

**From:** Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]  
**Sent:** Tue 24/08/2010 9:06:21 AM (UTC)  
**To:** Budworth John [REDACTED] **GRO** [REDACTED]; Payne Sarah [REDACTED] **GRO** [REDACTED];  
 Jenkins Gareth GI [REDACTED] **GRO** [REDACTED]; Bull Sarah [REDACTED] **GRO** [REDACTED];  
**Cc:** Wilkerson Guy [REDACTED] **GRO** [REDACTED]  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM  
 CHANGES

Thanks, John. I will retain this information.

Kind regards  
 Penny

Penny Thomas  
 Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account  
 Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [REDACTED]  
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 E-Mail: penny.thomas [REDACTED] **GRO** [REDACTED]  
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**From:** Budworth John  
**Sent:** 24 August 2010 09:38  
**To:** Thomas Penny; Payne Sarah; Jenkins Gareth GI; Bull Sarah  
**Cc:** Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Penny,  
 For future reference if required further discussions on this matter have identified that we would be looking at 4 man weeks at SCO/PCO grade to put together this information.

Rgds  
 John

**From:** Thomas Penny  
**Sent:** 24 August 2010 09:36  
**To:** Budworth John; Payne Sarah; Jenkins Gareth GI; Bull Sarah  
**Cc:** Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Thank you for your response, John.

Please note that I have just received a communication from the POL investigator stating that POL legal are resisting the request from the Defence. This means that the Defence will need to get an order from the Court before we/POL are obliged to provide this information. I will let you know if this happens.

Thank you again for your help.

Kind regards  
 Penny

Penny Thomas  
Security Analyst, Customer Services

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**From:** Budworth John  
**Sent:** 18 August 2010 16:53  
**To:** Payne Sarah; Thomas Penny; Jenkins Gareth GI; Bull Sarah  
**Cc:** Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Having spoken with Gareth on this matter I believe the requirement is to identify every counter release applied to live in the last 7 years and provide a spreadsheet that details the Tivoli Product name, the date live rollout commenced and a list of PEAKs and or CPs that the change addressed.

This will be dependant on access to PEAK archives with the use of current and historic RM databases.

At this point in time we are seeking a cost. To provide a cost we need to evaluate the time it will take to produce such a spreadsheet, assuming all relevant information is still available.

There is then the question of who will do the work. I believe that whilst Sarah Payne or I could supervise this activity we may have to bring in additional resource.

As such I do not feel I can readily provide a cost without input from other people.

Sarah and Sarah, I believe we need to discuss this further prior to making any commitment to Gareth.

Rgds  
John

---

**From:** Payne Sarah  
**Sent:** 12 August 2010 13:55  
**To:** Thomas Penny; Jenkins Gareth GI; Budworth John  
**Cc:** Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

John,

Please can you pick this up and see how far you can get with it. Penny will also need to know how long this takes as it has cost implications. I've attached another mail from MSS giving counter inventories.

Regards Sarah

---

**From:** Thomas Penny  
**Sent:** 05 August 2010 14:23  
**To:** Jenkins Gareth GI  
**Cc:** Payne Sarah; Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Sarah

Is this something you could do? If so, could you please provide a rough estimate?

Kind regards  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

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**From:** Jenkins Gareth GI  
**Sent:** 05 August 2010 14:04  
**To:** Thomas Penny  
**Cc:** Payne Sarah  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Penny,

I don't think so.

What they are after is a detailed list of every fix we have ever applied giving details of the problems that the fix was addressing and when it was applied. I think this is a huge task and will not be of any use whatsoever, but that is what they are asking for.

Clearly having a list of what is on the counters now is a starting point, but what they also need is a list of all historical updates. NB looking at the boxes is no use as they may have been swapped!

An alternative approach is to provide details of all fixes that have been distributed over the years. Exactly when they were applied to the counters in question is less relevant so there may be records of every counter package, its content and the reason for the package being applied.

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account

FUJITSU  
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [REDACTED] Internal: [REDACTED]  
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**From:** Thomas Penny

**Sent:** 05 August 2010 11:47

**To:** Jenkins Gareth GI

**Cc:** Payne Sarah

**Subject:** FW: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

**Importance:** High

Gareth

Will this information fill the requirement?

Kind regards

Penny

Penny Thomas  
Security Analyst, Customer Services

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**From:** Payne Sarah

**Sent:** 29 July 2010 13:46

**To:** Bragg Wayne; Avery Neil

**Cc:** Thomas Penny; Jenkins Gareth GI

**Subject:** FW: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

**Importance:** High

Neil/Wayne,

Please can you take a look at the email trail below – we have done this in the past (in CS with assistance from your area). However, in this instance I would like to know how long this will take/took. Basically we need to provide details for each counter (fortunately only 3) of everything that has ever been applied, I've attached a couple of example mails e.g. from the E&Y audit (commit directories and a spreadsheet (which is unfortunately in alpha order so commit directories better to give an audit) of what I think we're looking for.

Penny/Gareth,

The information returned by MSS and then RM could be used in future for CP purposes.

Many thanks.

Regards Sarah

---

**From:** Thomas Penny  
**Sent:** 28 July 2010 11:53  
**To:** Payne Sarah; Jenkins Gareth GI  
**Cc:** Bull Sarah; Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Thanks, Sarah.

The branch code is 126023, the outlet West Byfleet.

Kind regards  
Penny

Penny Thomas  
Security Analyst, Customer Services

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**From:** Payne Sarah  
**Sent:** 28 July 2010 11:44  
**To:** Jenkins Gareth GI  
**Cc:** Bull Sarah; Thomas Penny; Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Gareth,

Ok so can I have details of the Branch Code and from when the data would be required and I'll look into it tomorrow. The last time I did anything in this area was a good few years ago and if I remember correctly I discussed ½ man day for cost purposes for each Branch with Brian Pinder.

Many thanks.

Regards Sarah

---

**From:** Jenkins Gareth GI  
**Sent:** 28 July 2010 11:30  
**To:** Payne Sarah  
**Cc:** Bull Sarah; Thomas Penny; Wilkerson Guy  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Sarah,

Yes it is changes made to the counters in one Branch.

I'm not sure if they want details of data Centre changes as well, but it is probably reasonable to initially consider just counter changes.

The background is that a Defence Expert is attempting to prove that financial losses in one or more branches are due to system problems and not due to fraud by Postmasters. I've tried to point out that looking at all fixes is unlikely to help, but he seems to be persisting with this.

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account

FUJITSU  
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: **GRO** Internal: **GRO**  
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**From:** Payne Sarah  
**Sent:** 28 July 2010 11:24  
**To:** Thomas Penny; Wilkerson Guy  
**Cc:** Bull Sarah; Jenkins Gareth GI  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Penny,

I'm out of the office today – but back in tomorrow. It would be useful to know what you require to be provided e.g. is it for one Branch in Counter terms?

Many thanks.

Regards Sarah

---

**From:** Thomas Penny  
**Sent:** 28 July 2010 09:42  
**To:** Wilkerson Guy; Payne Sarah  
**Cc:** Bull Sarah; Jenkins Gareth GI  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Guy

This request has come as a result of Gareth meeting with the defence expert and the defence expert requesting this information from POL legal; they then requested via their investigator/Salford, as

process.

POL legal would not be aware POL has this info (I doubt whether the investigator would, either). Suggest we get a rough estimate, send through to Salford, give them the choice of raising a CP, requesting via a RFI (which they then charge out to the Court or defence) or identifying their own records.

I must admit, I didn't consider POL being in possession of this information!

I'd be grateful for the chat.

Kind regards  
Penny

Penny Thomas  
Security Analyst, Customer Services

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**From:** Wilkerson Guy  
**Sent:** 28 July 2010 09:14  
**To:** Thomas Penny; Payne Sarah  
**Cc:** Bull Sarah  
**Subject:** RE: REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

If they want all info since Horizon started, that's a lot. POL have this information – any reason they aren't providing this directly? Has this come direct to us or via POL?

I agree we need to get a rough estimate as Penny asks as this will probably be the first thing POL asks for – let's get the estimate together and then have a chat.

Guy

---

**From:** Thomas Penny  
**Sent:** 28 July 2010 08:06  
**To:** Payne Sarah  
**Cc:** Bull Sarah; Wilkerson Guy  
**Subject:** REGINA v SEEMA MISRA - GUILDFORD CROWN COURT - TRIAL - FUJITSU SYSTEM CHANGES

Sarah

POL is currently dealing with a couple of high profile prosecution cases and as per contract we are assisting them. One of the defence teams has requested detail on all system changes; which is a totally new request for us.

Could you please let me know (a) what you could provide and to what level of detail? And (b) how long do you think it would take in man hours/man days?

I'm not sure whether this would be chargeable; I guess that depends on your response, but have copied Guy in for guidance.

Would you have some time to discuss?

Kind regards  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

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