

AUDIT RECORD QUERY (ARQ)

Originator:	Jane Owen Security Team 3 RD Floor Clippers Quay Clippers Quay Salford M50 3NW			Date:	26/02/2010
Tel:	GRO			 POH-6274D	
Witness Statement required (Yes or No as applicable)			NO	ARQ	0910/436-448
Statement number			0910/Not applicable	Ref	0910/
Branch Name:	West Byfleet	Code:	126023	Date Range:	1 Dec 06 to 31 Dec 07
Standard Format Requirements (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>Column headers as follows - ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount fp, entry method.</p> <p>Also where applicable dependant on date range, please specify whether an OBCS (& state) of scan accompanied the transaction.</p>				
Additional Requirements					YES/NO
APOP Voucher information is required for voucher number(s):					NO
Analyses of hsh call logs (detail period if different from above date range). Period:					NO
Confirmation that there was no reported system malfunctions during the date range period.					NO
Barcode information for all remittance pouches (inward & outward) during the period.					NO
Barcode and car licence details for all DVLA related transactions.					NO
PAN or equivalent identifier (i.e. credit / debit card details).					YES
Other (Provide details): Helpdesk calls					YES
Signed:	VIA E MAIL - Jane M Owen				

Thomas Penny

From: john.longman [REDACTED] **GRO**
Sent: 01 March 2010 08:53
To: Thomas Penny
Cc: mark.dinsdale [REDACTED] **GRO** arnail.a.singh [REDACTED] **GRO**
Subject: RE: West Byfleet - 126023

Attachments: pic27027.jpg; pic13361.gif; pic00952.gif; pic08496.gif; pic05646.gif; pic15597.gif; pic11554.gif; pic25032.gif; pic18102.gif

[REDACTED]
pic27027.jpg (73 KB) pic13361.gif (2 KB) pic00952.gif (1 KB) pic08496.gif (1 KB) pic05646.gif (1 KB) pic15183.gif (1 KB) pic15597.gif (1 KB)
pic11554.gif (1 KB) pic25032.gif (3 KB) pic18102.gif (22 KB)

15 Nov - 16 Dec 06
16 May - 16 Jun 07
14 Nov - 15 Dec 07
9 Jan 08.
Hi Penny

The legal advice is that logs should be analysed for the whole of the accounting period. I have been informed that this is from December 06 to December 07.

(Embedded image moved to file: pic27027.jpg)

① 1 - 31 Dec 06
② 1 - 31 May 07
③ 1 - 30 Jun 07
④ 1 - 30 Nov 07
⑤ 1 - 31 Dec 07.

-----+-----
| "Thomas Penny"
| **GRO**
| 26/02/2010 17:10
|----->

>-----
|
| To: <mark.dinsdale [REDACTED] **GRO**
|
| cc: <maureen.moors [REDACTED] **GRO** <jane.m.owen [REDACTED] **GRO**
<john.longman [REDACTED] **GRO**
| <david.x.gray [REDACTED] **GRO**
|
| Subject: RE: West Byfleet - 126023
|
|----->

Mark/Jon

Of course, I'll help all I can.

Are you sure you need 12 months, Jon? It's not just the retrieving, it's analysis that will take the time (by Gareth) and frankly, I don't think we will achieve this in the time left.

Penny

1-31 Dec 06 - 436

ANW05

POIA 2330B-1B

ST 1.3.10

End 23.3.10.

May

1-31 ~~Dec~~ 07 - 437

ANW04

POIA 2716W-1W

ST 1.3.10

End 23.3.10.

1-30 Jun 07 - 438

ANW03

POIA 2331B-1B. 442

ST 1.3.10

End 23.3.10.

1-30 ~~Dec~~ 07 - 439

ANW02

POIA 2717W-1W

ST 1.3.10

End 23.3.10.

1-30 Dec 07 - 440

ANW01 ~~Dec~~ 07 (441)

POIA 2332B-1B.

ST 1.3.10

End 23.3.10.

126023.

Dec06 → Dec07.

1-31 Jan 07

ANW05

POIA 2332B-1B

ST 1.3.10

End 23.3.10.

1-28 Feb 07

ANW 04

POIA 2718W-1W

ST 1.3.10

End 23.3.10.

1-31 Mar 07

ANW 03

POIA 2334B-1B

ST 1.3.10

End 23.3.10.

1-30 Apr 07

ANW 02

POIA 2719W-1W

ST 1.3.10

End 23.3.10.

1-31 Jul 07

ANW 01

POIA 2335B-1B ~~CLOSED~~

ST 1.3.10 + 2336B

End 23.3.10.

1-31 Aug 07

ANW04

POIA 2720W-1W

ST 1.3.10

End 23.3.10.

Sep = 445, Oct = 446

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account Lovelace Road, Bracknell, Berks
RG12 8SN

Tel: [REDACTED]
Mob: [REDACTED]
Fax: [REDACTED]
E-Mail: [REDACTED]
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GRO

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From: mark.dinsdale@[REDACTED] GRO
[mailto:[REDACTED] GRO]
Sent: 26 February 2010 16:51
To: Thomas Penny
Cc: maureen.moors@[REDACTED] GRO [REDACTED] jane.m.ower@[REDACTED] GRO
Subject: Fw: West Byfleet - 126023
Importance: High

Penny, we need a massive favour that I'm sure will cost us quite a few cream cakes. Is there anything you can do to pull out the stops to provide what Jon is looking for within the timescales. Maureen will provide the necessary paper work on Monday.

Thank you for considering this.

[REDACTED]
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|----->
|Mark Dinsdale,
|Security Programme Manager
|Security Team, Post Office Ltd
|----->
|>-----|
| | (Embedded image moved to file: pic13361.gif)
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| |
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|----->
|(Embedded image moved to file: pic00952.gif) Post Office Ltd, Security Team, Royal
|Mail, 3rd Floor, Clippers House, Clippers Quay, Salford, M50 3NW
|----->
|>-----|
| |
|>-----|
|----->
|(Embedded image moved to file: pic08496.gif) [REDACTED] GRO [REDACTED]
|(preferred contact method)
|(Embedded image moved to file: pic05646.gif) [REDACTED] GRO [REDACTED]
|(Embedded image moved to file: pic15183.gif) [REDACTED] GRO [REDACTED]

| (Embedded image moved to file: pic15597.gif)
| (Embedded image moved to file: pic11554.gif) Post Office HR Help
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----- Forwarded by Mark Dinsdale/e/POSTOFFICE on 26/02/2010 16:48 -----

John Longman

To: Mark
Dinsdale/e/POSTOFFICE@POSTOFFICE
26/02/2010 16:38 cc: Jarnail A
Singh/e/POSTOFFICE@POSTOFFICE
Subject: West Byfleet - 126023

Mark

Jarnail has just telephoned me and asked me to get transaction log data for the above PO from 1st December 2006 to 31st December 2007. The logs need to be ordered through our current process and then given to Gareth Jenkins at Fujitsu to analyse and confirm by witness statement whether there are any errors within the Horizon system for the transaction log period.

Jarnail would like the statement by Friday 5th March 2010.

(Embedded image moved to file: pic18102.gif)

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1-30 Sep 07

ANW02

for A 2721W-1W

445

St 1.3.10

End 28.3.10.

~~✓~~

1-31 Oct 07

446

ANW 03

for A. 2337B-1B

~~✓~~

St 1.3.10

End. 28.3.10.

✓

1-30 Nov 07

447

ANW05

for A 2338B-1B

~~✓~~

St 4.3.10

End. 28.3.10.

Thomas Penny

From: Thomas Penny
Sent: 04 March 2010 13:13
To: Jenkins Gareth GI
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gareth

See notes against Anne's comments below.

Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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Fax:
E-Mail:
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From: Jenkins Gareth GI
Sent: 26 February 2010 08:38
To: Thomas Penny
Cc: Chambers Anne O
Subject: FW: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

Anne has looked at the event logs.

She's identified a number of things below to check out.

Are you able to check out the specific times she has indicated, firstly to see if anyone was Logged on and secondly against Andy Dunk's Call logs.

If you need some help with the specifics, then please let me know.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel:
GRO
(Note new external number -

old number will not work after 31/12/2009)

Mobile:	
email:	
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GRO

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

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From: Chambers Anne O
Sent: 25 February 2010 15:20
To: Jenkins Gareth GI
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gareth, sending just to you initially.

I know you have even more on your plate than I do, but my involvement has always been unofficial and on the basis that I had time to do it. If I need to do more detailed analysis on this (and I'm not sure what I would be able to find, without knowing what their specific problem was) it will have to be officially agreed with my manager - you can instigate that if you like, but I don't think I can keep volunteering.

There are several entries on the 1 Sysman 2 126023 tab which require some further investigation. I've added some highlighting.

Counter 1 on 2/3 May 2006, and 4 Feb 2008. I don't know whether the counter was replaced, or whether the messagestore was deleted and copied from another counter. The Powerhelp / TfS calls may illuminate this. Logs not provided for these timeframes.

I don't know if the counter was used while these errors were occurring - it may have been. If they have any complaints specific to these times, perhaps they should be checked out???

There are some isolated timeout waiting for lock messages, but in general these appear to be associated with checksums being written. To be on the safe side, it could be checked whether anyone was logged on

counter 1 or 2, 3-Apr-2007, 20:30

counter 1 – log off 16:36

counter 2 – log off 16:35

counter 2 28-May-2008, 01:33 – Logs not provided for timeframe

counter 1 18-Aug-2008, 11:04 – Logs not provided for timeframe

and if so check the messages to find which processes were in contention.

It is notable that the branch does not have the repeated lock messages which were a feature of the Callender Square problem.

Error Message: Error in node retrieval for node(s) 1010 - as far as I know this hasn't been

investigated but on the other hand no one has complained of a problem linked to it. I'll try to check it out.

Anne

GRO

From: Barnes Gerald
Sent: 24 February 2010 10:04
To: Thomas Penny
Cc: Chambers Anne O; Jenkins Gareth GI; Holmes Alan; Mansfield Andrew
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

I attach the results of the query.

Note that on the advice of Alan all BAL events are included for the date range. They are identified by a blank FAD. They may not be relevant for a Horizon counter.

Regards,
Gerald Barnes

From: Thomas Penny
Sent: 22 February 2010 10:57
To: Barnes Gerald
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gerald

Could you please check events for the following:-

126023 - 30 Jun 05 to 31 Dec 09

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: _____
Mob: _____
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