



POH - 5405D

Identification

Transition:	RMGA/POL Fraud Team Meeting		Stage:	Bi-Monthly Review	
Period:	From:	01/09/2009	To:	30/10/2009	
Manager:	Penny Thomas			Date:	03/11/2009
RMGA Litigation Support/POL Fraud Team Meeting Summary					Overall Status:

Present:-

Mark Dinsdale	POL Security Programme Manager
Jane Owen	POL Service Support Manager
Connie Penn	POL PCI Project Manager
Dave Posnett	POL Fraud Risk Manager
Alan Simpson	POL Security Incident Senior
Penny Thomas	RMGA Security Analyst

Meeting Notes 03 November 2009 Security Team Office, Clippers House

Introductions – each explained role/remit.

Payment Card Industry (PCI) Compliance - Connie covered the PCI compliance requirements. She explained that PCI requirements were part of the overall Security Standard 27001 and that it was paramount that these requirements were met. She said that Fujitsu had provided POL with one of the best systems she had seen in Europe and that security had not been bolted on to our systems it had been built into it.

Each individual had a responsibility to comply with PCI requirements and a good exercise would be to consider that their own card details were in the POL system and for each to ask the question 'is my card in danger?'

In particular, her messages to the Security Team were that each process where sensitive data was present should be examined and infringements to the standard should be identified and remedial action taken. Some of the points for consideration were:-

- Elimination of duplicate and unnecessary storage of data – what is the retention and disposal policy?
- Ensure processes relating to the management of sensitive data has management signoff
- Has the JLT (joiners, leavers and transfer) process been reviewed? Is there a written process for movers? Does the requisite form exist?
- POL card handlers may well be audited, make sure there are clearly documented procedures
- Ensure operational procedures are in line with policy
- Review all relevant processes
- Use the PCI learning module
- Access management for sensitive systems and data is to be implemented
- Are PAN numbers used as a reference point anywhere?
- Only request a PAN from Fujitsu if it is really needed.
- PANs will be provided by Fujitsu in the hashed and encrypted form – is the clear PAN really a requirement?

Connie agreed to spend a day with the Security Team reviewing processes.

Transaction Data Changes - During this discussion Penny provided an overview and comparison of current Horizon transaction data against Horizon data via HNG-X and HNG-X data, along with other reference information. Details were left with the group for consideration and reference.

She explained the PAN presentation for both PCI enhanced outlets and HNG-X data and the request requirement for clear PANs. A single decryption of a PAN would be a manual process and a detailed audit trail of the decryption would be maintained. All such requests would require a full audit trail; PAN decryptions would be logged on the audit workstation and the process would be subject to full audit.

Continued PCI Compliance - Connie explained that the Fujitsu processes and retention of historic data had been the discussion point for her with various POL/Fujitsu teams. Should historic audit data be altered to conform to the requirements of PCI or would this action impair the integrity of data? She was in the process of taking Fujitsu processes to counsel for end to end review for guidance purposes.

Transaction Enquiry System (TES) Issues - Alan was asked whether there were any problems with TES since the migration of the data centres. He said that initial reports were that logging on was slower but that performance was OK now. A general discussion took place and it was agreed that Alan would email a copy of the TES user guide to the Security Team.

Horizon Integrity - Dave explained there had been recent press coverage which questioned the integrity of Horizon data. This had been founded by Lee Castleton and articles had been seen in Computer Weekly and The Grocer and had featured on the Welsh BBC News. A team had been formed to review these accusations.

Requests for Information (RFI) - Dave presented the RFI summary YTD and agreed to forward his analysis to Penny who would attach to the minutes.

Prosecution Updates - Dave presented the latest list of POL Prosecution Results which would also be forwarded to Penny and attached to the minutes.

YTD Litigation/BQ Update - Penny presented the Litigation Support figures YTD which showed a reduction in requests YTD versus YTD contract. Banking Query (BQ) request figures were also provided. A copy of the analysis is attached to these minutes.

AOB – PGP - Penny explained that PGP would be used to encrypt all transaction data which had been retrieved from the audit servers; this would occur prior to burning to disc to send to POL. Only the encrypted form would be retained on the audit workstations.

A general discussion followed concerning the mechanics of PGP use, including the exchange of public keys and it was agreed that Dave King would be involved from POL. Connie said that this was a key issue and needed to be resolved as soon as possible and should remain an agenda item until that time.

Mark was asked to (a) identify those who required PGP installation; (b) to identify the budget holder(s) and (c) to log the appropriate call with the POL helpdesk.

Date of Next Meeting - It was decided that the next meeting would be early January 2010, hopefully in the Fujitsu offices at Bracknell. Date and confirmation of venue would be agreed nearer the time.

The migration of the POL Casework support function is now complete as Dave formally handed his responsibility over to the Salford Team.

Alan very kindly made a note of direct action points:-

Action Point	Owned by:
03/11 – 01 To chase Jason Collins re data retention/disposal policy document	Connie Penn
03/11 – 02 To review storage/retention of request forms locked in casework team cupboard. These contain card details.	Mark & Jane
03/11 – 03 To discuss with Penny Thomas, the possibility of presenting her revised HNGX reporting data to wider security team.	Connie
03/11 – 04 To issue copies of revised HNGX reporting data to wider security team	Connie
03/11 – 05 To contact HNGX team and look at possibility of storing pre & post migration reports centrally rather than at branch.	Alan
03/11 – 06 To send TES user guide to Mick Renshaw	Alan
03/11 – 07 Send latest version of PCI DSS to Alan	Connie
03/11 – 08 To check with casework team where & how PAN used as a reference point/significant element (Ref Slide 32 of Connie's presentation) in any enquiry. To also discuss with Mark & Jane how to change this.	Connie
03/11 - 09 To arrange to spend a day with the casework team to review current processes & working practices to reveal any necessary amendments/changes.	Connie/mark/Jane
03/11 – 10 To send PGP details to Casework Team	Alan
03/11 – 11 To arrange with Dave King to deliver short training session to Casework team re PGP (Need to agree actual process re this team re communicating effectively with third parties). Connie to be advised when all in place.	Connie/Alan
03/11 – 12 To agree date & venue for next meeting – Jan 2010.	All



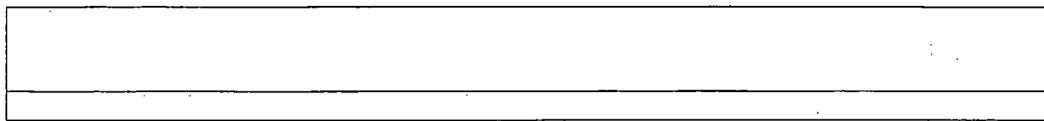
Prosecutions
03-11-09.doc



RFI Summary.xls



Actual v Contract 3
Nov 09.xls



LITIGATION REVIEW MEETING 3 NOVEMBER 09

ARQs	Contract end Oct 09	Contract end Mar 10	Actual	% YTD v Contract Oct 09	% YTD v Contract Mar 10
	420	720	275	65.48	38.19

APOPs	50	24	48.00
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Query Days	Contract end Oct 09	Contract end Mar 10	Actual	% YTD v Contract Oct 09	% YTD v Contract Mar 10
	8,750	15,000	5,944	67.93	39.63

Witness State- ments		Contract end Mar 10	Actual	% YTD v Contract Mar 10
	150	10		6.67

Court Days		Contract end Mar 10	Actual	% YTD v Contract Mar 10
	60	0		0.00

BQs	Contract end Oct 09	Contract end Mar 10	Actual	% YTD v Contract Oct 09	% YTD v Contract Mar 10
	117	200	118	101.14	59.00

RFIs	Requests Received	Estimates Provided	Budgets Approved	RFIs Returned
	2	0	0	0

Post Office Ltd Security - Contact Details

Address

Post Office Ltd
Security Team
Royal Mail
3rd Floor, Clippers House
Clippers Quay
Salford
M50 3NW

Telephone Numbers

Name	External	Postline
Mark Dinsdale		
Jane M Owen		
Kris Green		
Maureen Moors	GRO	GRO
Michael A Renshaw		
Christina Wood	GRO	

Fax

Internal (PL): GRO
External: GRO

Email

Internal: Post Office Security
External: post.office.security GRO