

Message

From: Nicholas Kennett [GRO]
on behalf of Nicholas Kennett [GRO]
Sent: 03 Feb 2012 11:49:46
To: Mike Young [GRO]
Subject: Re: INCIDENT - Banking services via Horizon

Guten appetite (as they say here)
Cheers
Nick

From: Mike Young
Sent: Friday, February 03, 2012 10:13 AM
To: Nicholas Kennett
Subject: Re: INCIDENT - Banking services via Horizon

Got my first 'Graze' box today!

Mike

Sent from my iPhone

On 1 Feb 2012, at 15:26, "Nicholas Kennett" [GRO] wrote:

Thanks Mike – I had received an incident alert, but to date no follow up.....
I can but reiterate your comment below – (although tired is an under-statement)
regards
Nick
PS delighted that you have subscribed to Graze.com – you should go on line to set up your preferred items (or at least those that you do not want....

Nick Kennett

Financial Services Director

Post Office Ltd

148 Old Street

London EC1V 9HQ

Tel: [GRO]

Mobile: [GRO]

[GRO]

From: Mike Young
Sent: 01 February 2012 12:11
To: Nicholas Kennett
Subject: Fwd: INCIDENT - Banking services via Horizon

Nick

FYI

Mike

Sent from my iPhone

Begin forwarded message:

From: Mike Young <[REDACTED] GRO>
Date: 1 February 2012 12:09:58 GMT
To: Dave Hulbert <[REDACTED] GRO>
Cc: Lesley J Sewell <[REDACTED] GRO>
Subject: Re: INCIDENT - Banking services via Horizon

Dave

This is not great news, but did it expect this to be 'change' related. Frankly, I'm getting a little tired of the overnight changes killing service the next day. This needs sorting and seriously sorting. I want to see a full Post Mortem with recommendations. If our testing regime didn't pick it up, it's not fit for purpose.

We lost a lot of business this morning and our brand took another confidence hit. Not great.

Mike

Sent from my iPhone

On 1 Feb 2012, at 12:00, "Dave Hulbert" <[REDACTED] GRO> wrote:

Mike,

As is standard practice, Fujitsu looked at the changes deployed last night in order to establish whether any of these could have caused the issues.

From this they established that a standard monthly reference data change, which was enlivened this morning, was the cause of the issue. The change was successfully tested on the Fujitsu reference data test rig, the Post Office ref data test rig and the Live System Test (LST) rig before it went out. All of those rigs were able to process Card Account transactions this morning.

We clearly have to investigate this further to understand why a reference data change that has (seemingly) followed the correct processes and testing has caused issues in the live environment.

With regards to you earlier question, Fujitsu do still perform their system checks every morning at 7am and these checked out ok. The gap here would appear to be that they are checking technology components and not looking at whether transaction services can be performed. I have picked this up with James and we are sitting down next Monday to see what they can do to change/improve this.

Branches now have the fix and we're seeing card account transactions come through across the estate.

Regards,
Dave

Dave Hulbert
IT & Change
Senior Service Manager
Service Management

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From: Mike Young
Sent: 01 February 2012 10:56
To: Dave Hulbert
Cc: Lesley J Sewell
Subject: Re: INCIDENT - Banking services via Horizon


Dave

A fix is being pulled together for me suggests we know root cause. What is it?

Mike

Sent from my iPhone

On 1 Feb 2012, at 10:28, "Dave Hulbert"

 wrote:

All

Apologies for the delay -

Card Account transactions through Horizon are affected. Card Account through ATM's is unaffected. Santander and Partner Banks are NOT affected.

There are reports that certain Automated Payments (bill payments) are impacted.

A fix is in the process of being tested and will hopefully (based on test results) be deployed within the next 40 minutes.

Communications have been issued to branches and we are updating the other comms channels as appropriate (Subspace on-line, External Comms, NFSP).

Regards,

Dave

Dave Hulbert
IT & Change
Senior Service Manager
Service Management

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From: Dave Hulbert
Sent: 01 February 2012 09:04
To: Mike Young; Kevin Gilliland; Nicholas Kennett; Alana Renner
Cc: Lesley J Sewell; Duty Manager
Subject: INCIDENT - Banking services via Horizon
Importance: High

All

Fujitsu has reported issues this morning with the banking services. We don't have full details of this yet but it's affecting:

- <!--[if !supportLists]--><!--[endif]-->
>Santander, Partner Banks and Card

Account – withdrawals, deposits and
balance enquiries

It would appear from the data we have to hand that this
is affecting all branches.

Debit and Credit card settlements i.e. as a method of
payment are unaffected.

We'll send another update in the next 30 minutes.

Regards,
Dave

Dave Hulbert
IT & Change
Senior Service Manager
Service Management

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