
From: Lillywhite Tom[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=LILLYWHITET]
Sent: Wed 02/06/2010 10:23:07 AM (UTC)
To: Thomas Penny[Penny.Thomas[GRO]]
Cc: Miller Kevin[Kevin.Miller[GRO]]; Simpkins John[John.Simpkins[GRO]]; Wright Mark[Mark.Wright2[GRO]]; Jenkins Gareth GI[Gareth.Jenkins[GRO]]; Parker Steve (PostOfficeAccount)[ParkerSP[GRO]]
Subject: RE: Events Analysis via PEAK

I will call in and speak with you this Pm and see what we should be thinking to do

Tom Lillywhite
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From: Thomas Penny
Sent: 02 June 2010 11:20
To: Lillywhite Tom; Parker Steve (PostOfficeAccount)
Cc: Miller Kevin; Simpkins John; Wright Mark; Jenkins Gareth GI
Subject: RE: Events Analysis via PEAK

I am not convinced there is, Tom.

While Anne has been helping us she has been fully shielded from any form of POL litigation. Why would we specifically identify the checking of events as more vulnerable than any other part of the process considering the total end-to-end process employed here? The names of those checking events for us are not notified to POL and we have the ability to identify and select any expert witness we consider appropriate to support POL's prosecutions. No one in the company can be forced to sign a witness statement if they do not want to; and POL cannot cherry pick our staff.

Gareth has taken the responsibility of covering transaction records for all litigation facing activity until now and there has been no issue. Do we need to identify a suitable 'expert' to cover event filtration and analysis? That's another question.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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From: Lillywhite Tom
Sent: 02 June 2010 10:44
To: Parker Steve (PostOfficeAccount)
Cc: Thomas Penny; Miller Kevin; Simpkins John; Wright Mark
Subject: RE: Events Analysis via PEAK

If there is indeed legal implications, and you are all agreed on that then I think we seek advice from our legal department...it is too important to get wrong!

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From: Parker Steve (PostOfficeAccount)
Sent: 02 June 2010 10:42
To: Lillywhite Tom
Cc: Thomas Penny; Miller Kevin; Simpkins John; Wright Mark
Subject: FW: Events Analysis via PEAK

Tom,

Any comment on this please?

It is important for the ARQ process that SSC examine the events generated and then comment on their potential impact on the financial status of the branch. This has been done in the past on an informal basis (email to Anne Chambers normally!) but that informal process leads to requests being lost when someone may be on leave etc.

We need to formalise this but I'm concerned about the legal implications. SSC staff are not trained on evidential requirements or as witnesses in court. If there is any possibility of a court appearance or witness statement being required then we have to refuse to process the ARQ requests.

DO you know what the legal situation is here?

Steve

From: Thomas Penny
Sent: 02 June 2010 10:35
To: Parker Steve (PostOfficeAccount)
Cc: Lillywhite Tom; Miller Kevin; Simpkins John; Wright Mark
Subject: RE: Events Analysis via PEAK

OK, Steve, I'll continue requesting via email until you are fully satisfied that SSC are protected.

Kind regards
Penny

Penny Thomas
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From: Parker Steve (PostOfficeAccount)
Sent: 02 June 2010 10:32
To: Thomas Penny
Cc: Lillywhite Tom; Miller Kevin; Simpkins John; Wright Mark
Subject: RE: Events Analysis via PEAK

Penny,

Yes, I'd like to change it as well so that we get formal Peaks raised for ARQs as discussed last week, establish audit trail, spread the work etc.

Before I can do this we may need to talk to Tom as well. I'm concerned that if we put this on a formal level like this it may mean that further down the line random members of the SSC get a subpoena and have to testify. If there is any chance of this happening then we (SSC) will not be giving guidance on the events. We need guidance from Tom (or Fujitsu legal) on how we protect ourselves from the possibility of court appearance before we formalise the process?

Steve

From: Thomas Penny
Sent: 02 June 2010 10:22
To: Parker Steve (PostOfficeAccount)
Subject: Events Analysis via PEAK


Hi Steve

You wanted to change the way we request these checks to PEAK and I think we need to agree the format; have you got a few minutes to agree process?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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