

Witness Statement

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

Statement of **Andy Paul Dunks**

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

This statement (consisting of -3- 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 6th day of April 2006

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd., since the 11th March 2002 as an IT Security Analyst where I am involved in IT Security for the Post Office Account I am authorised by Fujitsu Services to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I have been asked to provide details and information on the reports of monitor faults, polling failures, equipment failures and calls for advice and guidance logged by the Horizon System Helpdesk recorded during the period 1st November 2004 to the 30th November 2005 for the **Gaerwen Post Office – FAD (Financial Accounting Division) Code 160604**

I have reviewed the helpdesk calls pertaining to this office and during the period 1st November 2004 to the 30th November 2005 there were 13 calls from Gaerwen Post Office – FAD Code 160604 to the Helpdesk. I am of the opinion that none of these calls relate to faults which would have had an effect on the integrity of the information held on the system.

Details and an overview of the calls are given in date order below:

16 February 2005 13:29hrs, Call E-0502160667– Pm (Postmaster) states has gone to rem (remittance) his cheques out, but has a difference on his reports, pm wants help adjusting stock. **Resolution:** balancing issue, referred to NBSC (Network Business Support Centre) Team - Call Closed.

23 April 2005 08:21hrs, Call Reference E-0504230043 – Post Office Manager (POM) states his gateway counter has not loaded "please telephone horizon for instruction". **Resolution:**

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Continuation of statement of Andrew Paul Dunks

Key refresh not completed successfully, advised to reboot both counters which resolved issue – Call Closed.

18 June 2005 05:21hrs, Call Reference E-0506180013 – CRITICAL EVENT RCVD (received) on H16060400102 @ 03:31 18th Jun 2005 - The device, \device\harddisk0\partition1 had a bad block. **Resolution:** Remotely rebooted counter - Call Closed.

02 July 2005 09:37hrs, Call Reference E-0507020110 – PM had to reboot because the system was down and cannot pass the AP (Automated Payment) recovery. **Resolution:** referred PM to NBSC – Call Closed.

02 July 2005 09:41hrs, Call Reference E-0507020115– pat at NBSC transferred postmaster at site. PM states he has a screen freeze. **Resolution:** Advised PM to reboot – Call Closed.

02 July 2005 10:06hrs, Call Reference E-0507020145 – Counter frozen. PM said it keeps going to AP recovery screen. **Resolution:** PM to leave off for 5 minutes and reboot, but this time not to proceed with AP recovery screen, Advised Pm to re-calibrate the screen, – Call Closed.

02 July 2005 10:57hrs, Call Reference E-0507020183 – PM states that the touch screen is not responding. **Resolution:** Advised Pm to re-calibrate the screen – Call Closed.

13 July 2005 23:10hrs, Call Reference E-0507130815 – A critical event has been received for counter H16060400102, 'The device, \device\harddisk0\partition1 had a bad block.. **Resolution:** Remotely re-booted counter which resolved fault - Call Closed.

13 October 2005 08:37hrs, Call Reference E-0510130072 – PM states the card account withdrawals have a zero entry for the value. **Resolution:** Transferred to NBSC - Call Closed.

13 October 2005 10:38hrs, Call Reference E-0510130345 – caller states the auditor requires a One Shot Password (OSP). **Resolution:** OSP ref No' given – Call Closed.

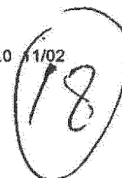
14 October 2005 11:33hrs, Call Reference E-0510140328 – Caller states that the auditor requires OSP. **Resolution:** OSP given – Call Closed.

31 October 2005 14:16, Call Reference E-0510310998 - Catherine at NBSC states that the

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Continuation of statement of Andrew Paul Dunks

PO closed on 13/10/05 due to audit. it closed at 8:38 and re-opened at 11:20. **Resolution:** PO re-opened – Call Closed.

29 November 2005 10:35hrs, Call Reference E-0511290350 –BRANCH IS TEMP CLOSED AFTER AUDIT. PM SUSPENDED. AWAITING POL AREA INTERVENTION OFFICE VISIT. Resolution: Branch closed under FAD160604 and re-opened under new FAD - Call Closed.

The calls received on 18th June 2005 and 13th July 2005 referred to a critical event due to a bad block. The term critical is the comparative level of attention required to generate remedial action. It refers to the level of attention required on a grading system for example critical high level of attention or warning would be medium level of attention. These critical events occurred outside the Post Office opening times and a standard action of a reboot of the system, which would also highlight any further issues, was undertaken and repaired the problem and confirmed stability of the system. The term bad block refers to an area of the hard drive, which the operating system has identified as no longer useable for data storage. I should add that this area is not my particular area of expertise. I have a general knowledge of these procedures and have made the comments above to aid the court.

At various times on the 22nd March 2006 hardcopy printouts of the 13 calls detailing the information recorded on the helpdesk database for the required date period were produced. I now produce the hardcopy printouts as Exhibit **APD/01**.

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 normal duties, I have access to these records.

Signature

CS011A

Signature witnessed by

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