

IN THE POST OFFICE HORIZON IT INQUIRY**GLOSSARY OF TERMS REFERRED TO IN THE SECOND WITNESS STATEMENT OF SIMON JEFFREY
OLDNALL ON BEHALF OF POST OFFICE LIMITED**

Acronym	Definitions
BSFF	Burges Salmon LLP and Fieldfisher LLP
DSS	Department of Health and Social Services for Northern Ireland
The DSS Agreement	An agreement between the DSS and Fujitsu for services relating to a benefit payment card system.
POCL Agreement	An agreement between POL and Fujitsu for the provision of POL infrastructure and other service.
Authorities Agreement	An agreement between DSS, POL, and Fujitsu for the supply of other general services which applied to both DSS and POL.
DTI	Department of Trade and Industry
CSR	Core System Release
SLAs	Service Level Agreements
EPOSS	Electronic Point of Sale Service
OPS	Office Platform Service
SLT	Service Level Target
ARL	Additional Remedy Level
NB	Core Network Banking
LFS	Logistics Feed System
APS	Automated Payments
TESQA	Transaction Enquiry Service Query Application
BEDs	Bugs, Errors and Defects

NSFs	Network System Failures
CCNs	Change Control Notices
POCL	Post Office Counters Limited
CRs	Change Requests
BSM	Business Service Management
PON	Post Office Network
IAMT	Internal Account Management Team
CCD	Contractually Controlled Document
IRERF Forum	Incident Reconciliation Exceptions Review Forum
AP Forum	Automated Payments Forum
LFS Forum	Logistics Feed System
NRO	National Roll Out
HSH	Horizon System Helpdesk
The MIS: SD	The Management Information Service: Service Description
MAT	Minimum Acceptable Threshold
CSFs	Critical Success Factors
NBSC	Network Business Support Centre
PONEC	Post Office Network Executive Committee
KEL	Known Error Log
SSD	Service Specification Document or Security Service Description
JRAB	Joint Release Authorisation Board

ISMF	Information Security Management Forum
PCI	Payment Card Industry
SIAM	System Integration and Management
ISAG	Information Security and Assurance Group
OBC	Operational Business Change
SMR	Service Management Reviews
SEIM	Security Event and Information Monitoring System
TP	Temporary Procedures
ATP	Authorised Temporary Procedures
CIO	Chief Information Officer
IT&C	IT and Change
ARC	Audit Risk and Compliance Committee
POca	Post Office Card Account
TRT	Termination Review Threshold
LDT	Liquidated Damages Threshold
TMS	Transaction Management Service
NBE	National Banking Engine
BIM Report	Business Incident Management Report
SSC	Systems Support Centre
SSH	Secure Shell (which uses cryptography to authenticate to clients)
SAS	Secure Access Server

PAU	Privileged User Access
BRDB	Branch Records Database
PL	Postage Labels
SQL	Structured Query Language
ISMR	Information Security Management Reviews
EY	Ernst & Young LLP
SAP	Accounting package
BDB	Branch Database Server
BAU	Business As Usual
SUDO	Switch privileges inside user session
MSC	Managed Service Change
KMS	Key Management Server
CRC	Cyclic Redundancy Check
HIJ	Horizon Issues Judgement
ITSD	IT Service Desk
KBA	Knowledge Based Article
BSC	Branch Support Centre
NFSP	National Federation of Sub-Postmasters
BAL	Branch Access Layer
FAD Code	Numerical descriptor for Post Office branch
EOSL	End of Service Life

AWS	POL Cloud Environment
DXC	A company name for a Field Services Engineering Supplier Company