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**From:** Bansal, Steve (BRA01) [GRO]  
[GRO]  
**Sent:** Fri 11/08/2023 9:28:38 AM (UTC)  
**To:** Browell, Steven [GRO]  
**Cc:** Hatch, Matthew [GRO]; Bothick, Sandie [GRO]  
Lenton, Matthew [GRO]  
**Subject:** FW: Branch Impacting Problems - Terms of Reference  
**Attachment:** Horizon Branch Impacting Problem Review T of R v3.3.docx

Steve,

POL are looking to move away from using the "Defect" term and replacing it with "Problem", they are not asking Fujitsu to change any process or terminology. We will clearly need to change some elements around the name of the meeting we attend etc...

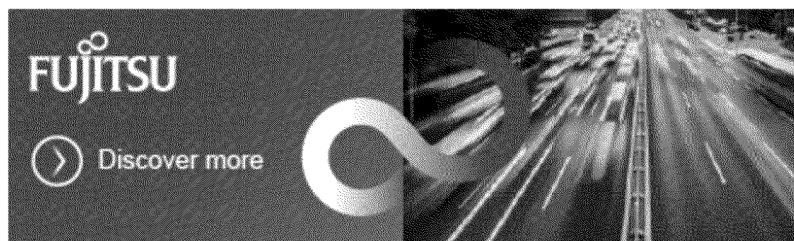
I send this updated POL ToR for your review, feedback and for you to send on to our legal term so the updated ToR can be logged with them.

Matthew, could I ask you to retain a copy on SharePoint.

Regards  
Steve Bansal  
Senior Service Delivery Manager  
Post Office Account  
FUJITSU

[GRO]

Annual Leave:



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

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**From:** Lorna Owens [GRO]  
**Sent:** Wednesday, August 9, 2023 10:28 AM  
**To:** Bansal, Steve (BRA01) [GRO]  
**Cc:** Martin Godbold [GRO]  
**Subject:** Branch Impacting Problems - Terms of Reference

Steve,

As discussed, see attached updated ToR document.

Regards,  
Lorna

**Lorna Owens**  
Senior Service Manager

Horizon IT – Live Service

*My working days are Monday – Wednesday*

**GRO**



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