

**From:** Phillips Edward  
**Sent:** 26 April 2012 19:05  
**To:** Armstrong Sue; Atkinson Tony; Bell Gavin; Boyd Fiona; Bull Richard; Cochrane Vince; Davidson James; Dunmore Phil; Freeman Roy; Gordon Mark; Jeram Peter; Kostuch Maz; Lamb Helen; Long Stephen; Mills Ged; Norris Robert; O'driscoll Ian; Payne Andrew; Roberts David (LON22); Stevenson Andy; Tait Duncan; Thompson Peter; Tuttle Ron; Welsh Graham; Badman Dennis; Bennett Ella; Bounds Gavin; Bull Richard; Clayton Steve; Cox Steven; Craib Amanda; Croston Andrew; Croucher Martin; Dorans Maureen; Dunmore Phil; Eagle Jayne; Ellwood Kirsten P; Fitzgerald Glenn; Gibson Tim; Graham Malcolm; Hagibara Yasuyuki (FTS); Hardman Derek; Hoare Mike; Jeram Peter; Keegan Michael; Kirby-Green Nigel; Kostuch Maz; Lamb Helen; Leask David; Long Stephen; Mills Ged; Moran Regina; Nagle George; Nicholls Mark; Norris Robert; Patel Toshak; Patterson Paul; Payne Andrew; Phillips Matthew (ITG); Provoost Martin; Rana Pawiter; Sadler Julie; Sillitoe David; Warham Wendy; Whitfield David (BRA01); Wrennall Jon  
**Cc:** Corporate Alerts  
**Subject:** FW: Corporate Escalated Issue Ref 1218- Post Office- Closure Report

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Corporate Escalated Issue - Closure Report			
Customer Name:	Post Office	Alert Reference:	1218
RAG Status:	Green		
Issue Summary:	Loss of banking transactions across the whole Post Office estate		
Reasons for closure:	The closure criteria have been met, and no further findings are expected from the Cisco RCA, as the suspected faulty Ace Blade has been tested to destruction. Failure was identified but it remains unclear whether this was an underlying H/W fault or was induced by the intensive Cisco test process.		
Achievements from this Corporate Alert:	N/A		
Post-Alert Actions:	The Tactical (internal) & strategic (Inc KPMG) reviews are being undertaken with a wider remit than this single incident, looking at the resilience of the entire HNGX solution/infrastructure.		
Other items of interest:	It has been agreed by the account that keeping this alert open serves no purpose now the tactical & strategic reviews are underway. <b>Impact at time Alert was raised (01/03/12):</b> <ul style="list-style-type: none"> <li>Potential Service Credits at £100k per lost business hour</li> <li>Reputational damage to both Post Office and Fujitsu; 4th major outage in 9 months</li> <li>Potential to influence the HP&amp;BB negotiations</li> </ul> <b>Closure Criteria:</b> <ul style="list-style-type: none"> <li>Service restored and stable for 24 hours</li> <li>Major Incident report produced with corrective actions</li> </ul>		
Facilitated RCA Date:	25/05/2012		

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