Thomas Penny

POH-3797D

From: Thomas Penny
Sent: 05 March 2008 10:31
To: Lowther Neneh; Dunks Andy
Cc: Sewell Peter (FEL01)
Subject: Updated Witness Statements
Attachments: Standard Fujitsu V7 .doc; Inactivity info V3.doc

Hi

I have updated the standard WS and left the attached copies in mark-up so you can see the changes. I have accepted the changes on the WS held on the PS directory.

Let me know if you have any queries.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel:
Mob: GRO
Fax:
E-Mail: GRO
Web: http://uk.fujitsu.com

Thomas Penny

From: Jenkins Gareth GI
Sent: 08 February 2008 10:18
To: Thomas Penny
Subject: RE: WS Updates
Attachments: 8208.Penny's Standard Fujitsu V5 .doc; 8208.Additional event log data .doc

Penny,

Sorry it has taken a while, but I've finally got round to looking at them. I've added comments to two of them (the other was fine).

I'm happy to come and talk it through with you when you're ready.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: GRO Internal: GRO
Mobile: Internal:
email: GRO
Web: http://uk.fujitsu.com

From: Thomas Penny
Sent: 24 January 2008 09:13
To: Jenkins Gareth GI
Subject: RE: WS Updates

Thanks, Gareth. They are attached.

Penny

From: Jenkins Gareth GI
Sent: 24 January 2008 08:49
To: Thomas Penny
Subject: RE: WS Updates

Penny,

You very kindly agreed to review my witness statements back in the summer of last year and

FUJ00122522

> I'd like to have them reviewed again, to make sure they are still correct. I know life is a bit fraught at the moment but do you think you would be able to help me again, say in the next few weeks?
>
> If you can help, I could either e-mail them to you or, better still, perhaps we could spend half an hour together.

Probably the simplest thing is if you email them to me and when I've had a chance to look through them we can get together.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: GRO Internal: GRO
Mobile: Internal:
email: GRO
Web: http://uk.fujitsu.com

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Statement of	Penelope Anne Thomas	
Age if under 18	Over 18	(If over 18 insert 'over 18')

This statement (consisting of 2 pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 29 day of June 2008

Deleted: 6

Signature

(Further to or I have been employed)

In January 2006 a change was made to the original extract query to include additional records from the raw audit data. In particular this refined query now includes details of Inactivity Logouts, Authority Logouts and Failed Logins. It should be noted that no changes were made to the original Audit data but just to the selection of records from the Audit for presentation to Post Office Limited in the ARQ Spreadsheet.

Each Horizon counter has two Inactivity timers set. The first one detects that nothing has happened at the counter for 15 minutes and if triggered, causes the password screen to be displayed. In order to use the terminal, the user must re-enter their password. This activity is not explicitly recorded in the raw data.

The second timer is triggered after 75 minutes of inactivity (ie one hour after the Password screen is displayed). In this case, the following happens:

If the user was in the middle of a customer session (ie 'stack' has transactions in it), then the customer session is settled to cash and a receipt printed. The transactions are recorded in the normal way. The User is then logged out and a special message is written to the messagestore indicating that this has happened. This is called an Inactivity Logout and is captured in the Event Log.

Deleted: now

another user.

If a ~~supervisor~~ (it needn't be a supervisor. Any user can go to a Locked terminal and enter thir own Username and password. If it is NOT the original user this will result in the original user being forced to logout and any incomplete session will be settled to cash - as happens after the 75 minute inactivity timeout) has closed down a counter this action is captured in the Event Log and is recorded under 'Log

Deleted: now

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

Out Authority' where the supervisor's user name will be displayed.

If a user, while entering their password to log in to the system types an error, the user is denied access and this is called a failed login. This event is now captured in the Event Log and is recorded under 'Security Event User' where the user name will be displayed.

The Event report is formatted with the following headings:

Groupid – Branch code
ID – relates to counter position
Date – Date of transaction
Time – Time of transaction
User – Person Logged on to System
SU – Stock Unit
EPOSSTransaction.T – Event Description
EPOSSTransaction.Ti – Event Result
Type – Inactivity Logout noted
LogoutAuthority – User who logged out the account
SecurityEvent.User – User who failed to log in

The CD Exhibit PT/XX was sent to the Post Office Investigation section by Special Delivery on 29 June 2006.

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it. I hold a responsible position in relation to the working of the computer.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced.

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

As part of my duties, I have access to these records.

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Statement of Penelope Anne Thomas

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the day of 2008

Deleted: 7

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd since 20 January 2004 as an Information Technology (IT) Security Analyst responsible for audit data extractions and IT Security. I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu Services to undertake extractions of audit archived data and to obtain information regarding system transactions recorded on the Horizon system.

Horizon's documented procedures stipulate how the Horizon System operates, and while I am not involved with any of the technical aspects of the Horizon System, these documented processes allow me to provide a general overview.

At each Post Office there are counter positions that have a computer terminal, a visual display unit and a keyboard and printer. This individual system records all transactions input by the counter clerk working at that counter position. Clerks log on to the system by using their own unique password. The transactions performed by each clerk, and the associated cash and stock level information, are recorded by the computer system in a stock unit. Once logged on, all transactions performed by the clerk must be recorded and entered on the computer and are accounted for within the user's allocated stock unit.

The Horizon system provides a number of daily and weekly records of all transactions input

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

into it. It enables Post Office users to obtain computer summaries for individual clients of Post Office Limited e.g. ~~National Savings Bank~~ (I think these reports have now been removed, but they certainly used to exist) ~~and~~ Alliance & Leicester. The Horizon system also enables the clerk to produce a periodic balance of cash and stock on hand combined with the other transactions performed in that accounting period, known as a trading period.

Where local reports are required these are accessed from a button on the desktop menu. The user is presented with a parameter driven menu, which enables the report to be customised to requirements. The report is then populated from transaction data that is held in the local database and is printed out on the printer. The system also allows for information to be transferred to the main accounting department at Chesterfield ~~in order for the office accounts to be balanced~~. Strictly the office accounts are balanced in the Office. What Chesterfield do is monitor wat is happening and look for unusual trends and amalgamate the accounts of the individual offices to provide the overall accounts for Post Office Ltd and reconcile this with Clients.

Deleted: n

Deleted: icon

to contribute to POL Central accounts.

The Post Office counter processing functions are provided through a series of counter applications: the Order Book Control Service (OBCS) that ascertained the validity of DWP order books before payment was made, this application ceased in June 2005; the Electronic Point of Sale Service (EPOSS) that enables Postmasters to conduct general retail trade at the counter and sell products on behalf of their clients; the Automated Payments Service (APS) which provides support for utility companies and others who provide incremental in-payment APS now also supports out payments mechanisms based on the use of cards and other tokens and the Logistics Feeder Service (LFS) which supports the management of cash and value stock movements to and from the outlet, principally to minimise cash held overnight in outlets. The counter desktop service and the office platform service on which it runs provides various common functions for transaction recording and settlement as well as user access control and session management.

ins out payments.

Information from counter transactions is written into a local database and then replicated

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

ADSL (- -

automatically to databases on all other counters within a Post Office outlet. The information is then forwarded over ISDN (Integrated System Digital Network) or other communication service Most branches now use ADSL or – ~~ISDN is very much a minority~~, to databases on a set of central Correspondence Servers at the Fujitsu Services data centres. This is undertaken by a messaging transport system within the Transaction Management Service (TMS). Various systems then transfer information to Central Servers that control the flow of information to various support services. Details of outlet transactions are normally sent at least daily via the system. Details are then forwarded daily via a file transfer service to the Post Office accounting department at Chesterfield and also, where appropriate, to other Post Office Clients.

An audit of all information handled by the TMS is taken daily by copying all new messages to archive media. This creates a record of all original outlet transaction details including its origin - outlet and counter, when it happened, who caused it to happen and the outcome. The TMS journal is maintained at each of the Fujitsu Services Data Centre sites and is created by securely replicating all transaction records that occurred in every Outlet. They therefore provide the ability to compare the audit track record of the same transaction recorded in two places to verify that systems were operating correctly. ~~All exceptions are investigated and reconciled.~~ Records of all transactions ~~are written to audit archive media~~. I'm not happy with this last sentence. It implies we compare the audit stream from Wigan and Bootle (which we don't!)

Formatted: Highlight

The system clock incorporated into the desktop application on the counter visual display units is configured to indicate local time. This has been the situation at (INSERT PO), Branch Code (INSERT) since (INSTALLATION DATE) when the Horizon system was introduced at that particular Post Office.

The Horizon system records time in GMT and takes no account of Civil Time Displacements, thus during British Summer Time (BST) (generally the last Sunday in March to the last Sunday in October), system record timings are shown in GMT – one hour earlier than local time (BST).

There was, however, one exception which related to the category of transactions 'Transfer In'

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

where events recorded in the Transaction Logs, were shown in local time. This meant that during the designated summer months 'Transfer In' log entries were recorded in BST instead of GMT and showed a one hour forward displacement in time from other transactions being recorded in the logs. This anomaly was corrected during the winter months prior to BST 2005 since when 'Transfer In' log entries have been recorded in GMT, consistent with all other transactions being recorded in the logs.

When information relating to individual transactions is requested, the data is extracted from the audit archive media via the Audit Workstations (AW's). Information is presented in exactly the same way as the data held in the archive although it can be filtered depending upon the type of information requested. The integrity of audit data is guaranteed at all times from its origination, storage and retrieval to subsequent despatch to the requester. Controls have been established that provide assurances to Post Office Internal Audit (POIA) that this integrity is maintained.

During audit data extractions the following controls apply :

1. Extractions can only be made through the AWs which exist at Fujitsu Services, Lovelace Lane, Bracknell, Berkshire and Fujitsu Services, Sackville House, Brooks Close, Lewes, East Sussex. These sites are both subject to rigorous physical security controls appropriate to each location. All AWs are located in a secure room subject to proximity pass access within a secured Fujitsu Services site.
2. Logical access to the AW and its functionality is managed in accordance with the Fujitsu Services, Post Office Account Security Policy and the principles of ISO 17799. This includes dedicated Logins, password control and the use of Microsoft Windows NT security features.
3. All extractions are logged on the AW and supported by documented Audit Record Queries (ARQ's), authorised by nominated persons within Post Office Ltd. This log can be scrutinised on the AW.
4. Extractions are only made by authorised individuals.
5. Upon receipt of an ARQ from Post Office Ltd they are interpreted by CS Security. The

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

details are checked and the printed request filed.

6. The required files are identified and marked using the dedicated audit tools.
7. Checksum seals are calculated for audit data files when they are written to audit archive media and re-calculated when the files are retrieved.
8. To assure the integrity of the audit data while on the audit archive media the checksum seal for the file is re-calculated by the Audit Track Sealer and compared to the original value calculated when the file was originally written to the audit archive media. The result is maintained in a Check Seal Table.
9. The specific ARQ details are used to obtain the specific data.
10. The files are copied to the AW where they are checked and converted into the file type required by Post Office Ltd.
11. The requested information is copied onto removal CD media, sealed to prevent modification and virus checked using the latest software. It is then despatched to the Post Office Ltd Casework Manager using Royal Mail Special Delivery. This ensures that a receipt is provided to Fujitsu Services confirming delivery. <u>Isn't there a CP to encrypt this data as well?</u>

ARQ(NUMBER) was received on (DATE) and asked for information in connection with the Post Office at (NAME), Branch code (NUMBER). I produce a copy of ARQ(NUMBER) as Exhibit (INITIAL/NUMBER). I undertook extractions of data held on the Horizon system in accordance with the requirements of ARQ(NUMBER) and followed the procedure outlined above. I produce the resultant CD as Exhibit (INITIAL/NUMBER). This CD, Exhibit (INITIAL/NUMBER), was sent to the Post Office Investigation section by Special Delivery on (DATE).

The report is formatted with the following headings:

ID – relates to counter position
User – Person Logged on to System
SU – Stock Unit
Date – Date of transaction
Time – Time of transaction

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

SessionId – A unique string relating to current customer session

TxnId – A unique string relating to current transaction

Mode – e.g. SC which translates to Serve Customer

ProductNo – Product Item Sold

Qty – Quantity of items sold

SaleValue – Value of items sold

Entry method - Method of data capture for Transactions (0 = barcode, 1 = manually keyed, 2 = magnetic card, 3 = smartcard, 4 = smart key)

State – ~~Method of manual keyed Entry Meth~~od. Not sure about this. However only relevant to OBCS which is pretty dead relates to OBCS.

IOP - Order Book Number OBCS only

Result – Order Book Transaction Result OBCS only

Foreign Indicator – Indicates whether OBCS payment was made at a local or foreign outlet (0- Local, 1- Foreign). The foreign indicator defaults to a '0' for all manually entered transactions. OBCS only. ~~Not sure the last sentence is correct~~

The Event report is formatted with the following headings:

Groupid – FAD code

ID – relates to counter position

Date – Date of transaction

Time – Time of transaction

User – Person Logged on to System

SU – Stock Unit

EPOSSTransaction.T – Event Description

EPOSSTransaction.Ti – Event Result

(FOR DATA PROVIDED WEF 24 JANUARY 2006 (from ARQ562/C506) INCLUDE THE FOLLOWING)

In January 2006 a change was made to the original extract query to include additional records from the raw audit data. In particular, this refined query now includes details of Inactivity Logouts, Authority Logouts and Failed Logins. It should be noted that no

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

changes were made to the original Audit data but just to the selection of records from the Audit for presentation to Post Office Limited in the ARQ Spreadsheet. ARQs LIST have this additional data.

Type – Inactivity Logout noted
Logout Authority - User who logged out the account
SecurityEvent.User – User who failed to log in

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have, or may reasonably be supposed to have, personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records.

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Statement of

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the day of 2006

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd since DATE as an Information Technology (IT) Security Analyst responsible for audit data extractions and IT Security. I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu Services to undertake extractions of audit archived data and to obtain information regarding system transactions recorded on the Horizon system.

Horizon's documented procedures stipulate how the Horizon System operates, and while I am not involved with any of the technical aspects of the Horizon System, these documented processes allow me to provide a general overview.

At each Post Office there are counter positions that have a computer terminal, a visual display unit and a keyboard and printer. This individual system records all transactions input by the counter clerk working at that counter position. Clerks log on to the system by using their own unique password. The transactions performed by each clerk, and the associated cash and stock level information, are recorded by the computer system in a stock unit. Once logged on, all transactions performed by the clerk must be recorded and entered on the computer and are accounted for within the user's allocated stock unit.

The Horizon system provides a number of daily and weekly records of all transactions input

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of

into it. It enables Post Office users to obtain computer summaries for individual clients of Post Office Limited e.g. National Savings Bank and Alliance & Leicester. The Horizon system also enables the clerk to produce a periodic balance of cash and stock on hand combined with the other transactions performed in that accounting period, known as a trading period.

Where local reports are required these are accessed from an icon on the desktop menu. The user is presented with a parameter driven menu, which enables the report to be customised to requirements. The report is then populated from transaction data that is held in the local database and is printed out on the printer. The system also allows for information to be transferred to the main accounting department at Chesterfield in order for the office accounts to be balanced.

The Post Office counter processing functions are provided through a series of counter applications: the Order Book Control Service (OBCS) that ascertained the validity of DWP order books before payment was made, this application ceased in June 2005; the Electronic Point of Sale Service (EPOSS) that enables Postmasters to conduct general retail trade at the counter and sell products on behalf of their clients; the Automated Payments Service (APS) which provides support for utility companies and others who provide incremental in-payment mechanisms based on the use of cards and other tokens and the Logistics Feeder Service (LFS) which supports the management of cash and value stock movements to and from the outlet, principally to minimise cash held overnight in outlets. The counter desktop service and the office platform service on which it runs provides various common functions for transaction recording and settlement as well as user access control and session management.

Information from counter transactions is written into a local database and then replicated automatically to databases on all other counters within a Post Office outlet. The information is then forwarded over ISDN (Integrated System Digital Network) or other communication service, to databases on a set of central Correspondence Servers at the Fujitsu Services data centres. This is undertaken by a messaging transport system within the Transaction Management Service (TMS). Various systems then transfer information to Central Servers that control the

Signature   Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of

flow of information to various support services. Details of outlet transactions are normally sent at least daily via the system. Details are then forwarded daily via a file transfer service to the Post Office accounting department at Chesterfield and also, where appropriate, to other Post Office Clients.

An audit of all information handled by the TMS is taken daily by copying all new messages to archive media. This creates a record of all original outlet transaction details including its origin - outlet and counter, when it happened, who caused it to happen and the outcome. The TMS journal is maintained at each of the Fujitsu Services Data Centre sites and is created by securely replicating all transaction records that occurred in every Outlet. They therefore provide the ability to compare the audit track record of the same transaction recorded in two places to verify that systems were operating correctly. All exceptions are investigated and reconciled. Records of all transactions are written to audit archive media.

The system clock incorporated into the desktop application on the counter visual display units is configured to indicate local time. This has been the situation at (INSERT PO), Branch Code (INSERT) since (INSTALLATION DATE) when the Horizon system was introduced at that particular Post Office.

The Horizon system records time in GMT and takes no account of Civil Time Displacements, thus during British Summer Time (BST) (generally the last Sunday in March to the last Sunday in October), system record timings are shown in GMT – one hour earlier than local time (BST).

There was, however, one exception which related to the category of transactions 'Transfer In' where events recorded in the Transaction Logs, were shown in local time. This meant that during the designated summer months 'Transfer In' log entries were recorded in BST instead of GMT and showed a one hour forward displacement in time from other transactions being recorded in the logs. This anomaly was corrected during the winter months prior to BST 2005 since when 'Transfer In' log entries have been recorded in GMT, consistent with all other transactions being recorded in the logs.

Signature | Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of

When information relating to individual transactions is requested, the data is extracted from the audit archive media via the Audit Workstations (AW's). Information is presented in exactly the same way as the data held in the archive although it can be filtered depending upon the type of information requested. The integrity of audit data is guaranteed at all times from its origination, storage and retrieval to subsequent despatch to the requester. Controls have been established that provide assurances to Post Office Internal Audit (POIA) that this integrity is maintained.

During audit data extractions the following controls apply :

1. Extractions can only be made through the AWs which exist at Fujitsu Services, Lovelace Lane, Bracknell, Berkshire and Fujitsu Services, Sackville House, Brooks Close, Lewes, East Sussex. These sites are both subject to rigorous physical security controls appropriate to each location. All AWs are located in a secure room subject to proximity pass access within a secured Fujitsu Services site.
2. Logical access to the AW and its functionality is managed in accordance with the Fujitsu Services, Post Office Account Security Policy and the principles of ISO 17799. This includes dedicated Logins, password control and the use of Microsoft Windows NT security features.
3. All extractions are logged on the AW and supported by documented Audit Record Queries (ARQ's), authorised by nominated persons within Post Office Ltd. This log can be scrutinised on the AW.
4. Extractions are only made by authorised individuals.
5. Upon receipt of an ARQ from Post Office Ltd they are interpreted by CS Security. The details are checked and the printed request filed.
6. The required files are identified and marked using the dedicated audit tools.
7. Checksum seals are calculated for audit data files when they are written to audit archive media and re-calculated when the files are retrieved.
8. To assure the integrity of the audit data while on the audit archive media the checksum seal for the file is re-calculated by the Audit Track Sealer and compared to the original

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of

value calculated when the file was originally written to the audit archive media. The result is maintained in a Check Seal Table.

9. The specific ARQ details are used to obtain the specific data.
10. The files are copied to the AW where they are checked and converted into the file type required by Post Office Ltd.
11. The requested information is copied onto removal CD media, sealed to prevent modification and virus checked using the latest software. It is then despatched to the Post Office Ltd Casework Manager using Royal Mail Special Delivery. This ensures that a receipt is provided to Fujitsu Services confirming delivery.

ARQ(NUMBER) was received on (DATE) and asked for information in connection with the Post Office at (NAME), Branch code (NUMBER). I produce a copy of ARQ(NUMBER) as Exhibit (INITIAL/NUMBER). I undertook extractions of data held on the Horizon system in accordance with the requirements of ARQ(NUMBER) and followed the procedure outlined above. I produce the resultant CD as Exhibit (INITIAL/NUMBER). This CD, Exhibit (INITIAL/NUMBER), was sent to the Post Office Investigation section by Special Delivery on (DATE).

The report is formatted with the following headings:

ID – relates to counter position
User – Person Logged on to System
SU – Stock Unit
Date – Date of transaction
Time – Time of transaction
SessionId – A unique string relating to current customer session
TxnId – A unique string relating to current transaction
Mode – e.g. SC which translates to Serve Customer
ProductNo – Product Item Sold
Qty – Quantity of items sold
SaleValue – Value of items sold
Entry method - Method of data capture for Transactions (0 = barcode, 1 = manually

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of

keyed, 2 = magnetic card, 3 = smartcard, 4 = smart key)

State – Method of manual keyed Entry Method.

IOP - Order Book Number

Result – Order Book Transaction Result

Foreign Indicator – Indicates whether OBCS payment was made at a local or foreign outlet (0- Local, 1- Foreign). The foreign indicator defaults to a '0' for all manually entered transactions.

The Event report is formatted with the following headings:

Groupid – FAD code

ID – relates to counter position

Date – Date of transaction

Time – Time of transaction

User – Person Logged on to System

SU – Stock Unit

EPOSSTransaction.T – Event Description

EPOSSTransaction.Ti – Event Result

(FOR MULTIPLE DATA PROVIDED BOTH BEFORE AND AFTER 24 JANUARY 2006 (FROM ARQ562/0506) INCLUDE THE FOLLOWING PARAGRAPH. FOR DATA PROVIDED WEF 24 JANUARY 2006 AND FROM ARQ562/0506 DELETE THIS PARA BUT INCLUDE THE ADDITIONAL HEADINGS BELOW)

In January 2006 a change was made to the original extract query to include additional records from the raw audit data. In particular, this refined query now includes details of Inactivity Logouts, Authority Logouts and Failed Logins. It should be noted that no changes were made to the original Audit data but just to the selection of records from the Audit for presentation to Post Office Limited in the ARQ Spreadsheet. ARQs LIST have this additional data.

Type – Inactivity Logout noted

Logout Authority – User who logged out the account

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of

SecurityEvent.User – User who failed to log in

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have, or may reasonably be supposed to have, personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records.

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Statement of	Penelope Anne Thomas	
Age if under 18	Over 18	(If over 18 insert 'over 18')

This statement (consisting of pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the day of 2007

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd since 20 January 2004 as an Information Technology (IT) Security Analyst responsible for audit data extractions and IT Security. I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu Services to undertake extractions of audit archived data and to obtain information regarding system transactions recorded on the Horizon system.

Horizon's documented procedures stipulate how the Horizon System operates, and while I am not involved with any of the technical aspects of the Horizon System, these documented processes allow me to provide a general overview.

At each Post Office there are counter positions that have a computer terminal, a visual display unit and a keyboard and printer. This individual system records all transactions input by the counter clerk working at that counter position. Clerks log on to the system by using their own unique password. The transactions performed by each clerk, and the associated cash and stock level information, are recorded by the computer system in a stock unit. Once logged on, all transactions performed by the clerk must be recorded and entered on the computer and are accounted for within the user's allocated stock unit.

The Horizon system provides a number of daily and weekly records of all transactions input

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

into it. It enables Post Office users to obtain computer summaries for individual clients of Post Office Limited e.g. National Savings Bank and Alliance & Leicester. The Horizon system also enables the clerk to produce a periodic balance of cash and stock on hand combined with the other transactions performed in that accounting period, known as a trading period.

Where local reports are required these are accessed from an icon on the desktop menu. The user is presented with a parameter driven menu, which enables the report to be customised to requirements. The report is then populated from transaction data that is held in the local database and is printed out on the printer. The system also allows for information to be transferred to the main accounting department at Chesterfield in order for the office accounts to be balanced.

The Post Office counter processing functions are provided through a series of counter applications: the Order Book Control Service (OBCS) that ascertained the validity of DWP order books before payment was made, this application ceased in June 2005; the Electronic Point of Sale Service (EPOSS) that enables Postmasters to conduct general retail trade at the counter and sell products on behalf of their clients; the Automated Payments Service (APS) which provides support for utility companies and others who provide incremental in-payment mechanisms based on the use of cards and other tokens and the Logistics Feeder Service (LFS) which supports the management of cash and value stock movements to and from the outlet, principally to minimise cash held overnight in outlets. The counter desktop service and the office platform service on which it runs provides various common functions for transaction recording and settlement as well as user access control and session management.

Information from counter transactions is written into a local database and then replicated automatically to databases on all other counters within a Post Office outlet. The information is then forwarded over ISDN (Integrated System Digital Network) or other communication service, to databases on a set of central Correspondence Servers at the Fujitsu Services data centres. This is undertaken by a messaging transport system within the Transaction Management Service (TMS). Various systems then transfer information to Central Servers that control the

Signature | Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

flow of information to various support services. Details of outlet transactions are normally sent at least daily via the system. Details are then forwarded daily via a file transfer service to the Post Office accounting department at Chesterfield and also, where appropriate, to other Post Office Clients.

An audit of all information handled by the TMS is taken daily by copying all new messages to archive media. This creates a record of all original outlet transaction details including its origin - outlet and counter, when it happened, who caused it to happen and the outcome. The TMS journal is maintained at each of the Fujitsu Services Data Centre sites and is created by securely replicating all transaction records that occurred in every Outlet. They therefore provide the ability to compare the audit track record of the same transaction recorded in two places to verify that systems were operating correctly. All exceptions are investigated and reconciled. Records of all transactions are written to audit archive media.

The system clock incorporated into the desktop application on the counter visual display units is configured to indicate local time. This has been the situation at (INSERT PO), Branch Code (INSERT) since (INSTALLATION DATE) when the Horizon system was introduced at that particular Post Office.

The Horizon system records time in GMT and takes no account of Civil Time Displacements, thus during British Summer Time (BST) (generally the last Sunday in March to the last Sunday in October), system record timings are shown in GMT – one hour earlier than local time (BST).

There was, however, one exception which related to the category of transactions 'Transfer In' where events recorded in the Transaction Logs, were shown in local time. This meant that during the designated summer months 'Transfer In' log entries were recorded in BST instead of GMT and showed a one hour forward displacement in time from other transactions being recorded in the logs. This anomaly was corrected during the winter months prior to BST 2005 since when 'Transfer In' log entries have been recorded in GMT, consistent with all other transactions being recorded in the logs.

Signature Signature witnessed by

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

When information relating to individual transactions is requested, the data is extracted from the audit archive media via the Audit Workstations (AW's). Information is presented in exactly the same way as the data held in the archive although it can be filtered depending upon the type of information requested. The integrity of audit data is guaranteed at all times from its origination, storage and retrieval to subsequent despatch to the requester. Controls have been established that provide assurances to Post Office Internal Audit (POIA) that this integrity is maintained.

During audit data extractions the following controls apply :

1. Extractions can only be made through the AWs which exist at Fujitsu Services, Lovelace Lane, Bracknell, Berkshire and Fujitsu Services, Sackville House, Brooks Close, Lewes, East Sussex. These sites are both subject to rigorous physical security controls appropriate to each location. All AWs are located in a secure room subject to proximity pass access within a secured Fujitsu Services site.
2. Logical access to the AW and its functionality is managed in accordance with the Fujitsu Services, Post Office Account Security Policy and the principles of ISO 17799. This includes dedicated Logins, password control and the use of Microsoft Windows NT security features.
3. All extractions are logged on the AW and supported by documented Audit Record Queries (ARQ's), authorised by nominated persons within Post Office Ltd. This log can be scrutinised on the AW.
4. Extractions are only made by authorised individuals.
5. Upon receipt of an ARQ from Post Office Ltd they are interpreted by CS Security. The details are checked and the printed request filed.
6. The required files are identified and marked using the dedicated audit tools.
7. Checksum seals are calculated for audit data files when they are written to audit archive media and re-calculated when the files are retrieved.
8. To assure the integrity of the audit data while on the audit archive media the checksum seal for the file is re-calculated by the Audit Track Sealer and compared to the original

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

value calculated when the file was originally written to the audit archive media. The result is maintained in a Check Seal Table.

9. The specific ARQ details are used to obtain the specific data.
10. The files are copied to the AW where they are checked and converted into the file type required by Post Office Ltd.
11. The requested information is copied onto removal CD media, sealed to prevent modification and virus checked using the latest software. It is then despatched to the Post Office Ltd Casework Manager using Royal Mail Special Delivery. This ensures that a receipt is provided to Fujitsu Services confirming delivery.

ARQ(NUMBER) was received on (DATE) and asked for information in connection with the Post Office at (NAME), Branch code (NUMBER). I produce a copy of ARQ(NUMBER) as Exhibit (INITIAL/NUMBER). I undertook extractions of data held on the Horizon system in accordance with the requirements of ARQ(NUMBER) and followed the procedure outlined above. I produce the resultant CD as Exhibit (INITIAL/NUMBER). This CD, Exhibit (INITIAL/NUMBER), was sent to the Post Office Investigation section by Special Delivery on (DATE).

The report is formatted with the following headings:

ID – relates to counter position
User – Person Logged on to System
SU – Stock Unit
Date – Date of transaction
Time – Time of transaction
SessionId – A unique string relating to current customer session
TxnId – A unique string relating to current transaction
Mode – e.g. SC which translates to Serve Customer
ProductNo – Product Item Sold
Qty – Quantity of items sold
SaleValue – Value of items sold
Entry method - Method of data capture for Transactions (0 = barcode, 1 = manually

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

keyed, 2 = magnetic card, 3 = smartcard, 4 = smart key)

State – Method of manual keyed Entry Method.

IOP - Order Book Number

Result – Order Book Transaction Result

Foreign Indicator – Indicates whether OBCS payment was made at a local or foreign outlet (0- Local, 1- Foreign). The foreign indicator defaults to a '0' for all manually entered transactions.

The Event report is formatted with the following headings:

Groupid – FAD code

ID – relates to counter position

Date – Date of transaction

Time – Time of transaction

User – Person Logged on to System

SU – Stock Unit

EPOSSTransaction.T – Event Description

EPOSSTransaction.Ti – Event Result

(FOR DATA PROVIDED WEF 24 JANUARY 2006 (from ARQ562/0506) INCLUDE THE FOLLOWING)

In January 2006 a change was made to the original extract query to include additional records from the raw audit data. In particular, this refined query now includes details of Inactivity Logouts, Authority Logouts and Failed Logins. It should be noted that no changes were made to the original Audit data but just to the selection of records from the Audit for presentation to Post Office Limited in the ARQ Spreadsheet. ARQs LIST have this additional data.

Type - Inactivity Logout noted

Logout Authority – User who logged out the account

SecurityEvent.User – User who failed to log in

Signature Signature witnessed by

FUJ00122522

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Continuation of statement of Penelope Anne Thomas

There is no reason to believe that the information in this statement is inaccurate because of the improper use of the computer. To the best of my knowledge and belief at all material times the computer was operating properly, or if not, any respect in which it was not operating properly, or was out of operation was not such as to effect the information held on it.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have, or may reasonably be supposed to have, personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my duties, I have access to these records.

Signature Signature witnessed by