

Message

From: Lesley J Sewell
on behalf of Lesley J Sewell
Sent: 08/05/2014 17:16:12
To: Andy Holt [REDACTED] **GRO**
CC: Belinda Crowe [REDACTED] **GRO**; Chris Aujard [REDACTED] **GRO**; David Oliver1 [REDACTED] **GRO**
Subject: Re: Requests to retain Fujitsu data (CRO3170 / ROM3170).

GRO

Andy

I've copied Neil into this email trail as this has been escalated within FJ and I've asked Neil as the relationship lead to have oversight of this issue.

I have asked for a summary position of where we are today and the plan going forward from FJ. We do need certainty.

If we're clear on the ask, commercial cover can be agreed through Neil and Haydn(FJ) whilst you/the programme agree the detail. I just want to be clear that commercials and process can not hold this up, however we need to be clear what we are asking FJ to implement.

Hope this helps.

Regards Lesley

Sent from my iPhone

On 8 May 2014, at 17:50, "Andy Holt" [REDACTED] **GRO** wrote:

I will speak to Fujitsu tomorrow and get back to you on what can be done to give us greater assurance. I am aware of some of the risks/issues they are managing so will continue to monitor as they progress.

Regards
Andy

From: Belinda Crowe
Sent: 08 May 2014 17:18
To: Andy Holt
Cc: Chris Aujard; David Oliver1; Lesley J Sewell
Subject: Re: Requests to retain Fujitsu data (CRO3170 / ROM3170).

Thanks Andy

I agree with all of this but surely we need to be able to pin Fujitsu down in terms of a timescale. We want it doing but asap. I just want us to pin Fujitsu down to a timescale for delivery.

To avoid further delay can we just tell them to start but pin them down to a timescale? If not do it anyway.

Best wishes
Belinda

From: Andy Holt
Sent: Thursday, May 08, 2014 12:26 PM
To: Belinda Crowe
Cc: Chris Aujard; David Oliver1; Lesley J Sewell

Subject: Re: Requests to retain Fujitsu data (CRO3170 / ROM3170).

Belinda

We need to act more quickly and make decisions more effectively. We have had the information about this change for well over a month and not made a clear decision whether to proceed.

Does this change still add value if it is delivered at the end of June (or if it slips further into July)?

We only have a 'rough order of' estimate not detailed contractual terms so we will have to progress with the risk that these dates could change. We can be involved in the detail of these projects and understand current plans, risks and issues. We can also steer these activities so that we make the best decisions in terms of business value/impact.

Let me know your decision. As requested Fujitsu are waiting for your approval before proceeding. If you want more information or engagement with Fujitsu I will sort this.

Regards

Andy

From: Belinda Crowe
Sent: Wednesday, May 07, 2014 10:39 AM
To: Andy Holt
Cc: Chris Aujard; David Oliver1; Lesley J Sewell
Subject: Re: Requests to retain Fujitsu data (CRO3170 / ROM3170).

Andy

I think this needs to be escalated. I have copied Lesley and Chris for information. I do not see how Fujitsu can keep putting back the date. They are expecting us to pay for this and we need to know exactly what we are getting.

Chris/Lesley

This concerns an ongoing attempt to get Fujitsu to stop destroying data for a temporary period to ensure they do not destroy data relating to cases in the Scheme between the time of the original application into the Scheme and the submission of a full case questionnaire which will indicate exactly what data we need to extract from Fujitsu to properly investigate the case.

Best wishes

Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ

GRO Postline **GRO**
belinda.crowe **GRO**

On 30 Apr 2014, at 14:43, "Andy Holt" < **GRO** wrote:

I asked them to investigate this prior to this going ahead. Does this change our decision?

Andy

From: Southey Donald [REDACTED] **GRO**
Sent: Tuesday, April 29, 2014 05:28 PM
To: Newsome Pete [REDACTED] **GRO** [REDACTED]; Andy Holt; Davidson James [REDACTED]
Cc: Kemp Alex [REDACTED] **GRO** [REDACTED]; Westfield Ken [REDACTED]
[REDACTED] **GRO** [REDACTED]

Subject: RE: Requests to retain Fujitsu data (CRO3170 / ROM3170).

Pete, Andy,

Due to various issues with dependencies, we need to revise the likely date that we would expect to be in a position for you to approve suspension of data purging.

It is now unlikely that we would be able to implement the change any earlier than the last week in June.

In view of the attached email from the Change Sponsor, can you confirm that you do still want to proceed?

If so, our Change Management need you to contact your Commercial and Change Management teams, to convert the ROM (3170) into a Change Request.

We can then convert our present CP into an 'implementation' CP and proceed accordingly.

Many thanks, and regards,

Don Southey

POL Account Project Manager

Managed Infrastructure Services - Fujitsu

Mobile [REDACTED]

GRO

From: Newsome Pete

Sent: 23 April 2014 15:36

To: Andy Holt; Davidson James

Cc: Southey Donald

Subject: RE: Requests to retain Fujitsu data.

Andy

Thanks for the heads up. I will discuss with James and Don and get the relevant paper work underway.

Regards

Pete

Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

Tel: [REDACTED]

GRO

E-Mail: pete.newsome

GRO

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

P Please consider the environment - do you really need to print this email?

From: Andy Holt [REDACTED] **GRO**
Sent: 23 April 2014 15:29
To: Davidson James; Newsome Pete
Subject: FW: Requests to retain Fujitsu data.

James/Pete

Belinda/Chris would like this to progress, I will raise the internal paperwork to move this forward. See note below, they feel there is value if this can be completed in May as there will still be cases outstanding at this stage. If this is not possible or unlikely we need to flag this to them.

Regards

Andy

From: Belinda Crowe
Sent: 23 April 2014 14:58
To: Andy Holt
Cc: Belinda Crowe; Chris Aujard; David Oliver1
Subject: FW: Requests to retain Fujitsu data.

Andy

Further to our conversation yesterday, I have discussed with Chris and we have agreed that we should proceed with the proposal from Fujitsu to stop destroying data for a period of 6 months (with the possible extension to 12 months) as set out in the attached ROM.

However:

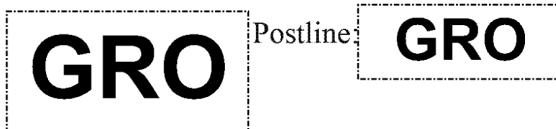
I understand that the ability to do this is on the basis that the audit data migration strategy is accepted (referred to in the ROM as 'Change to Audit Data Migration Strategy; acceptance of new Storage (Fujitsu CSHE) to store new Audit data as early as possible, ahead of completion of copying historic data from old storage to new (which will also take longer)') and that you are proceeding with this project with the agreement of Chris Aujard. Could you please resend him the email that you sent him setting out the details of this project.

I understand that Fujitsu have not provided us with an exact timescale within which they can actually start the suspension of data purging but estimate that this can start no later than the back end of May. We must have some indication of when that might happen before we finally sign this off - if there is a danger that there will be slippage on this then we should not proceed. Is there any guarantee about the timescales, and, what is the risk that the data migration strategy is delayed.

But subject to that, good to go asap.

Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ



belinda.crowe@

GRO

From: Dave Ireland
Sent: 22 April 2014 10:56
To: Andy Holt; Belinda Crowe
Subject: Requests to retain Fujitsu data.

Belinda, Andy,

Fujitsu have finally produced a ROM for this work.

If you are happy with the content and costs, we need to raise a new CR for them to do the work. Am I right to assume that budget is available as part of the Branch Support Programme?

Please advise.

Regards
Dave

Dave Ireland I Senior Project Manager

2nd Floor, Bunhill Row Wing, 148 Old Street LONDON EC1V 9HQ



dave.ireland@

GRO

[Footer 5]

From: Andy Holt
Sent: 13 February 2014 13:38
To: Belinda Crowe; Angela Van-Den-Bogerd
Cc: Dave Ireland; Gerald Hatter
Subject: RE: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Both

I am now going to raise a formal Change request (via Dave/Gerry) to get this assessed so we can make an informed decision. My informal conversations with Fujitsu have unearthed some challenges to implementing the request, we have a dependency on a project to upgrade the audit log data servers as these are currently running out of space. It will be a few months before these servers are ready and our request could not be implemented until then. There will also need to be some work to impact assess other aspects of the system, once the request is submitted Fujitsu will inform us whether there will be a charge for this impact assessment.

Can you both confirm the requirement I am going to include in the CR. I am specifically interested in the timescales as this will affect how much disc storage is required. I am out next week, if there are any updates or decisions required (e.g. spending money) Gerry will be in touch.

Regards

Andy

Retention of Fujitsu data
Request that Fujitsu stop purging

- audit log data
- help desk call data (HSD call logs)

Post office envisages this policy will remain in place for 6 months but would like the flexibility to extend this for additional months (up to a maximum of 6).

At the end of this time PO would like Fujitsu to return to the current policy on purging data. Any additional data retained during the above period would need to be purged in the usual way.

From: Belinda Crowe
Sent: 10 February 2014 16:41
To: Andy Holt; Angela Van-Den-Bogerd
Cc: Belinda Crowe
Subject: RE: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Thanks Andy
Can we please progress the stop destroying data part as a matter of urgency.
Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ



belinda.crowe 

From: Andy Holt
Sent: 10 February 2014 10:33
To: Belinda Crowe; Angela Van-Den-Bogerd
Subject: RE: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Belinda/Angela

I have asked Fujitsu if this is an easy thing to do and if not to provide an approach/rough costs for progressing. For now I have asked for this to cover both Help desk call log data and branch transaction data. So that we can give Fujitsu a clear requirement will you start considering and capturing your requirements so they have something clear to deliver against. We will also have to think about how we test and assure this work.

Belinda, I agree with your programme board comment below. I think the programme should consider doing a wider review of data (both physical and electronic) so it can ensure there is full understanding of what is retained and what is not as well as decisions made to date. For example we have already made decisions about email data e.g. the meeting where we discussed and agree the change request from CSC.

Regards

Andy

From: Belinda Crowe
Sent: 10 February 2014 09:03
To: Angela Van-Den-Bogerd
Cc: Andy Holt; Shirley Hailstones; Kathryn Alexander; Belinda Crowe
Subject: RE: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Thanks Angela

Re future cases, my view is that we should get a proper decision about suspension of destruction about non-scheme cases. A proper retention policy exists for a purpose and I do not think we can put a blanket ban on destruction. The issue is to make sure no information is destroyed relating to cases in the current Scheme.

I think we should get the prog. board to consider this, get a proper decision and then implement it.

Best wishes
Belinda

Belinda Crowe
148 Old Street, LONDON, EC1V 9HQ



From: Angela Van-Den-Bogerd
Sent: 10 February 2014 07:48
To: Belinda Crowe

Cc: Andy Holt; Shirley Hailstones; Kathryn Alexander
Subject: Re: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Belinda,

So was I; I remembered having the conversation but couldn't recall the output and couldn't locate an e-mail chain to support my understanding hence my note to Andy.

You will recall that this was raised at our Dec meeting with the investigators. For this particular case I believe the info was located from another source (Kath will confirm). From this point on Shirley and Kath have assessed their cases and made the necessary requests to Fujitsu - hence Andy's comments about the cases on the cusp. So for the cases in the Scheme this shouldn't be a problem. Shirley and Kath - please action Belinda's request in her note below.

Future cases that might come our way via whatever replaces the Initial Scheme might be a challenge. The question therefore is for how long do we want to stop destroying information? I suspended destruction of paper files at Iron Mountain over a year ago and this naturally adds to our cost base. We should be able to take an informed decision on this once we know what follows the Initial Scheme.

Angela

GRO

From: Belinda Crowe
Sent: Monday, February 10, 2014 06:40 AM
To: Angela Van-Den-Bogerd
Cc: Andy Holt
Subject: Re: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Angela

I agree that we must do this and ask Fujitsu to make sure this happens and urgently. I was under the impression that it had already been done. I had thought that it had been.
I would also like to know of any cases in the Scheme where we request data but cannot access it because it has been destroyed and when the data was destroyed. Would that be possible?

Best wishes
Belinda

On 10 Feb 2014, at 05:58, "Angela Van-Den-Bogerd"

GRO

GRO

wrote:

Andy,

My view is we need belts and braces on this. Belinda - if you are in agreement Andy will action and let us know the cost implications.

Angela

GRO

From: Andy Holt
Sent: Saturday, February 08, 2014 02:00 PM
To: Angela Van-Den-Bogerd
Subject: Re: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

We have not asked for this to happen, we agreed to prioritise cases on the cusp so we got the data required.

I can raise a CR requesting this but will probably need some impact assessment, there will also be a cost associated.

Let me know if you want this to happen.

Andy

From: Angela Van-Den-Bogerd
Sent: Friday, February 07, 2014 07:50 PM
To: Andy Holt
Subject: Legally Privileged and In Confidence - Requests to retain Fujitsu data.

Andy,

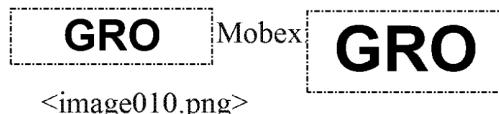
I know we discussed this but I can't recall the detail of the conversation. Have we now asked Fujistu to suspend destroying data when they reach the 7 year point? Tony Hooper has asked for reassurance on this across all our date/information storage points.

Thanks,
Angela

Angela Van Den Bogerd I Head of Partnerships
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From: Andy Holt
Sent: 18 December 2013 12:10
To: Angela Van-Den-Bogerd
Subject: Requests to retain Fujitsu data.

Fujitsu have not been asked to retain records for longer. Fujitsu did however ask (in the scheduling meeting) for any cases falling close to the 7 year retention limit so they could extract these.

Regards

Andy

Andy Holt I Business Relationship Management
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148 Old Street, LONDON, EC1V 9HQ

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GRO

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andy.hol

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