

From: Hinde David[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=HINDD]
Sent: Fri 19/12/2008 2:55:27 PM (UTC)
To: Denham Steve [REDACTED] GRO [REDACTED]; Allen Graham [REDACTED];
 (BRA01) [REDACTED] GRO [REDACTED]; Thomas Penny [REDACTED] GRO [REDACTED];
 Cousins Adam [REDACTED] GRO [REDACTED]; Evans Steve [REDACTED] GRO [REDACTED];
 (FEL01) [REDACTED] GRO [REDACTED]; Sewell Peter (FEL01) [REDACTED] GRO [REDACTED];
 Holmes Alan [REDACTED] GRO [REDACTED]
Cc: Pritchard Howard [REDACTED] GRO [REDACTED]; Jukes Jon [REDACTED] GRO [REDACTED]
Subject: RE: Proposed Slides for ARQ Service Issue

Thanks Steve,

I am keen that we also progress the CP and have received a reply from Pete Sewell confirming he is doing this. I will follow that up with him in the New Year.

Regards
 David Hinde
 Programme & Project Management

FUJITSU
 Mob: [REDACTED] GRO [REDACTED] or Internally [REDACTED] GRO [REDACTED]
 E-mail: david.hinde@uk.fujitsu.com [REDACTED]
 Web: <http://uk.fujitsu.com> [REDACTED]

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From: Denham Steve
Sent: 19 December 2008 13:55
To: Hinde David; Allen Graham (BRA01); Thomas Penny; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01);
 Holmes Alan
Cc: Pritchard Howard
Subject: RE: Proposed Slides for ARQ Service Issue

David

I'm picking this up and speaking to legal

Steve Denham

Head of Service Management
Royal Mail Group Account (POL)

FUJITSU SERVICES
 Lovelace Rd, Bracknell, Berkshire, RG12 8SN
 Mob: [REDACTED] GRO [REDACTED]
 E-mail: Steven1.denham@uk.fujitsu.com [REDACTED]

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From: Hinde David
Sent: 19 December 2008 13:07
To: Allen Graham (BRA01); Thomas Penny; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Cc: Pritchard Howard; Denham Steve
Subject: RE: Proposed Slides for ARQ Service Issue

Penny,

I have not seen any more emails on this. Do you have a date for presentation to Wendy?

Regards
David Hinde
Programme & Project Management

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From: Allen Graham (BRA01)
Sent: 15 December 2008 12:33
To: Thomas Penny; Hinde David; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Cc: Pritchard Howard; Denham Steve
Subject: RE: Proposed Slides for ARQ Service Issue

Looks Ok to me. Are you presenting this to Wendy? If so when?

Graham Allen
Application Services

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-----Original Message-----

From: Thomas Penny
Sent: 15 December 2008 11:22
To: Allen Graham (BRA01); Hinde David; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Cc: Pritchard Howard; Denham Steve
Subject: RE: Proposed Slides for ARQ Service Issue

Graham, thanks for your comments. I have made some adjustments to the presentation and/or added comments below:-

Do we need to add to the last point on slide 2 **that although we know of no instance when we will not get an error which will indicate incompleteness** we cannot guarantee this.

Tivoli event data is known to be incomplete, viz turn off TECs during event storms, gaps in the events sequences generated by OMDB, there are occasional corrupt records within the events audit tracks

Do we need to add something about if we do find a gap we do not know what to do about this? If we do say this we will need to say what we are doing to progress a solution to this or what the options are to tell POL that we can't provide data??

Added to slide 5

Slide 3 I think the second point should say 'prone to human error' I am presuming if we automated this the error indicated in this point would be removed.

It's not just human error, the process is not secure. But yes, that's my belief, partially automating will remove this point

Slide 3, why does the CP not suggest full automation or does it automate as much as possible in which case it should probably be worded like that.

We cannot fully automate, we will always need someone to check unfiltered errors

Need a final slide saying what we want the audience to help with. I think we mentioned 2 things

1. Support the CP
2. Provide guidance on the immediate issue of the witness statements.

Item (1) added to slide 4, item (2) already there

Amended presentation attached. Please let me know if I havn't fully covered your comments, or if any others have been identified.

Kind regards
Penny

From: Allen Graham (BRA01)

Sent: 12 December 2008 08:59

To: Thomas Penny; Hinde David; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan

Subject: RE: Proposed Slides for ARQ Service Issue

Thanks Penny, a few comments.

Do we need to add to the last point on slide 2 **that although we know of no instance when we will not get an error which will indicate incompleteness** we cannot guarantee this.

Do we need to add something about if we do find a gap we do not know what to do about this? If we do say this we will need to say what we are doing to progress a solution to this or what the options are to tell POL that we can't provide data??

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Need a final slide saying what we want the audience to help with. I think we mentioned 2 things

1. Support the CP
2. Provide guidance on the immediate issue of the witness statements.

Graham Allen
Application Services

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-----Original Message-----

From: Thomas Penny
Sent: 11 December 2008 10:33
To: Hinde David; Allen Graham (BRA01); Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Subject: Proposed Slides for ARQ Service Issue

Hi

Please find attached proposed slides for presentation to Wendy.

Do we have a slot yet?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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