

Message

**From:** Rob Houghton [GRO]  
on behalf of Rob Houghton [GRO]  
**Sent:** 21/05/2019 15:57:19  
**To:** Julie Thomas [GRO], Ben Foat [GRO], Michael Passmore [GRO], Mick Mitchell [GRO]  
**CC:** Rodric Williams [GRO], Kenneth Garvey [GRO], Zoe Brauer [GRO], Kendra Dickinson [GRO], Kim Abbotts [GRO]  
**Subject:** RE: Global user access issue

For clarification – has this been done now?

- I've spoken to Fujitsu and have a list of all admin users ( Pol people) and engineers and when they last logged on . This will give the auditor the clarification that whilst there may have been names on the list who have left the Business, we can demonstrate that they have not logged onto an Horizon kit since they left.

Are we confident that whilst the controls have been ineffectively managed that there has been no breach or usage. Echo Micheals point that even if they did get on – what could happen?

Can we also state how many users we're talking about and whether those that are still in employment need that access (and if they don't whether they've used it).

I think there will be a collective sigh (despite the controls issue) if we can demonstrate before the ARC that there has been no exposure.

R

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**From:** Julie Thomas [GRO]  
**Sent:** 21 May 2019 08:20  
**To:** Rob Houghton [GRO], Ben Foat [GRO], Michael Passmore [GRO], Mick Mitchell [GRO]  
**Cc:** Rodric Williams [GRO], Kenneth Garvey [GRO], Zoe Brauer [GRO], Kendra Dickinson [GRO], Kim Abbotts [GRO]  
**Subject:** RE: Global user access issue

I've now received a full update from Kendra Dickenson in the Branch Support Centre team.

The work to give global user access to Trainers and Auditors was as part of HNGX and it saved the field teams needing to get temp passwords set up per audit or training intervention, so operationally, it's a good thing. When first introduced, NBSC simply managed the requests which were actioned by FJ, but the ability to set up access transferred to NBSC last summer from FJ as an IT project.

I don't believe proper JML controls were put in place as part of the handover and therefore we need to clean up the user list and then implement appropriate controls going forward.

Kendra now has a number of immediate actions:

- I will arrange to sanitise the list based on those we know have left the Business.
- Rebecca is speaking to Computacenter to understand how they can ensure the list of engineers is brought up to date and is monitored moving forward.
- I've spoken to Fujitsu and have a list of all admin users ( Pol people) and engineers and when they last logged on . This will give the auditor the clarification

that whilst there may have been names on the list who have left the Business, we can demonstrate that they have not logged onto an Horizon kit since they left.

- We will review this list against those names who have left the business and provide the final version to Rebecca and Joy who will then update from what they have via Computacenter and HR leavers.

I trust this answers the questions, but please feel free to pick up directly with Kendra for any follow up questions or further information as she is owning this on my behalf.

Kind regards,

Julie



**Julie Thomas**  
**Operations Director**  
Post Office Ltd  
Finsbury Dials  
London  
EC2Y 9AQ

GRO

**Advance notice of leave: 11 – 26 June incl.**

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**From:** Rob Houghton  
**Sent:** 16 May 2019 21:33  
**To:** Ben Foat; Michael Passmore; Mick Mitchell; Julie Thomas  
**Cc:** Rodric Williams; Kenneth Garvey; Zoe Brauer  
**Subject:** Re: Global user access issue

Checking in on this. Have we got the answers yet or know when we will - conscious of the upcoming audit committee?

R

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**From:** Ben Foat  
**Sent:** 14 May 2019 16:32  
**To:** Michael Passmore; Rob Houghton; Mick Mitchell; Julie Thomas  
**Cc:** Rodric Williams; Kenneth Garvey; Zoe Brauer  
**Subject:** RE: Global user access issue

Thanks Michael

In order to answer the question, we need to know:

- what access and the rights permissions the user(s) had which they shouldn't have
- what system are they accessing and what could they do (ie delete, amend, etc).

At a high level, the horizon system captures the transaction data from counters to the data centre to the Audit Store. This is the horizon system (which is subject to the appeal). The GLO considers whether there are coding or rule breaches that undermine the credibility of the system itself or is it the operating procedures of Fujitsu etc or indeed there is no issue at all.

What we need to find out is whether the inappropriate accessing of the information relates to the horizon system (live environment) or rather just the data centre which produces various reports and data feeds which is utilised by various parts of the business. Depending on that then we can hopefully rule out GLO issues but the remaining JLM etc incident remains and needs to be remediated.

As an aside, I understand that Deloitte looked at this several years ago and I don't think it was raised with the general process but the above questions should be answered.

I hope that helps. I've copied in Rod and Ken in my team who can support.

Zoe- just FYI

Kind regards  
Ben



**Ben Foat**  
Legal Director  
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**From:** Michael Passmore

**Sent:** 14 May 2019 15:56

**To:** Rob Houghton GRO Mick Mitchell GRO Julie Thomas

GRO

**Cc:** Ben Foat GRO

**Subject:** Re: Global user access issue

Looping in Ben.

AI has asked if this is a GLO impacting issue.

Finance Director, Post Office Limited

**From:** Rob Houghton [GRO]

**Sent:** Tuesday, May 14, 2019 2:29 pm

**To:** Mick Mitchell; Julie Thomas

**Cc:** Michael Passmore

**Subject:** Fwd: Global user access issue

Folks - scroll to the bottom. This will be reported into the arc and will get a lot of heat and light because the jml issue always causes concern and this potentially demonstrating we don't have the right controls in place. So three things that hit me:

- 1) Let's urgently close down any outstanding issues with people that have left and still have access... Who's responsibility?
- 2) What's gone wrong? what control issues do we have? Need to get ahead of this before the arc
- 3) How do we give comfort to the arc that we are in control on jml given this.

Is it your guys?

Rob

Get [Outlook for Android](#)

From: Rob Houghton

Sent: Tuesday, 14 May, 10:36

Subject: RE: Global user access issue

To: Rebecca Barker

Are they aware?

**From:** Rebecca Barker [GRO]

**Sent:** 14 May 2019 10:36

**To:** Rob Houghton [GRO]

**Subject:** RE: Global user access issue

Julie Thomas area



**Rebecca Barker**

**Head of IT & Digital Risk**

Legal Risk & Governance

No.1 Future Walk

Chesterfield

S49 1PF

GRO

**From:** Rob Houghton

**Sent:** 14 May 2019 10:04

**To:** Rebecca Barker GRO

**Subject:** RE: Global user access issue

Who do they work for?

**From:** Rebecca Barker GRO

**Sent:** 13 May 2019 17:58

**To:** Somita Yogi GRO Rob Houghton GRO

Catherine Hamilton GRO Michael Passmore

GRO

Cc: Tom Lee [GRO]

Subject: RE: Global user access issue

Hi Michael

The global user access process is managed by Shaun Turner/Kendra Dickinson's teams

Regards



Rebecca Barker

Head of IT & Digital Risk

Legal Risk & Governance

No.1 Future Walk

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[GRO]

From: Somita Yogi

Sent: 13 May 2019 17:48

To: Rob Houghton [GRO] Catherine Hamilton  
[GRO] Michael Passmore [GRO]  
Cc: Rebecca Barker [GRO] Tom Lee [GRO]  
Subject: Re: Global user access issue

Hi Michael,

Thanks for your email and please clarify which system is it as DCoE team looks after CFS, BI, SF etc though not after Horizon , CDP etc.

Many thanks,

Somita Yogi

Director of MI, Data Strategy and Analytics

From: Michael Passmore

Sent: Monday 13 May, 17:40

Subject: FW: Global user access issue

To: Rob Houghton, Catherine Hamilton

Cc: Rebecca Barker, Tom Lee, Somita Yogi

Hi both,

Are you aware of the below? Not picked up by EY previously; feels like this should be managed in the MI team (which doesn't stop the audit issue point that will be raised).

Not great...

Micheal



Micheal Passmore

Finance Director, Post Office Ltd

1st Floor,

20 Finsbury Street,

London EC2Y 9AQ

Mob: [REDACTED] GRO

**From:** Tom Lee

**Sent:** 13 May 2019 17:38

**To:** Michael Passmore; [REDACTED] GRO

**Subject:** FW: Global user access issue

**From:** Rebecca Barker

**Sent:** 10 May 2019 13:29

**To:** Tom Lee; [REDACTED] GRO

**Subject:** RE: Global user access issue

Hi tom

At the moment all I know is:

PWC met with Jane Smith from the branch management team in NBSC, Janes team manage the Global User access process.

I believe they have a list of users that are active, but when PWC asked if that person is still in employment with the business the search on active directory (email) confirmed that the person is no longer with the business, so potentially they could still access the system in branch if the fraudulently gained access.

This means there is gap in the process, so the active directory process is in place to close items down, but there doesn't appear to be a process to close down all accounts associated with that person... I don't know who owns that process at this stage etc etc

Regards



Rebecca Barker

Head of IT & Digital Risk

Legal Risk & Governance

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GRO

**From:** Tom Lee

**Sent:** 10 May 2019 13:23

**To:** Rebecca Barker GRO

**Subject:** Global user access issue

Hi,

Please can you give me some more details on the issue that was raised on the global user access point? I've got an update call with PWC at 3pm and they are likely to want to chat through. Ideally if I can know who this impacts and to what extent that would be great.

Thanks,

Tom