
From: "pete.newsome" [GRO]
Sent: Fri 03/11/2017 11:03:50 AM (UTC)
To: Victoria Brooks [GRO] "Legal.Defence" [GRO]
[GRO]
Cc: "Michael.Harvey" [GRO] "Rodric Williams"
[GRO] Andrew Parsons
[GRO] Gavin Matthews
[GRO] Paul Loraine [GRO]
Amy Prime [GRO]
Subject: RE: Questions on the KEL [BD-4A.FID26610170]

Victoria

In answer to the request for access to KELs for the period between June 2005 and January 2008 we may have a number available in the system. To this end the support team have produced the Q&A section below to give a more full explanation of the KEL system and how it is used within the Fujitsu support teams. The headlines are:

- The Horizon (pre-HNGX KELs) that were still active when the system was retired are accessible from a 'archived' database but not through the user interface so the interpretation and presentation of this data may have lost some of its context
- Some KELs for that period may not have been archived we have no way of knowing if the data set is complete
- There is no easy way of analysing the data either by branch or type article, particularly in the 'archived' data

We therefore may not be able to find any relationship between any data still held and a particular branch or time or even potentially if the information was not included in the text as to when certain articles were active. We are however happy to give supervised access to what we have under NDA as per the group action.

I hope this helps

Regards

Pete

What are we currently using for KEL system?

We use a custom developed solution that allows us to record support knowledge into a structure known as a KEL (Known Error Log). KELs record known issues from incident tickets originating from live and test services and general support knowledge. The KEL system is developed in-house by the Fujitsu SSC team and is utilised by all 2nd, 3rd and 4th line support teams. Knowledge entries are created via a web interface using both fixed fields and free format fields utilising a mark-up language.

When was it last updated or migrated?

The service is under continuous development for service improvement. The infrastructure supporting the service changed from physical servers housed and maintained by the SSC to a cloud based infrastructure in late 2014.

What happens to old KEL's?

Old KELs are deactivated once they are no longer required. This ensures that they do not show up in normal searches but are accessible if specifically requested via an additional interface. A regular KEL review forum ensures KELs follow a certain template, include the correct terminology and are not out of date.

What is the backup and storage policy?

The system is supported by two servers in the IPH (internal Fujitsu private hosted) cloud. The primary server continuously updates a copy of the database on the secondary server (AKA log-shipping) and a nightly full database back-up is taken to the stand-by server. Both servers also have their disk media backed up and retained by the Fujitsu Internal IT group (ITG) with incremental backups taken each day and a full back-up each week.

How long do we retain any copies?

Database backups are retained for 7 days.

Server backups (ITG) are retained for 2 weeks.

Is it possible to view KELs from between June 2005 and January 2008

Yes. In 2010 a migration exercise took place to deactivate all pre-HNG-X KELs that were no longer relevant to the new system. You can still search these deactivated HORIZON KELs from the historic menu.

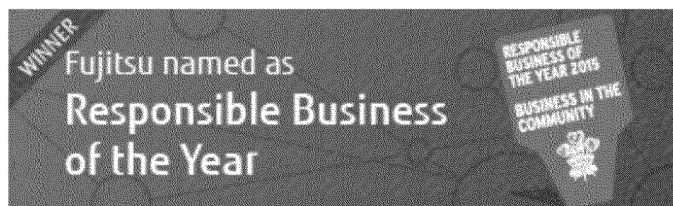
Is it possible to search for KELs by the date raised or by year?

Not via the user interface.

Is it possible to look at calls raised against a particular branch, from 1, 3, 6 or 10 years ago?

Affected branch is not a field captured in the KEL database.

Pete Newsome
Account Manager
Post Office Account, Fujitsu UK&I
Tel: **GRO**
E-Mail: **GRO**
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com



Fujitsu is proud to partner with [Action for Children](#)

[I-CIO](#): Global Intelligence for the CIO. Fujitsu's online resource for ICT leaders

Sponsors of the 2015 Rugby World Cup



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

From: Victoria Brooks **GRO**

Sent: Tuesday, October 31, 2017 1:42 PM

To: Newsome, Pete **GRO** Defence Legal (Chris Jay,) **GRO**

Cc: Harvey, Michael [GRO] Rodric Williams [GRO]
[GRO] Andrew Parsons [GRO] Gavin Matthews
[GRO] Paul Loraine [GRO] Amy Prime
[GRO]

Subject: RE: Questions on the KEL [BD-4A.FID26610170]

Dear Pete/ Chris

I am assisting Paul in relation to the CCRC's review of certain Post Office prosecutions whilst Paul is away on [GRO] leave.

Following the questions that the CCRC asked about the KEL, the CCRC are now asking some more questions about this, with particular reference to Seema Misra of the West Byfleet branch. They want to know: "is it possible to search for KELs dating from the time of Ms Misra's indictment period? If so, we would be grateful if we could be provided with / given access to all KELs raised or updated in the period June 2005-January 2008."

From our discussions in relation to the KEL for the Group Action, I understand that it is not something that can be handed over, and the only real way of facilitating access would be for them to come and have a look at it at your premises. We are happy to make the offer for inspection to take place, but please could you let us know whether this is also acceptable to you and on what terms? If you require an NDA we will give some thought to how this will work given the CCRC's purpose / discuss it with the CCRC. Please let me know.

I also understand that the KEL is not recorded on a branch by branch basis, but that you keep a log of issues which you have assisted with in branches and this links to the KEL entry which was referred to. I was therefore wondering whether it was possible for this log to be reviewed in relation to West Byfleet between June 2005 and January 2008, so that you could work out whether you do have any KEL entries in relation to Misra / West Byfleet, and whether these have been retained (given I understand that it is a living database and changes)?

Many thanks in advance for your assistance.

Kind regards

Victoria

Victoria Brooks
Managing Associate

Bond Dickinson LLP

Bond Dickinson

Direct: [GRO]
Office: [GRO]

Follow Bond Dickinson:



www.bond dickinson.com

We are pleased to announce we will be changing our name to Womble Bond Dickinson (UK) LLP on 1 November 2017:



From: Paul Loraine
Sent: 17 August 2017 17:13
To: [pete.newsome](#) GRO
Cc: [Michael.Harvey](#) GRO; [Legal.Defence](#) GRO; Rodric Williams
GRO; Andrew Parsons; Gavin Matthews
Subject: RE: Questions on the KEL [BD-4A.FID26610170]

Thanks Pete – much appreciated.

Kind regards,

Paul

Paul Loraine
Associate

Bond Dickinson LLP

Bond Dickinson

Direct: GRO
Mobile:
Office:

Follow Bond Dickinson:



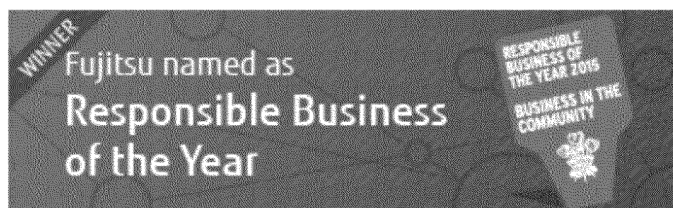
www.bonddickinson.com



From: [pete.newsome](#) GRO
Sent: 17 August 2017 12:45

To: Paul Loraine
Cc: Michael Harvey [GRO]; Legal Defence [GRO] Rodric Williams
[GRO] Andrew Parsons; Gavin Matthews
Subject: RE: Questions on the KEL [BD-4A.FID26610170]

Pete Newsome
Account Manager
Post Office Account, Fujitsu UK&I
Tel: [GRO]
E-Mail: [GRO]
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com



Fujitsu is proud to partner with [Action for Children](#)

[I-CIO](#): Global Intelligence for the CIO. Fujitsu's online resource for ICT leaders

Sponsors of the 2015 Rugby World Cup



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

From: Paul Loraine [GRO]
Sent: Wednesday, August 16, 2017 1:29 PM
To: Newsome, Pete [GRO]
Cc: Harvey, Michael [GRO]; Defence Legal (Chris Jay,) [GRO]
Rodric Williams [GRO] [GRO] Andrew Parsons
[GRO] Gavin Matthews [GRO]
Subject: Questions on the KEL [BD-4A.FID26610170]

Dear Pete,

I hope you are well.

You may recall you have kindly helped me out in the past with some queries on the Known Error Log.

Would you be able to assist please with a few quick follow up questions?

1. Is it more accurate to call the KEL a database rather than a document? Yes it is a database which changes with new KELs being added, changed, and removed on a regular basis.
2. Is it right to say that the KEL exists as one single database/document rather than multiple different logs? It is one database.
3. I understand the KEL runs to thousands of entries. Is it possible to say how many pages the KEL would run to? Stats below.

The KEL DB Knowledge Overview lists the following i.e. 3973 KEL's

Knowledge Overview

Source	Total Count	Updated within 31 days
KELs	3973	49

Six months of KELs

Month	Created Count	Revised Count
2017-07	18	51
2017-06	23	45
2017-05	14	57
2017-04	15	64
2017-03	18	76
2017-02	26	72

Kind regards,

Paul

Paul Loraine
Associate

Bond Dickinson LLP

Bond Dickinson

Direct: **GRO**
Mobile:
Office:

Follow Bond Dickinson:



www.bonddickinson.com



Please consider the environment! Do you need to print this email?

The information in this e-mail and any attachments is confidential and may be legally privileged and protected by law. [pete.newsome](#) GRO only is authorised to access this e-mail and any attachments. If you are not [pete.newsome](#) GRO please notify [paul.loraine](#) GRO as soon as possible and delete any copies. Unauthorised use, dissemination, distribution, publication or copying of this communication or attachments is prohibited and may be unlawful.

Any files attached to this e-mail will have been checked by us with virus detection software before transmission. Bond Dickinson LLP accepts no liability for any loss or damage which may be caused by software viruses and you should carry out your own virus checks before opening any attachment.

Content of this email which does not relate to the official business of Bond Dickinson LLP, is neither given nor endorsed by it.

This email is sent by Bond Dickinson LLP which is a limited liability partnership registered in England and Wales under number OC317661. Our registered office is 4 More London Riverside, London, SE1 2AU, where a list of members' names is open to inspection. We use the term partner to refer to a member of the LLP, or an employee or consultant who is of equivalent standing. Our VAT registration number is GB123393627.

Bond Dickinson LLP is authorised and regulated by the Solicitors Regulation Authority.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.