

From: Jackie Meylak [REDACTED] **GRO**
Sent: Tue 16/07/2013 11:37:35 AM (UTC)
To: Nick Beal [REDACTED] **GRO**
Subject: FW: Regular Call re Horizon Issues

Hi Nick,

Please see below. Kevin would like to nominate you as an appropriate rep. but before I do that can you confirm you are OK with this – covering Crowns, Agency, Multiples & Partners.

Thanks

Jackie Meylak | PA to Kevin Gilliland, Network and Sales Director

1st Floor – Bunhill Row Wing, 148 Old Street, London, EC1V 9HQ.

GRO Postline [REDACTED] **GRO**
Mobex [REDACTED] **GRO**
[REDACTED] **GRO**



From: Amanda A Brown **On Behalf Of** Susan Crichton
Sent: 16 July 2013 11:28
To: Alwen Lyons; Chris M Day; Fay Healey; Kevin Gilliland; Lesley J Sewell; Mark R Davies; Martin Edwards; Martin Moran; Nicholas Kennett; Paula Vennells; Susan Barton
Cc: John M Scott; Hugh Flemington; Rodric Williams; Jarnail A Singh; Susan Crichton
Subject: Regular Call re Horizon Issues

All,

As part of our response to the Second Sight interim report, a regular conference call will be set up to enable any identified issues with Horizon including user experience, training and support to be shared with business units who use and rely on the system. The purpose of the call which will be held weekly is to ensure that key user groups and others within the business who may be affected by Horizon are promptly made aware of any issues or concerns and that the Post Office can manage in a timely manner.

A representative is required from each of the following areas:

- Legal (including external lawyers)
- Financial Services Centre
- Security
- Comms
- Network (representative(s) for Crowns, Agency, Multiples & Partners)
- IT&C (representative(s) for Line Service, NBSC, IT architecture/Fujitsu management)
- IT&C Information Security

By return, please provide Dave Posnett with the name of an appropriate person(s) to represent your area so that we can start holding the calls. Attendance is mandatory to ensure we capture any issues, therefore an alternative representative needs to attend when required. Please also let Dave Posnett know if there is another area you think should be represented on the call.

Susan

Susan Crichton | HR & Corporate Services Director

1st Floor, Central Wing, 148 Old Street, London, EC1V 9HQ

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