

To: 'Mark Underwood' [GRO]
Cc: Harvey, Michael [GRO]
From: Newsome, Pete [/o=Fujitsu Exchange Organization/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=779e4a5ceab04dcab27a43c7fdb]
Sent: Mon 12/21/2015 2:34:22 PM (UTC)
Subject: RE: presentation- Strictly Private & Confidential - Subject to Legal Privilege
Second Sight Part 2 response from Fujitsu 150914.docx
Strictly Private & Confidential - Subject to Legal Privilege

Mark

Updates below:

Fujitsu to:

share its previously supplied comments on the Second Sight Reports (Monday / Tuesday); Attached

detail the number of branches affected by the 'Falkirk bug' vs its 'capability' to affect, with reasons (Monday / Tuesday); Due to the date of this issue we do not have exact details of the number of branches affected. The following answer is being currently ratified by the support team but we believe at this moment in time to be correct. 'This particular bug however could have affected all branches who have multiple stock units. The Misra case where this issue was mentioned was dismissed as the branch had a single stock unit.'

provide the number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons (Wednesday); Fujitsu is endeavouring to provide detail as to the number of Hotfixes (fixes to the software where it has been agreed with Post Office that an urgent change is required due to some aspect of the operation of the software) that have been issued with some examples of the type of fixes issued. I am still awaiting agreement on when this information will be available. If a more detailed report of what each fix was and whether it affected branch accounts I would be able to commission this in January and at that point deliver costs and timescales for such an activity.

investigate its email / data retention policy and how this would, if asked for the information, affect its ability to provide the emails for those Fujitsu employees who worked at Bracknell in 2008/09 (Monday / Tuesday); Save for particular matters (which this particular matter was not one), Fujitsu leaves much of this to the individual particularly in archiving to local storage. If Post Office has a request for email information it would therefore need to be dealt with on a case by case basis checked against other legal and data protection criteria.

answer the questions posed in Jonathan's letter of 16/12/2015 (the letter was forwarded on 17/12/2015. I will call Fujitsu on Monday morning to obtain an ETA); Mike Harvey has supplied an answer for this question and

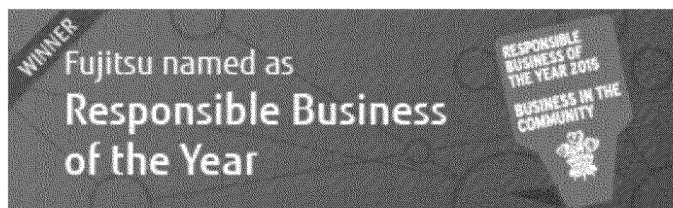
Comment on Page 6 of Deloitte's Board Briefing Paper. I understand Fujitsu were approached and provided comment at the time this paper was issued. We have requested this is shared with us (Monday / Tuesday). Answer to follow in a separate email.

Will call tomorrow to discuss further

Pete

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

From: Mark Underwood [GRO]
Sent: 18 December 2015 19:56
To: Newsome, Pete <[GRO]>
Subject: RE: presentation

Thanks Pete.

The QC was chasing me for the outstanding actions from the Fujitsu meeting. I have pasted these below with timescales to be hit. Please let me know if any of the below is not feasible

Fujitsu to:

share its previously supplied comments on the Second Sight Reports (Monday / Tuesday);

detail the number of branches affected by the 'Falkirk bug' vs its 'capability' to affect, with reasons (Monday / Tuesday);

provide the number of system errors identified, by year, that could affect branch accounts together with the number of branches that were affected and were capable of being affected by these errors, together with reasons (Wednesday);

investigate its email / data retention policy and how this would, if asked for the information, affect its ability to provide the emails for those Fujitsu employees who worked at Bracknell in 2008/09 (Monday / Tuesday);

answer the questions posed in Jonathan's letter of 16/12/2015 (the letter was forwarded on 17/12/2015. I will call Fujitsu on Monday morning to obtain an ETA); and

Comment on Page 6 of Deloitte's Board Briefing Paper. I understand Fujitsu were approached and provided comment at the time this paper was issued. We have requested this is shared with us (Monday / Tuesday).

Mark

Mark Underwood
Complaint Review and Mediation Scheme

[GRO]

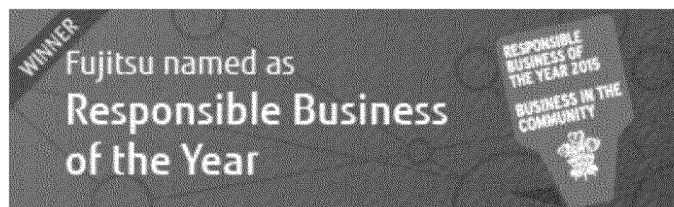
From: pete.newsome@fujitsu.com [GRO]
Sent: 18 December 2015 15:10
To: Mark Underwood1
Subject: RE: presentation

Mark

This is the presentation we discussed. I will call you Monday to make sure we have agreement on the other actions.

Pete

Pete Newsome
Business Change Manager
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Please consider the environment - do you really need to print this email?

From: Mark Underwood [GRO](#)
Sent: 18 December 2015 09:22
To: Newsome, Pete <[GRO](#)>
Subject: presentation

Hi Pete, could you send me the presentation you sent to Angela on the 'forced log off' issue please – that you mentioned at the QC meeting

Thanks

Mark Underwood
Complaint Review and Mediation Scheme
[GRO](#)

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