
From: dave.m.king [GRO] dave.m.king [GRO]
Sent: Mon 12/01/2009 9:37:41 AM (UTC)
To: david.x.gray [GRO]
Subject: Re: Fw: Security Incident

David

This only affects cases where statements have already been given and where it has been declared that there are no integrity issues with the system (not true in this case). According to Pete S these have had to be re-issued to say that there are no reasons to believe any systems malfunction has affected the evidence to which they relate.

No problems are anticipated.

Thanks

Dave

David X Gray
07/01/2009 20:53
To: Dave M King/e/POSTOFFICE@POSTOFFICE
cc:
Subject: Fw: Security Incident

Dave

why is this in court and witness statements?

Regards

David Gray
IT Strategy and Architecture Manager
Post Office Ltd

[GRO]

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----- Forwarded by David X Gray/e/POSTOFFICE on 07/01/2009 20:52 -----

"Warham Wendy" <Wendy.Warham [GRO]>
07/01/2009 10:46

To: <sue.lowth [GRO]>, <david.x.gray [GRO]>
cc: "Thomas Penny" <Penny.Thomas [GRO]>, "Pritchard Howard" <Howard.Pritchard [GRO]>
Subject: Security Incident

Sue I have left you a voicemail as I need to update you on a recent issue that has occurred & been resolved but does have some short term impacts. In summary the issue is as follows:

In December 2007 an occurrence was reported in one office where a Stock Unit roll-over coincided with the End of Day Process running. This led to a previously unseen database lock where an administrative balancing transaction failed to be written to the local message store database. This generated a generic and non-specific software error event which went unnoticed in the

monitoring of Events. A financial imbalance was evident and was subject to investigation by Fujitsu's Service Support Centre (SSC) and Post Office Limited (POL). The financial imbalance has been resolved.

A software correction was applied across the estate in early November 2008 to ensure that any such event generated would be monitored. Testing of that correction has established that the unmonitored error does not occur elsewhere in the system.

Impact

We need to work with POL to re-check the ARQ's and re-confirm the data integrity during the period of May 07 to November 08 – Penny will do this
We need to discuss how we disclose the issue on the witness statements and we have some words which may be appropriate – Both need to discuss and agree the words
Identify which witness statement we have supplied and are still awaiting court to confirm whether or not the data provided was May 07 - Nov 08 to a) ensure events have been checked and b) to recall and replace witness statements – POL/Penny

Further Action

Automate the message store alerts on the system so that no manual intervention is required – A CP has been raised for this work
Education to ensure that this type of incident is raised as a Major Incident in the security stack so that we can communicate and manage this in accordance with incident timescales

Apologies that this has been not been communicated earlier but the review of security incidents should improve this issue.

Wendy Warham
Operations Director
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