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7th August 2001

Our Ref: CLS/jla/281

Dear Keith,

Lost Data

In response to your letter dated 1st August, 2001 I set out below the current position on this issue.

Firstly, I would like to assure you that the issue of data loss is receiving an appropriate high priority within ICL Pathway. Significant effort has already been expended in attempting to re-source the lost data and to obviate a recurrence of a situation that could not reasonably have been foreseen.

The meeting of the joint Audit and Security teams to which you refer actually took place on 18th June. As you say, a number of action items were agreed and documented in the minutes. It was also agreed that ICL Pathway would make available an ongoing status report on the Problem Management Database that is maintained by Customer Services. To this end we have been liaising closely with the PON Problem Manager assigned to this incident (Richard Benton) and updates have been made available via this route to both PON Audit and Internal Crime Managers.

In order to provide assurance as to the extent of the loss, ICL Pathway undertook as requested to provide audit data for a week before and a week after the break in the TMS Journal using original RFI criteria. This work has been completed as part of RFI 8. Charles Leighton was advised and subsequently requested that this be held pending the outcome of further efforts to recover the missing data. I shall ensure that this is now forwarded.

We have also looked at other systems could be used to recover the lost data and have identified a number of CS backup tapes that may contain a suitable source. An urgent internal Change Proposal has been raised to explore the possibility of recovering this data and if suitable, restoring it to the Audit archive. Should this prove a viable option, work to recover the data will necessarily be meticulous and painstaking so as not to risk compromising potentially the only remaining source

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of the missing data. In addition, it will be essential to ensure that an appropriate audit trail is recorded in respect of any recovery action so that we can attest to the continued integrity of the data.

ICL Pathway will also be introducing a 'read after write' activity to digital linear tapes. This protects against the accidental use of flawed media, which has been established as the cause of the loss. Testing has been completed successfully and deployment targeted for urgent SO6 Release. This will be in operation from 3.9.2001. In addition, automated media management will be introduced from 20.8.2001 to minimise manual tape intervention.

Whilst the action we have taken mitigates a recurrence, we have advised PON Audit and Security Managers that measures to remove altogether the risk of future tape corruption can be achieved only by a complete re-design of the current solution.

We shall continue to progress this issue as a matter of urgency and provide regular updates via the problem database.

Yours sincerely,

Colin Lenton-Smith
Director, Commercial and Finance