

PinICL Expor PC0066318

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0066318	PM - Incomplete TMS Audit Trail	24/05/2001 13:21:21	06/11/2002 11:02:33		General/Other/Misc
Hooper			Open		

References

Name	Value
Customer reference	P10000520
Other	JHAudit

Products

Product Group	Product Name	Product Version
General/Other/Misc		

Activities

Date	User	Comment
24/05/2001 13:21:21	Janet Reynolds	CALL PC0066318 opened
24/05/2001 13:21:21	Janet Reynolds	References entered are:-
24/05/2001 13:21:21	Janet Reynolds	T Customer reference : P10000520
24/05/2001 13:21:21	Janet Reynolds	Product General/Other/Misc added
24/05/2001 13:21:21	Janet Reynolds	Target Release entered: Unknown
24/05/2001 13:21:21	Janet Reynolds	PM - Incomplete TMS Audit Trail
24/05/2001 13:21:21	Janet Reynolds	Problem origination - CS Security in undertaking audit file data extractions.
24/05/2001 13:21:21	Janet Reynolds	Notification to PON Internal Crime Manager (Charles Leighton) on 9.5.01
24/05/2001 13:21:21	Janet Reynolds	advising that we are unable to source evidential data.
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	Details of problem - An incomplete TMS audit trail for the period 8th to 14th
24/05/2001 13:21:21	Janet Reynolds	August 2000 caused by coincidental DLT failure at both datacentres. This was
24/05/2001 13:21:21	Janet Reynolds	compounded by a loss by TNT Couriers of one tape in transit to FEL01 for
24/05/2001 13:21:21	Janet Reynolds	analysis. All other elements of the audit trail are complete. Pathway is in
24/05/2001 13:21:21	Janet Reynolds	contractual non-compliance until 15.02.02 (there is a requirement to retain
24/05/2001 13:21:21	Janet Reynolds	audit data for 18 months). Pathway cannot meet Requirement 699 and 829 in
24/05/2001 13:21:21	Janet Reynolds	respect of these dates.
24/05/2001 13:21:21	Janet Reynolds	

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24/05/2001 13:21:21	Janet Reynolds	Temporary procedures - none
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	Current action - ICL Pathway have attempted to recover data from the Bootle tape both internally and external via data recovery experts. The latter has concluded that there is a flaw in the DLT media and recovery would only be 85% successful. This is no more than we could do ourselves. A similar scenario would have been expected from the lost Wigan tape. A letter was sent from Jan Homes (Pathway Audit Manager) on 23.5.01 to Sue Kinghorn (Consignia Internal Audit) to advise of the problem
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	Next steps - Notifying the PON Problem Manager (Richard Benton) GRO
24/05/2001 13:21:21	Janet Reynolds	and advise. We are writing to TNT Couriers to request an ongoing search for the mislaid package although in the event of locating the missing package our chances of restoration of all data is highly unlikely. Update problem database.
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	Next update - following discussion with Richard Benton on 23 May, 2001.
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	Closure Criteria - tba
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	POCL Reference -P1000520
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:21	Janet Reynolds	The Problem Manager Assigned for ICL Pathway is Graham Hooper/Jan Holmes.
24/05/2001 13:21:21	Janet Reynolds	
24/05/2001 13:21:22	Janet Reynolds	CALL PC0066318:Priority B:CallType Z - Target 29/06/01 20:00:00
29/05/2001 16:28:38	Janet Reynolds	Update received from Graham Hooper:

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29/05/2001 16:28:38	Janet Reynolds	23/05/01 19:17:20 - by Graham Hooper
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Advised by Colin Lenton-Smith that at the CAB today Keith Baines raised the
29/05/2001 16:28:38	Janet Reynolds	issue over the 6 days data loss. He said he would discuss the significance of
29/05/2001 16:28:38	Janet Reynolds	this with Charles [Leighton]. He raised two additional questions:
29/05/2001 16:28:38	Janet Reynolds	1. What is the security impact of the lost tape - could a third party
29/05/2001 16:28:38	Janet Reynolds	identify what the data is?
29/05/2001 16:28:38	Janet Reynolds	2. What are our processes for validating data held?
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	A response will be provided by cop 24/05/01.
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	24/05/01 10:15:57 - by Graham Hooper
29/05/2001 16:28:38	Janet Reynolds	I spoke with Richard Benton and outlined the issue. I stressed that back-ups
29/05/2001 16:28:38	Janet Reynolds	were taken and the problem resulted from a corruption of both tapes relevant
29/05/2001 16:28:38	Janet Reynolds	to the period in question - a situation that could not reasonably have been
29/05/2001 16:28:38	Janet Reynolds	foreseen. It is clear that Consignia's prime issue is in attempting to
29/05/2001 16:28:38	Janet Reynolds	recover the lost data - primarily in respect of evidence to support potential
29/05/2001 16:28:38	Janet Reynolds	prosecutions. I advised that both Pathway and Vagon Data Recovery had
29/05/2001 16:28:38	Janet Reynolds	undertaken an analysis of the Bootle tape and concluded that not all the data
29/05/2001 16:28:38	Janet Reynolds	could be recovered. The cause of the read error on the Wigan tape is unknown
29/05/2001 16:28:38	Janet Reynolds	and resulted in the decision to forward this to FEL01 for analysis (during
29/05/2001 16:28:38	Janet Reynolds	which it was lost by TNT). Richard asked why the Wigan tape was not copied
29/05/2001 16:28:38	Janet Reynolds	prior to dispatch to provide a backup. I advised that this was not possible
29/05/2001 16:28:38	Janet Reynolds	as the tape would not read and therefore could not be copied. This was
29/05/2001 16:28:38	Janet Reynolds	accepted. It was agreed that the only reasonable progression was to try and

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29/05/2001 16:28:38	Janet Reynolds	locate the lost Wigan tape so that an analysis and data recovery attempt
29/05/2001 16:28:38	Janet Reynolds	could be performed. To this end I advised that I had been trying to get TNT
29/05/2001 16:28:38	Janet Reynolds	to undertake a search but was not content that TNT were doing all they could
29/05/2001 16:28:38	Janet Reynolds	to find the tape. I was today writing a letter to the TNT Customer Accounts
29/05/2001 16:28:38	Janet Reynolds	Manager to escalate the issue.
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	I also advised that Jan Holmes (Pathway Audit Manager) had written to his
29/05/2001 16:28:38	Janet Reynolds	opposite number in Consignia (Alison Kinghorn) to advise of the issue.
29/05/2001 16:28:38	Janet Reynolds	Richard asked for a copy of that letter which I will forward.
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	24/05/01 2:39:16 - by Graham Hooper
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Response for Colin Lenton-Smith provided in conjunction with Jan Holmes:
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	1. What is the security impact of the lost tape - could a third party
29/05/2001 16:28:38	Janet Reynolds	identify what the data is?
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Answer:
29/05/2001 16:28:38	Janet Reynolds	The information written to Legato tapes can only be read by dedicated Legato
29/05/2001 16:28:38	Janet Reynolds	scanning software and hardware or by specialist data recovery equipment.
29/05/2001 16:28:38	Janet Reynolds	In the event that a third party obtained the necessary Legato equipment and
29/05/2001 16:28:38	Janet Reynolds	software, it is evident from the fact that the tape could not be read on the
29/05/2001 16:28:38	Janet Reynolds	dedicated equipment at the datacentres that any attempt by a third party to
29/05/2001 16:28:38	Janet Reynolds	do the same would not prove fruitful.
29/05/2001 16:28:38	Janet Reynolds	Specialist data recovery equipment is available primarily to forensic
29/05/2001 16:28:38	Janet Reynolds	recovery experts such as Vogon International, to whom Pathway referred the

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29/05/2001 16:28:38	Janet Reynolds	corrupted Bootle tape for analysis. These companies operate strict controls
29/05/2001 16:28:38	Janet Reynolds	to ensure that data recovery is attempted only for legitimate reasons.
29/05/2001 16:28:38	Janet Reynolds	Assuming a third party succeeded where ICL Pathway failed or managed to
29/05/2001 16:28:38	Janet Reynolds	utilise other specialist recovery services, the information on the tape is
29/05/2001 16:28:38	Janet Reynolds	not in a readily interpretable format and it is not possible to infer to what
29/05/2001 16:28:38	Janet Reynolds	it relates. NINOs, DSS Order Book numbers, dates, amounts and Outlet codes
29/05/2001 16:28:38	Janet Reynolds	would be evident but a third party could not determine solely from this
29/05/2001 16:28:38	Janet Reynolds	either from where the information originated or to whom it related.
29/05/2001 16:28:38	Janet Reynolds	In addition, the tape in question does not contain any label or other
29/05/2001 16:28:38	Janet Reynolds	identifying marks that would indicate its contents or source.
29/05/2001 16:28:38	Janet Reynolds	2. What are our processes for validating data held?
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Answer:
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	The validity of the data held, and subsequently retrieved, is proven through
29/05/2001 16:28:38	Janet Reynolds	the generation of a ChecksumSeal at the time that the data is written to the
29/05/2001 16:28:38	Janet Reynolds	DLT. This value is stored on a database, separate from the audit data, and
29/05/2001 16:28:38	Janet Reynolds	subject to an entirely independent backup process. When data is retrieved
29/05/2001 16:28:38	Janet Reynolds	from the DLT the Checksum Value is re-calculated and the result compared with
29/05/2001 16:28:38	Janet Reynolds	the original value maintained in the database. The results are recorded in
29/05/2001 16:28:38	Janet Reynolds	the database and these are checked as part of the Extraction process prior to
29/05/2001 16:28:38	Janet Reynolds	despatch of data to PON.
29/05/2001 16:28:38	Janet Reynolds	It is possible to conduct a read-after-write activity on the DLT after each
29/05/2001 16:28:38	Janet Reynolds	session. This has been considered in the past and is the subject of ongoing
29/05/2001 16:28:38	Janet Reynolds	debate. We have taken the view that this would not be necessary for the
29/05/2001 16:28:38	Janet Reynolds	following reasons :

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29/05/2001 16:28:38	Janet Reynolds	a. Audit data is written to two separate DLTs, one at each Data Centre, thus
29/05/2001 16:28:38	Janet Reynolds	providing a second copy for backup and resilience.
29/05/2001 16:28:38	Janet Reynolds	b. The data is appended to DLTs over a period of weeks thus the tape is
29/05/2001 16:28:38	Janet Reynolds	subject to repeated read/write activity during the normal operation.
29/05/2001 16:28:38	Janet Reynolds	c. There is a time penalty in conducting read-after-write which would have an
29/05/2001 16:28:38	Janet Reynolds	impact on already tight schedules for the Legato drives.
29/05/2001 16:28:38	Janet Reynolds	There are a number of specifics which should also be taken into account :
29/05/2001 16:28:38	Janet Reynolds	· The two DLTs originated from two different batches.
29/05/2001 16:28:38	Janet Reynolds	· We did not experience a write failure during the creation of this DLT over
29/05/2001 16:28:38	Janet Reynolds	the period in question. This is evidenced by Save Set status available from
29/05/2001 16:28:38	Janet Reynolds	the Legato system
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	24/05/01 3:40:12 - by Graham Hooper
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Richard Benton advised of Pathway call reference.
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	29/05/01 11:02:27 - by Graham Hooper
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Letter drafted by GH and sent to TNT Couriers by Jane Hassard on 25/05/01
29/05/2001 16:28:38	Janet Reynolds	requesting assistance with chasing the location of the missing package.
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	Paul Westfield queried status of problem. Advised that Database entry has
29/05/2001 16:28:38	Janet Reynolds	been made, PON Problem Manager has been engaged and d/b updates being
29/05/2001 16:28:38	Janet Reynolds	provided.

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29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	
29/05/2001 16:28:38	Janet Reynolds	
12/06/2001 10:02:29	Janet Reynolds	03/06/01 10:30:00 - by Graham Hooper
12/06/2001 10:02:29	Janet Reynolds	Response received from TNT Couriers apologising for the loss and stating that
12/06/2001 10:02:29	Janet Reynolds	there had been a discrepancy in the tracking system, which could have
12/06/2001 10:02:29	Janet Reynolds	contributed to the problem. They fear that the original addressing may now be
12/06/2001 10:02:29	Janet Reynolds	incorrect.
12/06/2001 10:02:29	Janet Reynolds	I am convinced that they are not trying hard enough to locate this package
12/06/2001 10:02:29	Janet Reynolds	which must be somewhere in their system. I propose to respond and to ask that
12/06/2001 10:02:29	Janet Reynolds	a search of all unaccounted-for items be made.
12/06/2001 10:02:29	Janet Reynolds	
12/06/2001 10:02:29	Janet Reynolds	12/06/01 10:55:37 - by Graham Hooper
12/06/2001 10:02:29	Janet Reynolds	
12/06/2001 10:02:29	Janet Reynolds	In order to provide some assurances that other Legato tapes are not
12/06/2001 10:02:29	Janet Reynolds	corrupted, Pathway/ISD propose to introduce write failure checking on archive
12/06/2001 10:02:29	Janet Reynolds	tapes. Dates for introduction are being clarified.
26/06/2001 07:55:59	Jean Woolley	19/06/01 11.05.28 - by Graham Hooper
26/06/2001 07:55:59	Jean Woolley	
26/06/2001 07:55:59	Jean Woolley	Joint Security Audit meeting held attended by Jan Holmes (ICLP Audit
26/06/2001 07:55:59	Jean Woolley	Manager), Gary Potts (PON Audit), Charles Leighton (PON Internal Crime
26/06/2001 07:55:59	Jean Woolley	Manager) and Graham Hooper. The issue of the missing audit data was an Agenda
26/06/2001 07:55:59	Jean Woolley	item. Both Jan Holmes and I explained the issue and answered questions about
26/06/2001 07:55:59	Jean Woolley	the circumstances leading to the problem, which were difficult to anticipate.
26/06/2001 07:55:59	Jean Woolley	Sourcing the missing data from elsewhere is unlikely although ICL Pathway
26/06/2001 07:55:59	Jean Woolley	will do what it can. The important thing was to ensure that we take action as

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26/06/2001 07:55:59	Jean Woolley	far as possible, to obviate a re-occurrence. We advised that ICL Pathway would be introducing a "read after write" procedure that will provide assurance that data is not corrupt when written to tape. PON requested that the next joint Audit of the datacentres include tape-handling procedures. ICL Pathway is content with this and will undertake with PON in September. TNT is no longer being used for the transport of media or other sensitive audit/security information.			
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley	20/06/01 15:21:10 - by Graham Hooper			
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley	Second letter sent to TNT from Graham Hooper stressing the importance of finding the missing item and offering assistance in attending TNT sites to identify the package. Awaiting response.			
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley	25/06/01 15:43:01 - by Graham Hooper			
26/06/2001 07:55:59	Jean Woolley				
26/06/2001 07:55:59	Jean Woolley	The introduction of the "read after write" procedure has been approved for S06 release and is currently being tested.			
26/06/2001 07:55:59	Jean Woolley				
26/07/2001 10:27:30	Jean Woolley	11/07/01 17:37:12 - by Graham Hooper			
26/07/2001 10:27:30	Jean Woolley				
26/07/2001 10:27:30	Jean Woolley	No response received from TNT in respect of letter sent on 20/06/01. Chase up letter issued.			
26/07/2001 10:27:30	Jean Woolley				
01/08/2001 13:20:43	Jean Woolley	F} Response :			
01/08/2001 13:20:44	Jean Woolley				
01/08/2001 13:20:44	Jean Woolley	30/07/01 08:18:09 - by Graham Hooper			

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01/08/2001 13:20:44	Jean Woolley	
01/08/2001 13:20:44	Jean Woolley	Confirmation from Pathway Development that SO6 testing on read after write
01/08/2001 13:20:44	Jean Woolley	has been completed. Automated Media Management (to automate tape labelling)
01/08/2001 13:20:44	Jean Woolley	will be introduced on 20/8/2001. Cloning for read after write will be
01/08/2001 13:20:44	Jean Woolley	switched on 3/9/2001. Awaiting response from TNT to second letter.
01/08/2001 13:20:44	Jean Woolley	
01/08/2001 13:20:44	Jean Woolley	
01/08/2001 13:20:44	Jean Woolley	[END OF REFERENCE 27169684]
01/08/2001 13:20:44	Jean Woolley	Responded to call type Z as Category 2 -Progress update
01/08/2001 13:20:44	Jean Woolley	The response was delivered on the system
14/08/2001 09:01:29	Jean Woolley	13/08/01 08:04:39 - by Graham Hooper
14/08/2001 09:01:29	Jean Woolley	
14/08/2001 09:01:29	Jean Woolley	Routine housekeeping at the Datacentres has established the existence of a
14/08/2001 09:01:29	Jean Woolley	number of backup tapes, which may span the lost data period. An internal
14/08/2001 09:01:29	Jean Woolley	change request has been raised to establish the periodicity of the tapes and
14/08/2001 09:01:29	Jean Woolley	whether they can be used to reconstruct the missing audit trail.
14/08/2001 09:01:29	Jean Woolley	
14/08/2001 09:01:29	Jean Woolley	Response received from TNT stating that they have recently introduced a
14/08/2001 09:01:29	Jean Woolley	database of missing items, which can be searched against details of package
14/08/2001 09:01:29	Jean Woolley	contents. Details of the lost tape confirmed. They will attempt to establish
14/08/2001 09:01:29	Jean Woolley	whether the tape and/or package is recorded on the system.
14/08/2001 09:01:29	Jean Woolley	
14/08/2001 09:01:29	Jean Woolley	
14/08/2001 15:25:44	Richard Laking	The call references have been updated. They are now:-
14/08/2001 15:25:44	Richard Laking	T Customer reference : P10000520
14/08/2001 15:25:44	Richard Laking	Other : JHAudit

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24/08/2001 11:55:32	Jean Woolley	
24/08/2001 11:55:32	Jean Woolley	Formal response received from TNT. They have carried out an extensive check
24/08/2001 11:55:32	Jean Woolley	of their TNT I.D Stores database against the description parameters supplied
24/08/2001 11:55:32	Jean Woolley	for the lost tape. None of the items listed as possible candidates provides a
24/08/2001 11:55:32	Jean Woolley	match for the DLT. TNT conclude that they have undertaken everything possible
24/08/2001 11:55:32	Jean Woolley	to locate the lost tape and apologise for the difficulties this has caused
24/08/2001 11:55:32	Jean Woolley	ICL Pathway and any other third party. I am now satisfied that there is no
24/08/2001 11:55:32	Jean Woolley	possibility of finding this tape. In any event it needs to be borne in mind
24/08/2001 11:55:32	Jean Woolley	that the tape in question was corrupt before despatch so the likelihood of
24/08/2001 11:55:32	Jean Woolley	data recovery from it was negligible.
24/08/2001 11:55:32	Jean Woolley	
24/08/2001 11:55:32	Jean Woolley	The CP raised to explore the possibility of recovering missing data was
24/08/2001 11:55:32	Jean Woolley	approved by CCB. Work will now begin on building the appropriate platforms as
24/08/2001 11:55:32	Jean Woolley	a precursor to undertaking recovery.
04/10/2001 13:52:08	Jean Woolley	F} Response :
04/10/2001 13:52:10	Jean Woolley	Update by Graham Hooper
04/10/2001 13:52:10	Jean Woolley	01/10/01 15:40:31 - By Graham Hooper
04/10/2001 13:52:10	Jean Woolley	
04/10/2001 13:52:10	Jean Woolley	Backup tapes recovered from datacentre and held in secure fire-safe storage
04/10/2001 13:52:10	Jean Woolley	pending attempted recovery. Recovery plan being finalised by Audit
04/10/2001 13:52:10	Jean Woolley	Development. PTI awaiting purchase and delivery of disks to build pseudo
04/10/2001 13:52:10	Jean Woolley	Audit Server.
04/10/2001 13:52:10	Jean Woolley	[END OF REFERENCE 27775767]
04/10/2001 13:52:16	Jean Woolley	Responded to call type Z as Category 2 -Progress update
04/10/2001 13:52:22	Jean Woolley	The response was delivered on the system

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12/10/2001 14:47:59	Linda Gaskin	12/10/01 15:01:19 - By Graham Hooper
12/10/2001 14:47:59	Linda Gaskin	
12/10/2001 14:47:59	Linda Gaskin	Required disks delivered and recovery plan has been finalised. Pseudo Audit
12/10/2001 14:47:59	Linda Gaskin	server will be built during w/c 15/10/01 with a view to beginning recovery
12/10/2001 14:47:59	Linda Gaskin	activities on 22/10/01.
22/10/2001 09:13:56	Jean Woolley	F} Response :
22/10/2001 09:13:57	Jean Woolley	Update by Graham Hooper - 18/10/01
22/10/2001 09:13:57	Jean Woolley	18/10/01 06:45:38 - By Graham Hooper
22/10/2001 09:13:57	Jean Woolley	
22/10/2001 09:13:57	Jean Woolley	Build of Audit Server underway. CP re-impacted and re-targeted as additional
22/10/2001 09:13:57	Jean Woolley	configuration delivery identified for live.
22/10/2001 09:13:57	Jean Woolley	[END OF REFERENCE 27934318]
22/10/2001 09:13:57	Jean Woolley	Responded to call type Z as Category 2 -Progress update
22/10/2001 09:13:57	Jean Woolley	The response was delivered on the system
13/11/2001 13:25:28	Jean Woolley	F} Response :
13/11/2001 13:25:28	Jean Woolley	Update by Graham Hooper
13/11/2001 13:25:28	Jean Woolley	The build of pseudo Audit Server and peripherals has been completed. Work has
13/11/2001 13:25:28	Jean Woolley	begun on loading backup tapes but problems have been encountered with the PIT
13/11/2001 13:25:28	Jean Woolley	rig Autochanger, which is reporting a device failure. An engineer is
13/11/2001 13:25:28	Jean Woolley	currently looking at the problem. It is anticipated that necessary repairs
13/11/2001 13:25:28	Jean Woolley	will be completed today and recovery work can continue.
13/11/2001 13:25:28	Jean Woolley	
13/11/2001 13:25:28	Jean Woolley	[END OF REFERENCE 28123613]
13/11/2001 13:25:28	Jean Woolley	Responded to call type Z as Category 2 -Progress update
13/11/2001 13:25:28	Jean Woolley	The response was delivered on the system
14/11/2001 09:08:28	Jean Woolley	F} Response :

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0066318	PM - Incomplete TMS Audit Trail	24/05/2001 13:21:21	06/11/2002 11:02:33		General/Other/Misc
Hooper			Open		

14/11/2001 09:08:28	Jean Woolley	14/11/01 08:24:13 - By Graham Hooper
14/11/2001 09:08:28	Jean Woolley	
14/11/2001 09:08:28	Jean Woolley	The PIT rig Autochanger has been repaired. Recovery work is continuing.
14/11/2001 09:08:28	Jean Woolley	[END OF REFERENCE 28130717]
14/11/2001 09:08:28	Jean Woolley	Responded to call type Z as Category 2 -Progress update
14/11/2001 09:08:28	Jean Woolley	The response was delivered on the system
04/12/2001 10:26:33	Jean Woolley	Update by Graham Hooper
04/12/2001 10:26:33	Jean Woolley	03/12/01 11:38:51 - By Graham Hooper
04/12/2001 10:26:33	Jean Woolley	
04/12/2001 10:26:33	Jean Woolley	Work is nearing completion on loading all backup tapes onto the pseudo PIT
04/12/2001 10:26:33	Jean Woolley	Audit Server rig as a precursor to reconstituting the audit archive. The
04/12/2001 10:26:33	Jean Woolley	periodicity of data contained on the tapes is emerging. It appears that
04/12/2001 10:26:33	Jean Woolley	whilst most of the missing audit trail can be recovered we may be left with a
04/12/2001 10:26:33	Jean Woolley	period of 2 days for which we will be unable to reconstruct the archive. We
04/12/2001 10:26:33	Jean Woolley	should have a complete picture by the end of the week and a full update will
04/12/2001 10:26:33	Jean Woolley	be provided then.
04/12/2001 10:26:33	Jean Woolley	
04/12/2001 10:26:33	Jean Woolley	
04/12/2001 10:26:33	Jean Woolley	
10/12/2001 12:03:54	Janet Reynolds	07/12/01 17:24:53 - By Graham Hooper
10/12/2001 12:03:54	Janet Reynolds	
10/12/2001 12:03:54	Janet Reynolds	Work has been completed on the loading of all backup tapes onto the pseudo
10/12/2001 12:03:54	Janet Reynolds	Audit Server rig and undertaking a full scan of the contents. We have now
10/12/2001 12:03:54	Janet Reynolds	been able to determine the extent of the data they contain and our ability to
10/12/2001 12:03:54	Janet Reynolds	recover the data.
10/12/2001 12:03:54	Janet Reynolds	

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0066318	PM - Incomplete TMS Audit Trail	24/05/2001 13:21:21	06/11/2002 11:02:33		General/Other/Misc
Hooper			Open		

10/12/2001 12:03:54	Janet Reynolds	It is now clear that we are able to recover some 66% of the missing TMS data
10/12/2001 12:03:54	Janet Reynolds	between the 7/8/2000 and 14/8/2000. The other 34% is not present on the tapes
10/12/2001 12:03:54	Janet Reynolds	and is irretrievable. The recoverable data is present in a number of
10/12/2001 12:03:54	Janet Reynolds	partitions across the 4 Correspondence Servers for the period in question. In
10/12/2001 12:03:54	Janet Reynolds	respect of RFI 8 (the request that highlighted the existence of the break)
10/12/2001 12:03:54	Janet Reynolds	the unrecoverable period is from 19.27 on Sunday 6/8/2000 until 16.09 on
10/12/2001 12:03:54	Janet Reynolds	Monday 7/8/2000. This compares to the original reported break of 8/8/2000 to
10/12/2001 12:03:54	Janet Reynolds	14/8/2000 (late hoarding caused late reporting of the problem).
10/12/2001 12:03:54	Janet Reynolds	
10/12/2001 12:03:54	Janet Reynolds	We intend to brief Consignia Security and Audit Managers with a view to
10/12/2001 12:03:54	Janet Reynolds	determining how the issue should now be progressed.
11/01/2002 12:35:58	Linda Gaskin	
11/01/2002 12:35:59	Linda Gaskin	F} Response :
11/01/2002 12:36:00	Linda Gaskin	New target date set 01/02/02 19:00:00
11/01/2002 12:36:01	Linda Gaskin	Responded to call type Z as Category 2 -Progress update
11/01/2002 12:36:01	Linda Gaskin	The response was delivered on the system
15/03/2002 15:53:40	Janet Reynolds	Contact changed to Graham Hooper
15/03/2002 15:53:41	Janet Reynolds	The Call record has been assigned to the Team Member: Graham Hooper
15/03/2002 15:53:41	Janet Reynolds	Defect cause updated to 99:General - Unknown
15/03/2002 15:53:42	Janet Reynolds	Hours spent since call received: 0 hours
25/06/2002 14:09:54	Janet Reynolds	CALL PC0066318:Priority C:Calltype Z: Target unchanged (Plan set)
25/06/2002 14:10:00	Janet Reynolds	F} Response :
25/06/2002 14:10:00	Janet Reynolds	25/06/02 - by Graham Hooper
25/06/2002 14:10:00	Janet Reynolds	There is little to add to the update provided on 7.1.02 which reprised the
25/06/2002 14:10:00	Janet Reynolds	incident and detailed the actions taken by Pathway to obviate a reoccurrence.
25/06/2002 14:10:00	Janet Reynolds	The period from 19:27 on Sunday 6 August until 16:09 on Monday 7 August

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PC0066318	PM - Incomplete TMS Audit Trail	24/05/2001 13:21:21	06/11/2002 11:02:33		General/Other/Misc
Hooper			Open		

25/06/2002 14:10:00	Janet Reynolds	remained unrecoverable until 6.2.02 (18 months from instigation) at which point had it been available, it would have been deleted automatically from the audit archive. Data in respect of RFI 8 has not been needed by Post Office Internal Crime Policy and Standards Section but remains stored and available for recovery if requested.
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	The Pathway CS Problem Manager concurs with my view that there is no value or point in keeping this problem open and recommend that it be closed.
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	I have discussed closure criteria with Richard Benton who was handling this incident (it has subsequently been handed over to an Ed T. Jones). He advises that since the raising of this problem Post Office Commercial have indicated that closure cannot be undertaken without prior referral to Mike Hannon.
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	This problem is therefore referred to Post Office Limited for closure agreement or details from Mike Hannon as to the criteria required for such closure.
25/06/2002 14:10:00	Janet Reynolds	
25/06/2002 14:10:00	Janet Reynolds	[END OF REFERENCE 29948517]
25/06/2002 14:10:02	Janet Reynolds	New target date set 01/07/02 20:00:00
25/06/2002 14:10:03	Janet Reynolds	Responded to call type Z as Category 5 -Monitoring
25/06/2002 14:10:03	Janet Reynolds	The response was delivered on the system
12/07/2002 08:38:21	Janet Reynolds	F} Response :
12/07/2002 08:38:21	Janet Reynolds	05/07/02 - by Graham Hooper
12/07/2002 08:38:21	Janet Reynolds	Awaiting a response from Post Office Limited to Pathway's update of 25/06/02.

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Hooper			Open		

12/07/2002 08:38:21	Janet Reynolds	
12/07/2002 08:38:21	Janet Reynolds	[END OF REFERENCE 30148394]
12/07/2002 08:38:21	Janet Reynolds	New target date set 01/08/02 20:00:00
12/07/2002 08:38:21	Janet Reynolds	Responded to call type Z as Category 5 -Monitoring
12/07/2002 08:38:22	Janet Reynolds	The response was delivered on the system
05/08/2002 15:57:35	Janet Reynolds	Update from Graham Hooper:
05/08/2002 15:57:35	Janet Reynolds	Letter received from Keith Baines - Colin Lenton Smith will provide a
05/08/2002 15:57:35	Janet Reynolds	response.
05/09/2002 07:45:32	Jean Woolley	F} Response :
05/09/2002 07:45:32	Jean Woolley	Update by Graham Hooper
05/09/2002 07:45:32	Jean Woolley	
05/09/2002 07:45:32	Jean Woolley	Letter from Colin Lenton Smith sent on 15.08.02 in response to Keith Baines'
05/09/2002 07:45:32	Jean Woolley	letter.
05/09/2002 07:45:32	Jean Woolley	Letter from Keith Baines sent on 28.08.02 in response to Colin Lenton Smith's
05/09/2002 07:45:32	Jean Woolley	letter.
05/09/2002 07:45:32	Jean Woolley	Further letter from Keith Baines sent on 30.08.02 to Colin Lenton Smith.
05/09/2002 07:45:32	Jean Woolley	
05/09/2002 07:45:32	Jean Woolley	[END OF REFERENCE 31127874]
05/09/2002 07:45:33	Jean Woolley	Responded to call type Z as Category 5 -Monitoring
05/09/2002 07:45:34	Jean Woolley	The response was delivered on the system
26/09/2002 08:47:49	Janet Reynolds	25/09/02 - by Graham Hooper
26/09/2002 08:47:49	Janet Reynolds	
26/09/2002 08:47:49	Janet Reynolds	Following the last exchange of letters between Colin Lenton-Smith and Keith
26/09/2002 08:47:49	Janet Reynolds	Baines, Post Office Ltd. has made a commercial proposal for a final
26/09/2002 08:47:49	Janet Reynolds	resolution to this problem. Pathway has agreed in principle with the proposal
26/09/2002 08:47:49	Janet Reynolds	subject to a number of caveats, and has advised accordingly. Post Office are

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Hooper			Open		

26/09/2002 08:47:49	Janet Reynolds	currently considering Pathway's response.
10/10/2002 08:50:11	Sandra Hills	09/10/02 - Update by Graham Hooper
10/10/2002 08:50:11	Sandra Hills	
10/10/2002 08:50:11	Sandra Hills	Following the last exchange of letters between Colin Lenton-Smith and Keith
10/10/2002 08:50:11	Sandra Hills	Baines, Mike Hannon subsequently responded to Colin Lenton-Smith with an
10/10/2002 08:50:11	Sandra Hills	amended commercial proposal for resolution of this problem. This was
10/10/2002 08:50:11	Sandra Hills	acceptable to Pathway and Colin Lenton-Smith advised Post Office accordingly.
10/10/2002 08:50:11	Sandra Hills	I understand that Mike Hannon has subsequently confirmed via e-mail that he
10/10/2002 08:50:11	Sandra Hills	is content that this agreement effectively clears the Audit Trail break issue
10/10/2002 08:50:11	Sandra Hills	(and enables the introduction of a revised version of the Audit Trail
10/10/2002 08:50:11	Sandra Hills	Functional Specification). This then becomes the closure agreed criterion.
10/10/2002 08:50:11	Sandra Hills	
10/10/2002 08:50:11	Sandra Hills	Can I therefore suggest that Post Office Commercial provide confirmation via
10/10/2002 08:50:11	Sandra Hills	the Post Office Problem Manager, that they are now content to close Problem
10/10/2002 08:50:11	Sandra Hills	PC0066318 on the basis of this agreement.
06/11/2002 11:02:32	Janet Reynolds	F} Response :
06/11/2002 11:02:33	Janet Reynolds	Update from Graham Hooper:
06/11/2002 11:02:33	Janet Reynolds	Still awaiting confirmation from customer to close this problem.
06/11/2002 11:02:33	Janet Reynolds	[END OF REFERENCE 32164709]
06/11/2002 11:02:33	Janet Reynolds	New target date set 01/12/02 19:00:00
06/11/2002 11:02:33	Janet Reynolds	Responded to call type Z as Category 5 -Monitoring
06/11/2002 11:02:33	Janet Reynolds	The response was delivered on the system