

Message

**From:** Alison Bolsover [GRO]  
**Sent:** 19/03/2013 15:38:24  
**To:** Ivan Swepson [GRO]; Simon Baker [GRO]  
**CC:** Dave Posnett [GRO]; Rodric Williams [GRO]; Andrew Winn [GRO]; Rod Ismay [GRO]; Craig Tuthill [GRO]  
**Subject:** RE: SR001 - Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation  
**Attachments:** image001.png; image004.png; image005.png; image006.png; image007.png; image008.jpg; image003.jpg

Ivan /Simon

I have had a discussion with Andy and I think we may want to consider if there is a need for someone from an IT background to lead this SR. We would need to ensure they have knowledge of the design and operational requirements with respect to power outage and what the branches are instructed to do in a recovery position.

Andy could lead on this but most of the input would be coming from elsewhere and maybe someone involved in the Horizon and Horizon on line design within the business would in a better position to provide the factual information.

With respect to the comments about P&BA, Andy is in the best position to respond to how we handled this dispute.

Kind Regards Alison

Alison Bolsover I Debt Recovery Senior Manager

Post Office Ltd., Financial Service Centre, 1 Future Walk, Chesterfield S49 1PF



GRO P/L GRO  
 Mobex: GRO  
 GRO



**From:** Ivan Swepson  
**Sent:** 19 March 2013 14:44  
**To:** Craig Tuthill; gareth jenkins [GRO]; Andrew Winn; Rod Ismay  
**Cc:** Simon Baker; Alison Bolsover; Dave Posnett; Rodric Williams  
**Subject:** SR001 - Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation  
**Sensitivity:** Confidential

**Strictly Private and Confidential – Subject to Legal Privilege – Not for Wider Circulation**

Further to Simon’s email below:

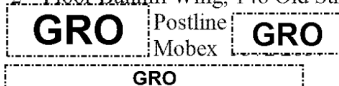
1. Andy, will you take the lead again please on the draft response with input from Gareth (words and flowchart) on Horizon operational design for power and comms failures. How long will you require for first draft (given Easter coming up) so I can make a note on the Tracker?
2. Who is best placed to enable and facilitate the Horizon testing requested by Second Sight? I suggest we need suitable access to a Horizon terminal but I also think we ought to ask for a test plan so we can see the number and type of tests to be done to ensure a) the approach is robust (from a system testing point of view) and b) the environment is correctly configured and support to enable the testing.

Thanks, Ivan

Ivan Swepson | IT Separation Programme Office, IT&C

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**From:** Simon Baker  
**Sent:** Tuesday, March 19, 2013 1:05 PM  
**To:** Craig Tuthill; Dave Posnett; gareth jenkins [GRO] Ivan Swepson; Andrew Winn; Rod Ismay; Alison Bolsover  
**Subject:** FW: Various items  
**Sensitivity:** Confidential

All

Please find attached the next spot review. Also some comments below on what Ian expects us to include in our response.

Regards, Simon

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**From:** Ian Henderson [GRO]  
**Sent:** 19 March 2013 12:14  
**To:** Simon Baker  
**Cc:** 'Ron Warmington'; Susan Crichton  
**Subject:** Various items  
**Sensitivity:** Confidential

Simon

This is a general catch up on a number of issues:

1. I attach Spot Review SR001.docx which is the John Armstrong case we discussed on the last call
2. The main issue in SR001 is the automated and largely silent recovery process which occurs when Horizon detects either a power or a communications failure. Can you ask Fujitsu to provide us with a clear written description, including flowcharts, of how this is designed to operate for both old and new Horizon?
3. Tied in to the above, we would like to run some tests on a live Horizon terminal (possibly a training terminal) when we execute various types of transaction and at the same time cut the power or the internet connection.

We will then observe and analyse the recovery process. It will be important that the terminal being used is a close to a live system as is possible. I assume the training office terminal in your building will be the best place to do this, however we will probably need to book this for a number of sessions. Will this be possible?

Many thanks. I look forward to seeing you on Thursday afternoon

With best wishes

Ian R Henderson CCE CISA FCA  
Advanced Forensics - London, UK

*Forensic computing expert witness and electronic disclosure specialist*

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