
From: Lillywhite Tom[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=LILLYWHITET]
Sent: Thur 13/05/2010 4:13:30 PM (UTC)
To: Dunks Andy[Andy.Dunks GRO]
Cc: Thomas Penny[Penny.Thomas GRO]; Keeling David[David.Keeling GRO]; Wilkerson Guy[Guy.Wilkerson GRO]
Subject: RE: Triole- archiving?

OK, Andy.....we will talk Monday. At least David and Guy have a heads up that something may be coming down tract requiring their attention

From: Dunks Andy
Sent: 13 May 2010 17:10
To: Lillywhite Tom
Cc: Thomas Penny; Keeling David; Wilkerson Guy
Subject: RE: Triole- archiving?

Until I am able to go through the witness statements that I have already supplied, I will not know how much impact this has. This will not be till Monday at the earliest, if I am not needed in court for the Porters Avenue case which is due to start on the 17th May.

Andy

From: Lillywhite Tom
Sent: 13 May 2010 17:01
To: Dunks Andy
Cc: Thomas Penny
Subject: RE: Triole- archiving?

I notice the word contractually/operationally...please share this also with Guy Wilkerson and David Keeling, so that we can impact effectively and determine what we really have/need to do. Copy me in and I will arrange a meeting if necessary

From: Dunks Andy
Sent: 13 May 2010 16:58
To: Lillywhite Tom
Cc: Thomas Penny
Subject: FW: Triole- archiving?
Importance: High

Tom,

During an investigation into some ARQ data I asked a question about TFS calls and the lack of calls for a particular Post Office before a certain date. Suzy sent a mail asking questions and got the reply below..

This has major issues regarding the help desk call analysis witness statements that I have supplied as I may have not had visibility to all calls that had been logged.

I will have to go though a number of them and compare them with the archived data..

Andy

From: Gardner Paul A
Sent: 13 May 2010 16:47
To: Appleby-Robbins Susan; Singleton Rachel L
Cc: Dunks Andy; Atkinson Tony
Subject: RE: Triole- archiving?

Hi Suzy,
The following mail was sent:

From: Gardner Paul A
Sent: 02 September 2009 15:54
To: Allen Mark; Barnett Kevin; Blackstone Tony A; Breeze Angela; Bull Sarah; Cahill Ray; Charlton Sean; Darling Stephen; Delaney David; Denham Steve; Edwards Diana; Field Mike; Forshaw Neil; Graham Jamie; Hall Timothy; Henley Paul (WIN01); Luke Yvonne L; Marshall Simon; McDonnell Kevin; O'Malley Tony; Parker Alan (LON22); Povall Andrew; Price John D; Priestland Neil; Richards Martin S; Rolland Glen; Russell Mark; Ruston Ian; Shaw Nick; Stearn Roger; Sujith Pooja; Whitehead Linda; Whittingham John
Cc: Singleton Rachel L; Stoddart Ben; Floyd Stephen; White Debra; Robinson Helen
Subject: TfS Data Archiving
Importance: High

All,
Please be advised that the TfS Service Management Team is looking to archive all Triole for Service data that is older than 13 months. As you are aware, we currently have a large number of users on the shared service which generates a large amount of data. Eventually this could lead to performance issues relating to the TfS database and very long backup times.

Please could you all consider this and let me know if this will cause any issues with regards to your particular accounts either contractually or operationally.

Note it is currently the intent to retain all archived data at least to the end of the contract life and no data will be purged. All archived data will remain accessible upon request. In addition monthly data dumps are available for all accounts which can obviously be retained locally for an indefinite period.

Please could I have you reply by COP 11th September.

Thanks,
Paul Gardner
TfS - SDM
FUJITSU SERVICE
East Wing, Middle Floor, Bay 25, 14 Cavendish Road, Stevenage, Herts, SG1 2DY
Tel: Internal: **GRO**
Mob: Internal: **GRO**
Fax:
E-mail: paul.a.gardner@fujitsu.com GRO
Web: services.fujitsu.com

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I didn't get any replies from either Steve Denham or Sarah Bull, of those that replied, all were happy.

There are several reasons why we have to archive the data:

- Performance will gradually deteriorate
- Backups will take longer and longer (They were already starting to overrun)
- We will run out of disk space.

The final point became critical and by now the main database would have run out of space and TfS would have fallen over. (Permanently!)

With regards to the points raised:

- Trend data should be available through the monthly reports
- Data is retrievable from the archive in the case that you have a prosecution. This can be supplied in Excel format thru a 7799 call

- The Sword Database holds 25 months worth of data and records can be retrieved on request.
- Data dumps can be retrieved from TfS which holds all records and updates (I can't guarantee that they are all still available, but they can be stored locally).

Pulling all records for one particular branch over a long period could be an issue. How important is this?

We can't simply put all of the records back, but there is a possibility of extending the archive period (although not by too much as we would run out of space again...)

Thanks,
Paul Gardner

TfS - SDM

FUJITSU SERVICES

East Wing, Middle Floor, Bay 25, 14 Cavendish Road, Stevenage, Herts, SG1 2DY

Tel: Internal: GRO

Mob: Internal: GRO

Fax:

E-mail: paul.a.gardner@fujitsu.com GRO

Web: <http://www.fujitsu.com/uk/>

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

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From: Appleby-Robbins Susan

Sent: 13 May 2010 15:44

To: Gardner Paul A; Singleton Rachel L

Cc: Dunks Andy; Atkinson Tony

Subject: Triole- archiving?

Hi both,

We've noticed today that a number of calls on Triole appear to have been archived; they're no longer available when you type in the reference number, and don't appear in the branch's profile browser. This will potentially cause us huge problems as we won't be able to supply trend data or branch histories, and more worryingly, can't provide support for prosecutions.

Could you let me know if calls have indeed been archived- and if so, when this was approved by RMGA and by whom, and what we can do to retrieve them?

Thanks,
Suzie

Suzie Appleby-Robbins
Engineering Service Delivery Manager
Royal Mail Group Account
Fujitsu Services
Lovelace Road, Bracknell, RG12 8SN
Internal Tel: GRO
Mobile: GRO
E-mail: Susan.Appleby-Robbins@fujitsu.com GRO

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