
From: Mark Underwood1 [mailto:[GRO](#)]
Sent: Tue 25/11/2014 2:49:35 PM (UTC)
To: Parsons, Andrew [mailto:[GRO](#)]
Cc: Tom Wechsler [mailto:[GRO](#)]; Patrick Bourke [mailto:[GRO](#)]
Subject: RE: Remote access - papers and plan [BD-4A.FID26231777]

Thanks Andy – I will forward on.

Mark

From: Parsons, Andrew [mailto:[GRO](#)]
Sent: 25 November 2014 14:37
To: Mark Underwood1
Cc: Tom Wechsler; Patrick Bourke
Subject: RE: Remote access - papers and plan [BD-4A.FID26231777]

Mark

I'm happy with the draft paper. I haven't received any comments from Andy H – probably best to send on to FJ as they will pick up any technical points anyway.

Kind regards
Andy

Andrew Parsons
Managing Associate

Bond Dickinson

Direct: []
Mobile: []
Fax: [] **GRO**

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From: Mark Underwood1 [mailto:[GRO](#)]
Sent: 20 November 2014 13:42
To: Parsons, Andrew
Cc: Tom Wechsler; Patrick Bourke
Subject: FW: Remote access - papers and plan

Hi Andy – Sorry for the delay with this, things have been a bit manic recently.

Please see the below email trail for context and a plan of action for putting this to bed. With respect to the plan detailed in the below email, are you able to:

- Take a look at the attached papers and see if you agree with:
 - The track changes I have made to your paper, which by the way I thought was excellent – particularly the definition going forward for the question being posed.

- The Q&A in my high level bullets
- Could you also incorporate any changes Andy Holt may have sent you as I remember you requesting him to do so a few weeks ago.

Then I will forward on to FJ and try and get this finalised asap.

The only additional detail I intend to include in your paper is a short reference to standard operating procedures in branch in relation to sharing user ID's and passwords. Though the content will be similar to the below extract, I am just waiting on being sent over a copy of the latest manual so will incorporate at a later stage.

"The Security Operations Manual v2 from January 2008 states;
"All users of the Horizon system must never:

- *log on as another person*
- *allow anyone else to use their User ID and password*
- *use an informal name, pseudonym or nickname as an identity*
- *continue to use Horizon or the data on it if you or they are no longer authorised to do so*
- *allow a User ID or password to be re-used by another person (ie, if you replace a current user with another, the new "*

Many thanks

Mark

From: Mark Underwood1
Sent: 20 November 2014 10:49
To: Tom Wechsler
Cc: Patrick Bourke
Subject: Remote access - papers and plan

Hi Tom,

Note drafted to get my mind straight and to try and agree a process to push this to conclusion.

I have attached two docs:

- 1) A paper produced by AP with my proposed track changes. PB envisages this as the all-encompassing paper, that going forward we can refer to in response to claims in, for example, draft CRRs of transactions mysteriously appearing in SPMRs accounts.
- 2) A much shorter bulleted high level list of what can / cannot be done with regards to remote access. To be used in, for example public rebuttals.

Whenever we have spoken to FJ about this issue, they seem puzzled as to why we are so concerned citing 'data integrity' However I think we are now of the opinion it is a semantics issue. By 'data integrity' FJ are, I think, referring to 'audit trail' – in that, whatever is done leaves a clear and identifiable audit trail behind it and thus – if there is no 'remote access car' in the branch's data – it simply did not happen. This therefore allows us to prove the negative.

On a call – FJ confirmed they already had downloaded all the branch data available for the 150 scheme cases and performed searches for any such 'scars'.

As such, everything appears to be golden. We just need FJ to confirm this once and for all.

In terms of process, I would think it seems sensible to:

- 1) Send the attached papers to AP for his approval – particularly as I have changed his paper in parts. We also need to incorporate any changes Andy Holt sent AP.
- 2) Then, with the below disclaimer (crafted by AP) – send to FJ to answer the questions posed in the attached

"This draft document, and any communications or other documents associated with it, are confidential, privileged and prepared in contemplation of litigation. They must be kept confidential and not disclosed to any other person."

- 3) Send to SS for their approval as they are quoted as agreeing AP's paper (or remove that reference as, although nice to have, we don't need their approval)
- 4) Finalise

Once you have digested – lets catch up

Mark

Mark Underwood
Initial Complaint and Mediation Scheme

GRO

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