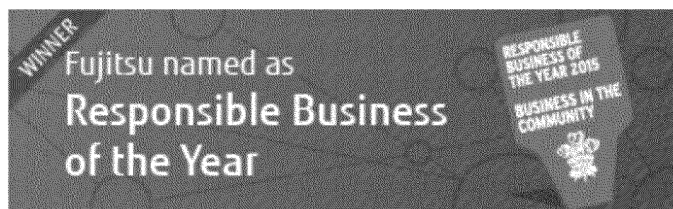
From: pete.newsome [GRO]
Sent: 21 December 2015 17:25
To: Mark Underwood [GRO]
Cc: Michael.Harvey [GRO]; Patrick Bourke; Rodric Williams; Steve Allchorn
Subject: RE: presentation- Strictly Private & Confidential - Subject to Legal Privilege

Mark

Updates below.

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel: [GRO]
E-Mail: [GRO]
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Please consider the environment - do you really need to print this email?

From: Mark Underwood1 [mailto:[GRO]]
Sent: 21 December 2015 15:05
To: Newsome, Pete <[GRO]>
Cc: Harvey, Michael <[GRO]>; Patrick Bourke <[GRO]>; Rodric Williams <[GRO]>; Steve Allchorn <[GRO]>

Subject: RE: presentation- Strictly Private & Confidential - Subject to Legal Privilege

Pete, thanks – my initial comments are below, in blue.

Mark Underwood
Complaint Review and Mediation Scheme

GRO

From: [pete.newsome](#) (GRO)
Sent: 21 December 2015 14:34
To: Mark Underwood (GRO)
Cc: [Michael.Harvey](#) (GRO)
Subject: RE: presentation- Strictly Private & Confidential - Subject to Legal Privilege

Mark

Updates below:

- **Fujitsu to:**

- share its previously supplied comments on the Second Sight Reports (Monday / Tuesday); Attached. **Thanks, I will forward on**
- detail the number of branches affected by the ‘Falkirk bug’ vs its ‘capability’ to affect, with reasons (Monday / Tuesday); Due to the date of this issue we do not have exact details of the number of branches affected. The following answer is being currently ratified by the support team but we believe at this moment in time to be correct .‘This particular bug however could have affected all branches who have multiple stock units. The Misra case where this issue was mentioned was dismissed as the branch had a single stock unit.’

How many branches have multiple stock units? The majority but exact figures for this period not available, normally single counter branches.

Do we know why branches with multiple stock units were / were not affected? This issue involved moving money between stock units so with a single stock unit this is not possible Yes, I understand this but my question was why some branches with multiple stock units were affected and some, also with multiple stock units, were not? This is a particular point raised by Jonathan at the meeting, so it will be asked.

I will wait for the final answer to be provided, as referenced above, by Fujitsu’s support team. The answer above has been confirmed

- provide the number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons (Wednesday); Fujitsu is endeavouring to provide detail as to the number of Hotfixes (fixes to the software where it has been agreed with Post Office that an urgent change is required due to some aspect of the operation of the software) that have been issued with some examples of the type of fixes issued. I am still awaiting agreement on when this information will be available. If a more detailed report of what each fix was and whether it affected branch accounts I would be able to commission this in January and at that point deliver costs and timescales for such an activity.

Thank you, please let me know when, as referenced above, you receive agreement on when

this information will be available

- investigate its email / data retention policy and how this would, if asked for the information, affect its ability to provide the emails for those Fujitsu employees who worked at Bracknell in 2008/09 (Monday / Tuesday); Save for particular matters (which this particular matter was not one), Fujitsu leaves much of this to the individual particularly in archiving to local storage. If Post Office has a request for email information it would therefore need to be dealt with on a case by case basis checked against other legal and data protection criteria.

Does Fujitsu not, as a matter of course, archive its own emails as well? No it is the responsibility of the individual and account to keep relevant detail if this is in an email. Rather than the contents of emails, my question was – Does Fujitsu save / store all emails of its employees for X number of years, in the same way documents are kept for 6/7 years?. It seems very strange that you would not?

- answer the questions posed in Jonathan’s letter of 16/12/2015 (the letter was forwarded on 17/12/2015. I will call Fujitsu on Monday morning to obtain an ETA); Mike Harvey has supplied an answer for this question and

Received, Thank you. This seems very sensible to me. I will, however, wait on Rodric to see if he has any comments.

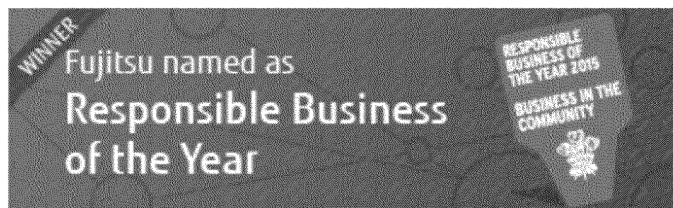
- Comment on Page 6 of Deloitte’s Board Briefing Paper. I understand Fujitsu were approached and provided comment at the time this paper was issued. We have requested this is shared with us (Monday / Tuesday). Answer to follow in a separate email.

I will review. Thanks

Will call tomorrow to discuss further

Pete

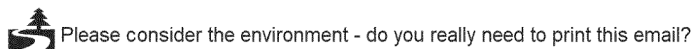
Pete Newsome
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From: Mark Underwood **GRO**
Sent: 18 December 2015 19:56

To: Newsome, Pete <[redacted] GRO>
Subject: RE: presentation

Thanks Pete.

The QC was chasing me for the outstanding actions from the Fujitsu meeting. I have pasted these blow with timescales to be hit. Please let me know if any of the below is not feasible

- **Fujitsu to:**

- share its previously supplied comments on the Second Sight Reports (Monday / Tuesday);
- detail the number of branches affected by the ‘Falkirk bug’ vs its ‘capability’ to affect, with reasons (Monday / Tuesday);
- provide the number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons (Wednesday);
- investigate its email / data retention policy and how this would, if asked for the information, affect its ability to provide the emails for those Fujitsu employees who worked at Bracknell in 2008/09 (Monday / Tuesday);
- answer the questions posed in Jonathan’s letter of 16/12/2015 (the letter was forwarded on 17/12/2015. I will call Fujitsu on Monday morning to obtain an ETA); and
- Comment on Page 6 of Deloitte’s Board Briefing Paper. I understand Fujitsu were approached and provided comment at the time this paper was issued. We have requested this is shared with us (Monday / Tuesday).

Mark

Mark Underwood
Complaint Review and Mediation Scheme
[redacted] GRO

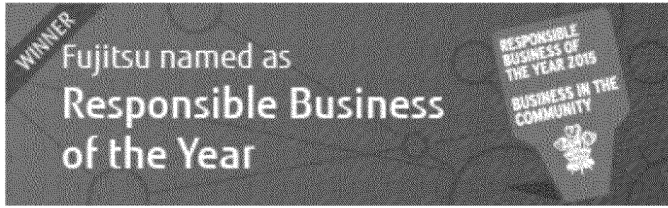
From: pete.newsome [redacted] GRO
Sent: 18 December 2015 15:10
To: Mark Underwood [redacted] GRO
Subject: RE: presentation

Mark

This is the presentation we discussed. I will call you Monday to make sure we have agreement on the other actions.

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel: [redacted] GRO
E-Mail: [redacted] GRO
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Web: uk.fujitsu.com



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Please consider the environment - do you really need to print this email?

From: Mark Underwood [GRO]
Sent: 18 December 2015 09:22
To: Newsome, Pete [GRO]
Subject: presentation

Hi Pete, could you send me the presentation you sent to Angela on the 'forced log off' issue please – that you mentioned at the QC meeting

Thanks

Mark Underwood
Complaint Review and Mediation Scheme
[GRO]

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