

Sue Kinghorn
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23rd May 2001

Dear Sue,

BROKEN AUDIT TRAIL

We have, in the course of attempting data retrievals for Charles Leighton, and subsequently for a PON reconciliation query, become aware that the audit trail is incomplete for the period 8th – 14th August 2000.

This break has arisen due to a combination of events outside our immediate control but it does mean that we are not able to retrieve TMS records for that 6 day period. All other elements of the audit trail are complete.

I can assure you that the audit solution was working correctly during that period and that the data was written to both the Wigan and Bootle tapes as expected. We have suffered from coincidental DLT failure at both sites compounded by the loss of the Wigan DLT by TNT Couriers who were bringing a tape to Feltham where we were going to attempt low level data recovery.

The Bootle DLT has been investigated by Vagon, specialists in data recovery, who have confirmed that they could recover some, but not all, of the data on the tape. This is no more than we can do ourselves.

There is nothing we can do to recover the missing records nor is there anything extra that we can do to ensure that this unusual set of circumstances does not happen again.

Yours sincerely,

Jan Holmes
Pathway Audit Manager

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