

From: Dunks Andy
Sent: Fri 29/01/2010 1:41:26 PM (UTC)
To: 'john.longman'; GRO; GRO
Subject: RE: WS for West Byfleet - Additional Information Requested
Attachment: 126023.xls

I have only received information from Sept07 (when TFS was introduced)..

I will chase the earlier data, but we may have to go with the information on the call log in my statement..

ANDY DUNKS

Security Team

Royal Mail Group Account

Fujitsu Services

4th Floor, Lovelace Road, Bracknell, Berkshire. RG12 8SN

Tel: GRO

E-mail: andy.dunks; GRO

Web: <http://uk.fujitsu.com>

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

From: john.longman; GRO; GRO
Sent: 29 January 2010 13:04
To: Dunks Andy
Subject: Fw: WS for West Byfleet - Additional Information Requested

Andy

With regard to question 3 below, can you confirm whether a list of exchanges has been received yet.

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----- Forwarded by John Longman/e/POSTOFFICE on 29/01/2010 13:02 -----

>
| "Dunks Andy" |
| GRO |
| GRO |>
| 15/12/2009 09:06 |
>

| To: <john.longman; GRO |
| cc: |
| Subject: FW: FW: WS for West Byfleet - Additional Information Requested |
>

Hi John,

Please find below answers to the questions you asked.

Can you confirm how you want the complete call information, do you want the whole call transferred to CD in it's raw state. There are over 100 of these..

Andy Dunks
Security Team

Royal Mail Group Account
Fujitsu Services
4th Floor, Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: [GRO]
E-mail: andy.dunks [GRO]
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From: Machin Leighton
Sent: 18 November 2009 12:08
To: Dunks Andy
Cc: Lillywhite Tom; Thomas Penny
Subject: RE: FW: WS for West Byfleet - Additional Information Requested

Hi Andy,

Please find updates/answers to the questions below in red.

- 1) Please provide details of any business testing carried out by the Post Office on the system before it went live.
You would need to ask POL about this as we are only responsible for managing live service. Horizon has undergone stringent testing before it was installed and as far as I am aware, no evidence exists of the Horizon equipment ever being proven to have been responsible for anything untoward.
- 2) Please provide the service logs for the system at West Byfleet PO for a period commencing six months prior to the defendant taking over as sub postmistress (30/06/2005) to the present day.
TfS was only installed in September 2007
- 3) Please confirm when and why the hardware in the system at West Byfleet PO has been changed.
I have asked for a full list of exchanges carried out at this branch and will provide these details when I receive them.
- 4) By whom have these changes been made.
These exchanges will have been completed by Touch logistics who are our preferred third party supplier for engineering services. They are purely hardware swaps following a standard set of processes.
- 5) When new hardware was installed at West Byfleet was it brand new or reconditioned All the Hardware is reconditioned, we will replace any hard-drives that show as having bad blocks at repair and we scrap any base units that are returned with the same fault three times. When kit is sent back from any branch, it has its memory wiped and a full software reload takes place. The install software is then installed, and the base unit is then uniquely configured to the FAD code it is being installed at when it is taken to site by the engineer. A base unit will NOT work at any branch if it is simply taken from one location and an attempted install is made at any other.
- 6) If it is the latter please confirm the identity of the PO from which the reconditioned hardware came and why the hardware has been removed from that PO.
The location of the hardware being installed at this branch is not relevant as is it returned to repairer prior to ever being sent out to a new branch and will undergo the tests and processes as described above.

Rgds
Leighton

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

From: john.longman [GRO]
Sent: 16 November 2009 14:11
To: Dunks Andy
Subject: RE: FW: WS for West Byfleet - Additional Information Requested

Andy

As per our telephone conversation of today I would be grateful if you could answer the following points raised by the defence.

- 1) Please provide details of any business testing carried out by the Post Office on the system before it went live.
- 2) Please provide the service logs for the system at West Byfleet PO for a period commencing six months prior to the defendant taking over as sub postmistress (30/06/2005) to the present day.
- 3) Please confirm when and why the hardware in the system at West Byfleet PO has been changed.
- 4) By whom have these changes been made.
- 5) When new hardware was installed at West Byfleet was it brand new or reconditioned
- 6) If it is the latter please confirm the identity of the PO from which the reconditioned hardware came and why the hardware has been

removed from that PO.

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