

Bond Dickinson

Regular Call re Horizon Issues

Meeting: 4 September 2013

Attendees:

Team/Function	Attendees
Legal	Rodric Williams (RW) Jarnail Singh (JS) Andrew Bolc of Cartwright King (CK) Andrew Parsons (AP) Kayleigh Harding (KH)
Financial Services Centre (FSC)	Rod Ismay (RI)
Security	Rob King (RK) Dave Posnett (DP)
Communications	N/A
Network	Gail Peacock (GP) Anne Ellis (AE)
Information Technology & Change (IT&C)	Steve Beddoe (SB)
Network Business Support Centre (NBSC)	N/A

Previous issues identified and further action to be taken

Issue	Issues/Comments/Next steps
Prestbury	Steve has received information which is to be sent to GP.
Howden	Not a Horizon issue – to be reviewed from action list.
Torch Visit	SB has received photos of screens and trail of transactions evidencing the fault. The scenario was recreated with Version 8.9 of Horizon, reference data and tests were run against it for postal service transactions to see if the pricing was corrupted. Fujitsu tried over 100 times to recreate the issue on the test system but it cannot be done. If someone had called into helpdesk with this issue they would have been asked to reboot terminal. Fault appears to be limited to this one Horizon system, rather than a network wide issue.

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	<p>Nevertheless, there was clearly a problem in this branch – SD has photos of the problems with the screen and this error happened over several days.</p> <p>There does not appear to be any risk of Horizon shortfalls, just a business issue – customer not getting the best deal / right price for their service.</p> <p>SB to speak to NBSC and FJ to scope the problem. SB to ask if this situation occurs often and how many calls are received reporting the fault.</p>
Bureau Buy Back	<p>On agenda with Fujitsu. System working as designed but improvements to be suggested. Ascertain other improvements and how long they will take to be delivered and costs involved. To stay on action log. SB meeting with Fujitsu on 05/09/13. He is to report back.</p>
ATM Gluing Case	<p>Subject of the investigation is Wincor employee Joshua Wood (JW). Losses from June 2012 to July 2013 and JW suspended in July 2013. Following suspension JW visited the Ludgate Circus branch without authority and £10,900 subsequently showed as a loss. Enquiries being made with Wincor who confirm they only have data confirming details of which engineer last attended the branch and no historic records of visits.</p> <p>On 5/09/13 security team are visiting the crime unit to request it is taken on as a Criminal Investigation. Wincor not actively responding but adamant they do not have required data.</p> <p>CK confirm there is one case awaiting sentencing where this issue could possibly affect. The case relates to ATM losses of £175,000. Maintenance log to be reviewed to ascertain if JW was involved. JW based in south of country, his main areas are Uxbridge Road and west of London and therefore he is unlikely to be involved. CK would like to see all data available.</p> <p>Kendra Dickinson scrutinising data to see what area JW he covered to see if any other matters affected.</p>

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	Call logs to be examined to ascertain incidents before 2012 which may indicate JW has visited the branches. Confirmation as whether Wood had been to Ludgate Circus to be obtained. RK to take forward.
Withdrawal of prosecution	Closed
Rhigos Branch	<p>Debt of £24k. SPMR blaming Horizon.</p> <p>Live SPMR and therefore internal processes need to be exhausted. Push through normal process to see if a Horizon issue identified.</p> <p>May be some challenges around SPMR refusing to follow standard process (ie. wants solicitor to attend meetings, etc.). This is to be managed in the usual way.</p>
E-top up	<p>Situation where a top up is requested and the first request fails. A second request is then made and the top up given to the customer. Horizon does not recover the last transaction; it recovers last 2 which provides a branch discrepancy. Fujitsu provided rules around recovery which is contradictory to how the system operates.</p> <p>GP awaiting update from Steve. Document produced confirming process. GP has sent to Scott in IT&C.</p> <p>SB to make enquiries with Scott to see if this matter has been progressed. If not to be discussed with Fujitsu. SB to update at next meeting.</p>
ATM Routers	RW has investigated further and does not believe that this issue would impact on branch accounting. RW to confirm position at next meeting.

New Issues Identified

Name	Area	Issues/Observations/Comments
RW	Legal	<p>1. Crown branch – post and go and balancing process.</p> <p>On IT & C radar.</p>

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		<p>Durham - Machine giving out original note and change. £14k loss. Issue with machine cannot be explained. 2 machines have been replaced in the past. Overall balancing issues £250k over 3-4 years. Balanced at end of 2012. The accounting records for the Post and Go do not affect branch records.</p> <p>SB – project last year to clear balances. Durham, Nottingham and Manchester have built up numbers again. Accounting process different at different branches. No standard processes followed by each branch. Sharon working with Wincor and Fujitsu to do daily monitoring of the branches. Update at end of week.</p> <p>RI – reporting about Barnsley branch – machine doing transactions out of hours. Change coming out different to what people putting in. Wincor went out to Barnsley.</p> <p>Not a Horizon issue but may be causing branch anomalies. To be added to the list for SB to update.</p> <p>2. Belfast refresh</p> <p>Transaction data to be migrated to new server by Fujitsu. To be moving from one place to another, it is being touched by POL and therefore should be monitored. If risk manifested it would fall within ambit of this call. RW keen to keep within this call. Watching brief to be kept.</p>
Gail	Comms	<p>1. Nelson</p> <p>Branch complaint that the branch alarm system (that sends a signal through the branch telephone line) was impacting on Horizon comms.</p> <p>Report provided by SB. Broadband was monitored for 3 month period and it went down on one occasion overnight. Broadband solid and only tripped to wireless backup once. Report also shows that the ADSL line was solid within working hours.</p> <p>Alarm uses PSTN element of line and Horizon uses the broadband element of line. If broadband goes down it goes to wireless backup. The alarm cannot therefore affect the Horizon system comms</p> <p>SB to set out in an email to RW to outline issues and response to</p>

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		<p>his previous request. Concrete assessment of risks and findings to be provided.</p> <p>Pay station – uses PSTN element not broadband line. Contract states that Pay station should be on a separate line. If the line went down it should not affect Horizon. SB to clarify situation to RW and GP.</p> <p>GP request to put cameras into the branch to be discussed with RK offline.</p> <p>2. Missing cheques.</p> <p>Some cheques at FSC cannot be tied to a branch as no details on the back. Equates to around £18k and some big amounts. RW to review Spot Review and take forward. RW to update next week.</p>
Dave Posnett	Security	No issues.
Rod Ismay	FSC	Branch tweeted re balancing issue and other SPMs joined in. Addressed with branch manager. No action required.
Andy Parsons	Legal	No issues.
Andrew Bolc	Legal	No issues

Action Points

1. If the regular attendee for each team is not in attendance, another member of that team will need to send a representative who up to speed on matters discussed. Message to be impressed on all those involved in the call.
2. SB to send information regarding Prestbury and Nelson to GP.
3. ATM Gluing - Call logs to be examined to ascertain if there are any incidents recorded before 2012 and to identify any branches visited by engineer. Confirmation as whether Wood had been to Ludgate Circus to be obtained. RK to take forward and to provide CK with investigations carried out by Kendra Dickinson.
4. E Top-up - SB to make enquiries with Scott to see if this matter has been progressed. If not to be discussed with Fujitsu. Update next meeting.

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5. Torch Visit - SB to speak to NBSC and FJ to see if problem is reoccurring and report back. SB to talk to service team of Fujitsu and Kendra Dickinson within NBSC.
6. Post & Go - SB to update regarding the investigation into the matter and its findings.
7. RW to keep a watching brief on Belfast refresh the data migration project – to update when necessary.
8. Nelson (Alarm and comms issue) – AP to add to action log. SB to set out in an email to RW and GP a concrete assessment of the risks relating to the various comms systems
9. Missing Cheques – RW to review and update in the next conference.