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HNG-X CHANGE PROPOSAL		CP NO: 4867
CP TITLE: HNG-X CP0336 - Enable analysis of Counter event messages within the HNG-X Audit solution		DATE RAISED: 26 th February 2009
REQUIRED IMPLEMENTATION / PURCHASE DATE: 30 th April 2009		ORIGINATOR: Alan Holmes CHANGE OWNER: Pete Sewell (RECEIVED) TECHNICAL SPONSOR: Alan Holmes (RECEIVED)
ANTICIPATED CP CLOSURE / COMPLETION DATE: 30 th April 2009		
DATE BY WHICH CP TO BE IMPACTED: 17 th March 2009		
CP CLASSIFICATION: FAST TRACK/URGENT/ROUTINE/FOR INFORMATION* (*strikethrough as applicable)		Budget Holder Approval for Impacting: (Email or Hard Copy Signature) S Denham (RECEIVED) W Warham (RECEIVED) J Jukes (RECEIVED)
DAB Required: Yes/No (<i>Strikethrough as applicable</i>)	Date DAB Authorised:	
LIFECYCLE STAGE: Stage 1 : Strategic Approval Stage 2 : Start-Up & Feasibility Stage 3 : Requirements Analysis (*strikethrough as applicable)	Stage 4 : Solution Specification Stage 5 : Solution Build & Test Stage 6 : Implementation Not Applicable	
RELATED Change Request/Request for Work Package: N/A		
RELATED PEAKs: PC0152376		
RELATED HORIZON CPs: N/A		
RELATED HNG-X CPs: N/A		
Impact statements must consider all transitional states between Horizon and HNG-X, as well as the final HNG-X solution.		
Description of Change Proposed: <p>The Audit system supports a service (the Prosecution Support Service) whereby POL can request an extract of historical data that is held within the Audit archive. Typically this requires retrieval of archived Riposte transaction data. The data, as returned to POL, is often used to support legal proceedings where, say, a postmaster is accused of fraud. In such cases, we must also provide a witness statement with the audit data which attests to its provenance and integrity.</p> <p>In order to further automate this service under HNG-X, for every branch Riposte data retrieval, the archived events generated by counters at the branch are also analysed to identify any possible occurrences of problems which might adversely affect the integrity of the transaction data.</p> <p>The current Horizon tactical solution is a largely manual process, the operation of which is reliant on a few key individuals. Whilst we believe that we will have to live with this tactical solution for the remaining life of the Horizon Audit system, a permanent solution for the HNG-X Audit solution is required. In outline, this will require the following:</p> <ul style="list-style-type: none"> ➤ Amending the HNG-X Audit server (ARC) and workstation (AUW) applications to automatically retrieve and filter Events data when performing Horizon branch data retrievals.¹ ➤ Amending the HNG-X Audit server (ARC) and workstation (AUW) applications to automatically retrieve and filter Events data when performing HNG-X branch data retrievals.² ➤ Introduce Prosecution Support process changes around the operation of the amended 		



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system. ➤ Identify suitable skilled & committed resources to perform any manual analysis required. ➤ Identify all ongoing operational costs associated with operating the revised service.											
Acceptance Criteria and Methods <i>(Functional and Non Functional):</i> Testing will be required to ensure that all counter events are extracted by the system and presented to the Audit workstation user for further analysis											
Reason for Change and Justification for Required Date <i>(above):</i> While we do not believe that (due to time constraints) it is practicable to introduce this change into Horizon, it is required to ensure the viability of the ongoing Prosecution Support service within HNG-X.											
Consequences if Not Approved: ➤ We are obliged to present, and vouch for the integrity of, Audit data that is fit for purpose - i.e. admissible as evidence in court. If this change is not approved, we will need to continue operating the current Horizon tactical process for the lifetime of HNG-X. This solution has a number of deficiencies : ➤ It is a largely manual process which is error prone & time consuming. ➤ It involves moving large volumes of data between the Audit server and workstation ➤ It is reliant on ad hoc tooling & hardware ➤ It is reliant on a few key individuals ➤ It requires local & insecure storage of event audit data, invalidating certain statements made within the current witness statement ➤ It has no DR mechanism in the event of DR from BRA01 to LEW02											
Platforms (Physical) Affected: <i>(insert identity and details of all platforms requiring software update by this CP - where known)</i> ➤ ARC - Audit Server ➤ AUW - Audit Workstation											
Business Applications Affected: <i>(insert identity and details of all Applications requiring update by this CP - where known)</i> ➤ Audit Server retrieval application ➤ Audit workstation client application											
External Impact Assessment Distribution: <i>(insert contact details and additional rows as required)</i> <table border="1"> <tr> <th>Name:</th> <th>Organisation:</th> <th>Contact No:</th> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> </table>			Name:	Organisation:	Contact No:	N/A	N/A	N/A			
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N/A	N/A	N/A									
Impact on Royal Mail Group Account: <i>(insert additional rows as required)</i> <table border="1"> <tr> <th>Resource Grade</th> <th>Man-days</th> <th>Non Labour Cost (£)</th> </tr> <tr> <td>TBA</td> <td>TBA</td> <td>TBA</td> </tr> <tr> <td>TOTAL</td> <td></td> <td></td> </tr> </table>			Resource Grade	Man-days	Non Labour Cost (£)	TBA	TBA	TBA	TOTAL		
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Documents Affected: <i>(insert additional rows as required)</i> <table border="1"> <tr> <th>Document Reference</th> <th>Title</th> <th>Current Version</th> </tr> </table>			Document Reference	Title	Current Version						
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¹ The HNG-X Audit solution will need to continue to support the retrieval & analysis of Horizon branch audit data for seven years

² While there is no reason to believe that the HNG-X counter will suffer the same deficiencies as the Horizon counter, it is advisable that similar checks are performed in both environments



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