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**From:** Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]  
**Sent:** Fri 03/06/2011 12:21:36 PM (UTC)  
**To:** Dunks Andy; [GRO]  
**Cc:** Munro Donna; [GRO]; Bains Rajbinder; [GRO]  
**Subject:** RE: TFS updates

Scrap it and start again!!!

Seriously, provide a template of the detail you need to cover your witness statement requirements.

Ensure that Sec Ops have the correct access to produce such reports.

Advise that we (Fujitsu) are contractually obliged to provide these records 7 years after creation and they need to be held securely with integrity maintained.

Penny

**Penny Thomas**  
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [GRO]  
Mob: [GRO]  
Fax: [GRO]  
E-Mail: [GRO]  
Web: <http://uk.fujitsu.com>

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22, Baker Street, London W1U 3BW

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**From:** Dunks Andy  
**Sent:** 03 June 2011 11:45  
**To:** Thomas Penny; Munro Donna; Bains Rajbinder  
**Subject:** TFS updates

Can I have your thoughts on improvements to TFS so we can forward them on to Suzie, here are a few to start with..

She would like these today..

- Do we need to RESOLVE and CLOSE calls
- The need to be able to access old/archived calls/data directly without having to log call to get the data extracted
- The format of live call reports differs to the retrieved archived data

**Andy Dunks**  
Security Operations RMGA Account

Fujitsu  
Lovelace Road, Bracknell, Berkshire, RG12 8SN  
Tel: + [GRO]  
Email: [GRO]  
Web: <http://uk.fujitsu.com>



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