

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

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