
From: Moran, Regina[/O=FUJITSU EXCHANGE ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C576144C207A4679B706AC9E1FB]
Sent: Wed 11/05/2016 3:21:26 PM (UTC)
To: Alisdair Cameron[REDACTED]; GRO[REDACTED]
Cc: Bell, Gavin[REDACTED]; GRO[REDACTED]; Chris Broe[REDACTED]; GRO[REDACTED]; Rob Houghton[REDACTED]; GRO[REDACTED]
Subject: Re: Update

Hi Al

We are doing a full investigation and are working with Oracle.
When I have the answers I will personally come and take you through it.
We are taking this very seriously I assure you.

Regards
Regina

Sent from my iPhone

On 11 May 2016, at 07:56, Alisdair Cameron <[REDACTED]> wrote:

Thanks Regina. I am not in London today but let's talk soon.

There really is something I don't understand about this incident. I suppose in lay man's terms, my discomfort is, that we knew we had to make a specific change and re-boot to fix it because we had done something similar before... But we also seem to feel it was unavoidable. I struggle to reconcile these things and when you are together with our team on the answers, I need to be taken through it face to face.

For context, the Fed stuff is really neither here nor there, just life. The issue is locking branches and not serving our customers...

Al

Sent from my iPad

On 11 May 2016, at 07:36, "Regina.Moran[REDACTED]" <[REDACTED]> wrote:

Dear Al ,

Thank you for your email and I understand how you feel. I would start by restating, my own personal commitment, Fujitsu's commitment at every level and the account teams commitment to making our relationship a successful strategic partnership. This new phase of our relationship is extremely important to both companies and we want to have a long term relationship.

With regards to the 'tone and quality' items being discussed Gavin has raised what I believe are called 'the ways of working items' he and Chris had been engaging on. I believe

there is a plan of action they have agreed including the reset meeting we discussed during the Trinity negotiations. It is important that we as leaders set the tone of our relationship into the future.

We are recruiting a new CTO and CE to work alongside the team and rotating a few faces and Gavin is due to respond by the end of the month on these changes.

On the agents pay item the team absolutely understood the severity of the issue and it is disappointing the effort the team put into resolving and recreating the data was not visible to you. We had to ensure and document the process we followed would survive a Sparrow scrutiny and export all the data to a test system and roll forward through the trading days. This took significant effort and the team worked through the nights and weekend to get the data created on the day they promised. This all occurred following an issue not of Fujitsu's making and highlights the need to manage the end to end reference data process flowing in from Atos and Post Office.

I agree the outage yesterday was the worst outage for a number of years and is being taken extremely seriously by Fujitsu. From our monitoring which picked up the issue on the morning, the team acted quickly to identify a plan of action with options, raise these with your appropriate teams. Gavin was in communication with Chris. All of this enabled the service to be restored quickly and prove itself reliable for the rest of the day. What we do not understand yet is that the primary system has been running for a year without incident and yet on fail back from the secondary system we had to make new setting changes not used on the primary before to restore service under load. We are investigating the root cause and have raised incidents with Oracle.

I and the team also recognise the timing of this incident was poor given Paula's speech at the NFSP, but we did ensure our representatives at the NFSP had the same briefing as Paula to ensure consistency of message. I regret the problems caused to Paula and your organisation.

When the similar incident happened earlier this year on the weekend and Gavin had to make the hard decision to call Chris on the Sunday to say we needed to fail back to protect the Monday trading, while it impacted the Sunday, it was the right call and one you would want us to make again. The issue that caught the team on the primary system yesterday was that a stable platform for over a year developed similar memory symptoms despite no changes to that platform.

Please be assured that as soon as we have the root cause we will share and be transparent in the processes we followed and issues we find. I will also ensure we pick up on our commitment to have the 'culture' reset sessions as soon as we can to ensure that from the executives down both companies and the respective teams have an engagement, trust and mutual respect that delivers our aligned outcomes and goals.

I am in London today and can, as I mentioned today, call to see you in person.

You know you can pick up the phone to me at any time.

Kind Regards,

Regina.

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