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**From:** Kuypers, Hannah [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9F97CCEECAB7411C9F504473CEB62758-KUYPERS, HA]  
**Sent:** Fri 28/01/2022 7:20:49 AM (UTC)  
**To:** Gauntlett, Paul [GRO]; Mistry, Manisha [GRO]  
**Subject:** FW: Problem statement IRE19 DCs

Paul, Manisha, please see below fyi. Note this is not for onward communication.

I have asked Steve for details on the comms already sent to POL and will let you know when I get the info.

Kind Regards,  
Hannah

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**From:** Browell, Steven [GRO]  
**Sent:** Wednesday, January 26, 2022 5:02 PM  
**To:** Kuypers, Hannah [GRO]; Walton, Daniel [GRO]  
**Cc:** Wilson, Simon [GRO]  
**Subject:** RE: Problem statement IRE19 DCs

Hannah,

I am not aware of any formal statement having been made on this specific matter but if one is needed then I can get Legal to craft one – with my help. We did recently explain the matter of gaps in the Audit Archives in a formal communication to POL and it was mentioned implicitly in that response. We still await POL's response to that comms.

It is true that the Audit Archive stores in our 2 DCs for the Horizon time period (2007-2010) are different so for this specific point, IRE11 and IRE19 are not mirrored. However, we are currently only aware of one difference in the 2 Audit Archive stores and we have copied that specific data from IRE19 to IRE11. Therefore, based on what we know today, there is a full Audit Archive copy in both DCs but in subtly different formats.

I asked Ed/Gerald to give me a VROM to create a true and full mirror and it looks like we could be looking at a piece of work spanning 4 months (including procurement, provisioning, testing, copying) as we will need new hardware\*\*. I do not know when the AWS S3 work is due to start and finish but it would seem likely that the AWS S3 work will need to take the Audit Archive for 2007-2010 from both DCs to ensure it has all data. In so doing, it would become pointless to mirror the 2 DCs for this Audit Archive content.

I would prefer that this information was not just sent to POL but handled carefully to avoid unnecessary concern. I do believe that POL know this so it will not be news. I would just advise that we avoid making written or attributable statements without prior approval so we do not send incomplete or inconsistent messages.

\*\* this makes our response to the extending of the audit archive CWO very challenging too which I am sure is being handled by the relevant PM.

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**Steve Browell**

Mob: [GRO]

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**From:** Kuypers, Hannah [GRO]  
**Sent:** Friday, January 21, 2022 9:43 AM  
**To:** Browell, Steven [GRO]; Walton, Daniel [GRO]  
**Cc:** Wilson, Simon [GRO]  
**Subject:** Problem statement IRE19 DCs

Hi Both,

The below came up on a call with POL yesterday and there was an ask whether or not we have issued a problem statement to note the fact our DCs do not hold identical data, as was initially assumed? This will likely impact how we respond to the Tactical Audit CWO, and POL have asked our PM to raise as a project risk....

Kind Regards,  
Hannah

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**From:** Gauntlett, Paul <[REDACTED]>  
**Sent:** Thursday, January 20, 2022 12:47 PM  
**To:** Mistry, Manisha <[REDACTED]>; Kuypers, Hannah <[REDACTED]>  
**Subject:** FW: RTQSR0003638 Quote Required

FYI – relates to the issue we discussed on the call earlier

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**From:** Ashford, Edward <[REDACTED]>  
**Sent:** Thursday, January 20, 2022 12:37 PM  
**To:** Barnes, Gerald <[REDACTED]>; Post Office Account Change Management <[REDACTED]>; Evans, Steve (BRA01) <[REDACTED]>; Arain, Tariq <[REDACTED]>; Kumar, Sunil1 <[REDACTED]>  
**Cc:** Guy, James <[REDACTED]>; Gibson, Andrew R <[REDACTED]>; Post Office Account UNIX Team <[REDACTED]>; Smyth, Jill <[REDACTED]>; Browell, Steven <[REDACTED]>; Gauntlett, Paul <[REDACTED]>; Bansal, Steve (BRA01) <[REDACTED]>; Hemingway, Andrew R <[REDACTED]>  
**Subject:** RE: RTQSR0003638 Quote Required

Hi,

It's a bit complicated at the moment. Gerald and I have a request from Steve Browell around remediation of the Audit Gaps, and one possible solution is to run a retrieval on ARC201 for all "Bootle only" tracks (mainly correspondence servers, i.e Riposte) and robocopy them to ARC202 which will result in them being stored in the 19PROD CSHE, and in parallel running a retrieval on ARC202 for all "Wigan only" tracks (ditto) and robocopy them to ARC201 for storage in the 11PROD CSHE.

This is obviously less than doubling the storage used as we're only considering October 2007 to September 2010 (approx), but we do not have an accurate estimate of the requirement.

The Audit Tactical project is also looking to make a copy of the data in AWS S3 CDE at some stage. Ideally this would sooner rather than later.

We are well past CSHE EOSL (31-DEC-2020) and I don't think we can offer any guarantees on the reliability of the CSHE beyond end March 2022, so really I think we should be turning down this request and asking POL to accelerate the Audit Tactical programme, at least the initial part of it which adds the S3 storage as additional data stores for Belfast ARC201 and ARC202 and initiates the (well known) process of copying the CSHE data to the new stores.

Regards

Ed

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**From:** Barnes, Gerald <[REDACTED]>  
**Sent:** Wednesday, January 19, 2022 2:29 PM

**To:** Post Office Account Change Management <[GRO]>; Evans, Steve (BRA01) <[GRO]>; Arain, Tariq <[GRO]>; Kumar, Sunil1 <[GRO]>  
**Cc:** Post Office Account UNIX Team <[GRO]>; Guy, James <[GRO]>  
**Subject:** RE: RTQSR0003638 Quote Required

Hi,

Well as long as Unix prepare their pre-impacts for the Eternuses it may be OK.

Regards,  
Gerald Barnes

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**From:** Post Office Account Change Management <[GRO]>  
**Sent:** Wednesday, January 19, 2022 2:27 PM  
**To:** Barnes, Gerald <[GRO]>; Evans, Steve (BRA01) <[GRO]>; Arain, Tariq <[GRO]>; Kumar, Sunil1 <[GRO]>  
**Cc:** Post Office Account UNIX Team <[GRO]>; Guy, James <[GRO]>  
**Subject:** RE: RTQSR0003638 Quote Required

Gerald, Steve,

The last one was pre-impacted:

**HNG-X/HNGA CP2680 – Preservation of Horizon Data until 30 April 2022**

Regards

**Ken Westfield**

Business Change Manager, Program & Project services, NWE

**Fujitsu**

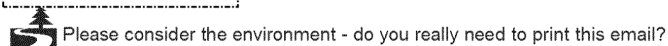
Lovelace Road, Bracknell, Berkshire. RG12 8SN

Tel: [GRO]

Mobile: [GRO]

E-mail: [GRO]

Web: [www.uk.fujitsu.com/uk](http://www.uk.fujitsu.com/uk)



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**From:** Barnes, Gerald <[GRO]>  
**Sent:** Wednesday, January 19, 2022 2:25 PM  
**To:** Evans, Steve (BRA01) <[GRO]>; Arain, Tariq <[GRO]>; Kumar, Sunil1 <[GRO]>  
**Cc:** Post Office Account Change Management <[GRO]>; Post Office Account UNIX Team <[GRO]>; Guy, James <[GRO]>  
**Subject:** RE: RTQSR0003638 Quote Required

Hi,

I do not think this was pre-impacted before.

As I wrote there is little issue with the audit configuration file but there may be an issue with disk space on the Eternuses. This needs to be properly considered by the Unix team.

Regards,  
Gerald Barnes

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**From:** Evans, Steve (BRA01) <[REDACTED]>  
**Sent:** Wednesday, January 19, 2022 2:20 PM  
**To:** Barnes, Gerald <[REDACTED]>; Arain, Tariq <[REDACTED]>; Kumar, Sunil1 <[REDACTED]>  
**Cc:** Post Office Account Change Management <[REDACTED]>; Post Office Account UNIX Team <[REDACTED]>; Guy, James <[REDACTED]>  
**Subject:** RE: RTQSR0003638 Quote Required

Thanks Gerald  
Can I ask Sunil to act as solution owner for the CP, and support James Guy in prepping it.  
@Barnes, Gerald – what was the previous CP for this the last time?

It was possibly a pre-impacted CP to which we can refer

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Regards,  
Steve

**Stephen Evans**  
Solutions Architecture and Business Requirements

Fujitsu Services – Post Office Account

2021 Forward Schedule of Annual Leave:  
None Planned

Tel: +[REDACTED]  
Email: [REDACTED]  
Web: <https://www.fujitsu.com/uk/>



Be GREEN, keep it on the SCREEN

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**From:** Barnes, Gerald <[REDACTED]>  
**Sent:** Wednesday, January 19, 2022 2:17 PM  
**To:** Evans, Steve (BRA01) <[REDACTED]>; Arain, Tariq <[REDACTED]>; Kumar, Sunil1 <[REDACTED]>  
**Cc:** Post Office Account Change Management <[REDACTED]>; Post Office Account UNIX Team <[REDACTED]>  
**Subject:** RE: RTQSR0003638 Quote Required

Hi Steve,

This is a very easy thing from an audit perspective. It is just increasing by another year (in hours) the

NumExtraHoursToKeepTracks in the EternusPurger.config file.

However you also need to run it past the Unix team (Ed Ashford is most knowledgeable) to confirm that the Eternuses on which the files are stored has the capacity to store another year of data. This bit is totally outside of my control.

So my bit is very easy (deliver a new EternusPurger.config) but Ed's may not be.

Regards,  
Gerald Barnes

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**From:** Evans, Steve (BRA01) <[redacted]>  
**Sent:** Wednesday, January 19, 2022 2:07 PM  
**To:** Arain, Tariq <[redacted]>; Barnes, Gerald <[redacted]>; Kumar, Sunil1 <[redacted]>  
**Cc:** Post Office Account Change Management <[redacted]>  
**Subject:** FW: RTQSR0003638 Quote Required

Gerald

Can you please confirm that an extension to the prevention of Audit Archive deletion, 30 April 2023, would still be within your remit.

Perhaps you could brief Sunil on what needs to be done here, to support a CP (James Guy is the PM), and what would need to be done to implement.

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Regards,  
Steve

**Stephen Evans**  
Solutions Architecture and Business Requirements

Fujitsu Services – Post Office Account

2021 Forward Schedule of Annual Leave:  
None Planned

Tel: [redacted]  
Email: [redacted]  
Web: <https://www.fujitsu.com/uk/>



Be GREEN, keep it on the SCREEN

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**From:** Post Office Account Change Management <[redacted]>  
**Sent:** Wednesday, January 19, 2022 11:21 AM  
**To:** Kuypers, Hannah <[redacted]>; Evans, Steve (BRA01) <[redacted]>  
**Cc:** Smith, Claire <[redacted]>  
**Subject:** FW: RTQSR0003638 Quote Required

Hannah, Steve,

We have just received this "confidential " Cr come through from POL - which we had been expecting.



We have performed this activity for several years – last time PM was Mick R and Techie was Gerald B

**Hannah** – who do you want to handle this time?

**Steve** – Still ok to use Gerald B

Regards

**Ken Westfield**

Business Change Manager, Program & Project services, NWE

**Fujitsu**

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**GRO**

**GRO**

**GRO**



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

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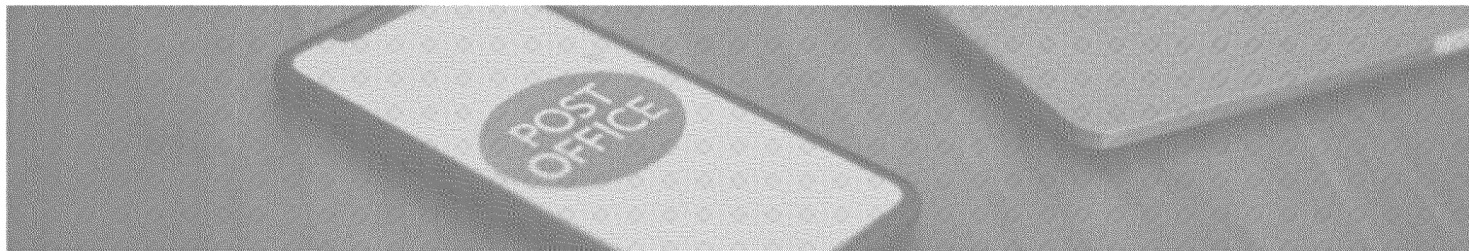
**From:** Post Office ServiceNow <GRO>

**Sent:** Wednesday, January 19, 2022 11:15 AM

**To:** Post Office Account Change Management <GRO>

**Cc:** RTQ <GRO>

**Subject:** RTQSR0003638 Quote Required



Hi Fujitsu,

Request [RTQSR0003638](#) has been assigned to you.

Please review and provide a quote.

**RTQSR Number:** RTQSR0003638

**POREQ Number:** POREQ0005601

**Request title:** Preservation of data on the HNG-X System until 30 April 2023

**Request Category:** Operational Change

**Operational budget code:** 100000

**Background:** Post Office have requested that Fujitsu Services continue to preserve data (including Post Office Personal Data) generated on the HNG-X System as per work order CWO0395b until 30

April 2022.

**Request Summary:** Post Office would like Fujitsu to continue to preserve data for a further 12 months i.e. Until 30th April 2023.

**Acceptance Criteria:** Fujitsu Services will preserve Horizon data until the 30 April 2023  
Fujitsu Services delays the purging of Horizon data from 30 April 2022 and extends it to 30 April 2023

This is an automated email sent from ServiceNow, please contact the team directly if you have any questions or concerns.

Kind Regards,

**Request To Quote Team**

No 1 Future Walk

West Bars

Chesterfield

S49 1PF

rtq[ **GRO** ]

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Ref:MSG6985833