

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)

Statement of Andy Paul Dunks

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of -6-- pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 28th day of June 2006

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd., since the 11th March 2002 as an IT Security Analyst where I am involved in IT Security for the Post Office Account I am authorised by Fujitsu Services to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I have been asked to provide details and information on the reports of monitor faults, polling failures, equipment failures and calls for advice and guidance logged by the Horizon System Helpdesk recorded during the period 1st August 2004 to the 21st December 2005 for the **Torquay Road Post Office** – FAD (Financial Accounting Division) Code 140114

I have reviewed the helpdesk calls pertaining to this office and during the period 1st August 2004 to the 21st December 2005 there were 35 calls from **Torquay Road Post Office** – FAD Code 140114 to the Helpdesk. I am of the opinion that none of these calls relate to faults which would have had an effect on the integrity of the information held on the system.

Details and an overview of the calls are given in date order below:

Mon 18 October 2004 09:12 Call Reference E- 0410180204 – labels are not feeding through.

Resolution: swapped printer, tested ok

Mon 08 November 2004 15:47, Call Reference E- 0411080883 – caller states that pinpad on node 2 beeps 2 or 3 times when key is pressed instead of just once and then the message transaction cancelled appears on horizon screen. **Resolution:** reinstalled pinpad, now ok.

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Continuation of statement of Andrew Paul Dunks

Thu 09 December 2004 16:13, Call Reference E- 0412091037 – pm says that there is a coin jammed in the printer **Resolution:** REPLACED printer - TESTED AND WORKING OK

Mon 20 December 2004 14:47, **Call Reference E- 0412201125** – Network Banking Transactions are being declined.. **Resolution:** *(There was a master call raised for this as it affected a number of offices, it was due the system being unable to cope with the large numbers of network banking transactions at a certain time of the day. The system was upgraded which overcame this issue.)*

Sat 29 January 2005 09:03, Call Reference E- 0501290104 – pm states that he would like to know when the high value stamps will arrive. **Resolution:** referred Postmaster to NBSC (Network Business Support Centre).

Wed 02 February 2005 09:17, Call Reference E-0502020160 – pm (Postmaster) states that cp (counter Printer is not printing and has red light flashing. **Resolution:** REPLACED printer, TESTED OK

Wed 02 February 2005 10:44, Call Reference E-0502020314 – The Pm states the cp on node 1 keeps wering after its finished printing labels. **Resolution:** I advised the PM to clean the slip load tray and then try a test print and it now works ok.

Tue 22 February 2005 12:18, Call Reference E-0502220483 – pm states that the counter printer has a jammed label. **Resolution:** unit cleaned and reset, printer is now printing labels fine.

Tue 22 February 2005 16:35, Call Reference E-0502220714 – PM states that CP is Jamming. Please see previous call E-0502220483. **Resolution:** Printer replaced.

Thu 17 March 2005 14:16, Call Reference E-0503170738 – PM states that CP is not accepting labels and keeps jamming. **Resolution:** REPLACED CP DUE TO NOT PRINTING LABELS.

Sun 17 April 2005 04:11, Call Reference E-0504170007 – Critical event received for node H14011400102 on the 17-04-05 @ 03:50:28. . Event text reads, 'The Smartcard Cache service terminated with service-specific error'. **Resolution:** Manually re-started SCCache service.

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Mon 06 June 2005 15:06, Call Reference E-0506060801 - Counter 2s printer not printing postage labels. PM said he did all the checks before calling in, hence no room for troubleshooting. **Resolution:** Printer replaced.

Wed 08 June 2005 11:11, Call Reference E-0506080340 – PM states he has been locked out of the system. **Resolution:** pm states that he has been locked out of his system, referred to nbsc.

Wed 20 July 2005 13:20, Call Reference E-0507200444 – caller states that he has had some cash shortages. Caller send back a rem of £34000 and snapshot showed bal of; £44000,00. **Resolution:** caller referred to NBSC for guidance.

Fri 22 July 2005 10:13, Call Reference E-0507220250 – PM states his balance continuously shows the wrong amount. NBSC said PM is doing the transactions correctly. **Resolution:** Balance comes up incorrectly. NBSC said he is doing the transactions correctly. call needs to go through NBSC tier2 before we can investigate.

Mon 25 July 2005 09:01, Call Reference E-0507250156 – PM states that he keeps having cash discrepancies and has called in several times regarding this. **Resolution:** Transferred PM through to NBSC.

Wed 27 July 2005 10:16, Call Reference E-0507270229 PM states that he has a H ref no.

Resolution: referred to NBSC.

Thu 28 July 2005 14:30, Call Reference E-0507280670 – PM states that the CP on node 1 is printing faintly. **Resolution:** Printer replaced.

Thu 11 August 2005 11:52, Call Reference E-0508110512 – PM states online services unavailable. **Resolution:** PM rebooted and health check carried out, online services are back up and running.

Tue 17 August 2004 09:55, Call Reference E-0408170324 – pm has a frozen screen on node 2.

Resolution: PM talked through reboot, caller hung up after refusing to do any further checks.

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Fri 20 August 2004 10:15, Call Reference E-0408200321 – Pm has no online services.

Resolution: online services down due to gateway being switched off, advised to power up gateway to resolve.

Fri 20 August 2004 11:05, Call Reference E-0408200467 – Fad non polling, please investigate.

Resolution: Unable to reboot, site closed today.

Fri 20 August 2004 18:22, Call Reference E-0408201231 Critical event received for node H14011400101 on the 20-08-04 @ 16:04:40. Classification = NT_Error, Source = KMRX, NTID = 786. Event text reads, 'KMRX Riposte Error 1722. The RPC server is unavailable. (0x6BA) RiposteCloseMessagePort.'. **Resolution:** Node remotely rebooted and monitored for any further events.

This is a known error which is automatically generated and a description of the symptoms, problem and solution are kept on the KEL (Known Error Log) database ref: KEL MWright1245K.

Mon 23 August 2004 16:56, Call Reference E-0408231802 – pm is rebooting and has the lost pmmc activated. **Resolution:** advised pm to cancel and carry on as normal, pm has entered card and pin and is happy to continue.

Thu 01 September 2005 09:57, Call Reference E-0509010423 – Counter 3s printer not printing postage labels and giros. Troubleshooting has made no difference to the problem.

Resolution: Printer replaced.

Fri 02 September 2005 08:30, Call Reference E-0509020060 – Discrepancies - numerous amounts showing. **Resolution:** referred to nbsc.

Mon 12 September 2005 14:13, Call Reference E-0509120855 – pm states that the pin pad keeps declining transactions. pm has rebooted due to this to no avail. **Resolution:** replaced pin pad.

Tue 20 September 2005 12:30, Call Reference E- 0509200452 – PM states that he has online services unavailable. **Resolution:** advised to reboot gateway, PM states that online services

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are now ok.

Fri 23 September 2005 09:10, Call Reference E- 0509230122 – Pm states that the counter printer is not printing postage labels properly as they are not feeding through. **Resolution:** Printer replaced and tested ok.

Thu 27 October 2005 14:36, Call Reference E- 0510270594 – PM states that they need a new printer for node 3, it doesn't work with labels. **Resolution:** Printer replaced.

Wed 16 November 2005 14:17, Call Reference E- 0511160611 – pm states that he is having problems with branch trading. **Resolution:** pm states that he is having problems with branch trading referred nbsc.

Thu 24 November 2005 12:29, Call Reference E- 0511240526 – pin pad does not 'beep' when selecting numbers on pad. **Resolution:** walked through reinstalling pin pad.

Fri 25 November 2005 14:18, Call Reference E- 0511250638 – Maidstone area intervention office. A PM has numerous losses over months, He has made them good, He has £3000 pound shortage this month, She claims the system is wrong. **Resolution:** Intervention officer states that PM is going to get solicitors in regarding losses. Advised this is a business issue and will need to contact NBSC.

Fri 25 November 2005 14:26, Call Reference E- 0511250643 – PM reports that she has balancing issues and wants them checked out. **Resolution:** balancing issue. Advised to check with tier 2 at NBSC before we can investigate.

Tue 06 December 2005 09:38, Call Reference E- 0512060177 – PM states that PinPad is not responding. **Resolution:** advised to reinstall.

The calls **E-0504170007**, **E-0408201231**, referrer to a "critical event". The term critical is the comparative level of attention required to generate remedial action. It refers to the level of attention required on a grading system for example critical high level of attention or warning would be medium level of attention. These critical events occurred outside the Post Office opening times and a standard action of a reboot of the system, which would also highlight any

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further issues, was undertaken and repaired the problem and confirmed stability of the system. I should add that this area is not my particular area of expertise. I have a general knowledge of these procedures and have made the comments above to aid the court.

At various times on the 28th June 2006 hardcopy printouts of the 28 calls detailing the information recorded on the helpdesk database for the required date period were produced. I now produce the hardcopy printouts as Exhibit APD/01.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my normal duties, I have access to these records.

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