
From: Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: Tue 16/12/2008 5:42:00 PM (UTC)
To: Evans Steve (FEL01)[GRO]; Allen Graham (BRA01)[GRO]; Cousins Adam[GRO]; Sewell Peter (FEL01)[GRO]; Holmes Alan[GRO]
Subject: RE: New Witness Statement Request Support
Attachment: Updated: ARQ Aervice issue

See attached

From: Evans Steve (FEL01)
Sent: 16 December 2008 17:41
To: Thomas Penny; Allen Graham (BRA01); Cousins Adam; Sewell Peter (FEL01); Holmes Alan
Subject: RE: New Witness Statement Request Support

What discussion tomorrow?

Stephen A Evans

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 Before printing, think about the environment

From: Thomas Penny
Sent: Tuesday, December 16, 2008 5:33 PM
To: Allen Graham (BRA01); Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan; Pritchard Howard; Warham Wendy
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: FW: New Witness Statement Request Support

Please see note below from Anne, and attached spreadsheet containing events which remain after known event filters have been applied. This data covers 2006-7, which is not unusual. Anne's comments need to be part of our discussion tomorrow.

Kind regards
Penny

From: Chambers Anne O
Sent: 15 December 2008 17:56
To: Thomas Penny
Cc: Jenkins Gareth GI
Subject: RE: New Witness Statement Request Support

Branch 132001:

Counter 3 had disk errors and was replaced on 12/10/2006.
Further counter 3 disk errors 24/3/2007 - this time cleared by a reboot.

Counter 1 Lock event writing checkpoint 4/4/2007 02:30 - I think safe to assume this is benign.

When such long periods are covered, especially at branches with many counters, there are almost certainly going to be some events which look alarming but are, as far as I'm concerned, not particularly unusual over the estate as a whole. We wouldn't normally investigate them unless there were some grounds for thinking they had caused a problem - maybe because the PM queried something, or something showed up on the reconciliation stream.

Trying to justify and assess them so long afterwards, without knowing what / when the problem was, is not feasible. While I'm happy to help out with this in the short term, I think I'm being pulled much further into this than I should be. So someone is going to have to work out what Security's approach to this is. In the meantime perhaps we should just continue to check the lock events since those are the ones which have been proved to be associated with a financial problem in a handful of cases.

Any thoughts?

Anne
GRO

From: Barnes Gerald
Sent: 11 December 2008 18:55
To: Thomas Penny; Meek Steven
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: RE: New Witness Statement Request Support

Hi Penny,
I attach my resulting spreadsheet.
Regards,
Gerald Barnes

From: Thomas Penny
Sent: 11 December 2008 16:01
To: Barnes Gerald; Meek Steven
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: New Witness Statement Request Support

Gerald

Could you please check errors for the following:-

132001 - 1 May to 31 Jul 06
132001 - 1 Oct 06 to 25 Jul 07

Many thanks
Penny

Penny Thomas
Security Analyst, Customer Services

Tel: [REDACTED] **GRO**
Mob: [REDACTED] **GRO**
Fax: [REDACTED] **GRO**
E-Mail: penny.thomas@ [REDACTED] **GRO**
Web: <http://uk.fujitsu.com>

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