

Message

From: Jenkins Gareth GI [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARETH.JENKINS]
Sent: 05/06/2013 15:08:30
To: Newsome Pete [/O=EXCHANGE/OU=AdminGroup1/cn=Recipients/cn=Blagg-NewsomeP]
CC: Davidson James [/O=EXCHANGE/OU=AdminGroup1/cn=Recipients/cn=DavidsonJ2]; Membery Bill [/O=EXCHANGE/OU=AdminGroup1/cn=Recipients/cn=MemberyW]; Warren Brad [/O=EXCHANGE/OU=AdminGroup1/cn=Recipients/cn=WarrenB]
Subject: RE: Second Sight Info
Attachments: 3605.answers to audit questions v0.1.docx; ARCGENREP0004.HorizonDataIntegrity.doc; HorizonOnlineDataIntegrity_POL.doc; JENKINS Gareth witness statementv1.0.doc

Pete,

I've added comments and changes to the doc.

I've also attached my 2 docs on Horizon and Horizon Online Integrity plus the standard Witness statement that I've used in recent court cases.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

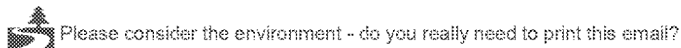
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From: Newsome Pete
Sent: 05 June 2013 15:53
To: Jenkins Gareth GI
Cc: Davidson James; Membery Bill; Warren Brad
Subject: RE: Second Sight Info


Gareth

Had a go at the answers. Can you check and add the missing info.

Bill: Do you have those docs?

Pete

Pete Newsome
Business Change Manager
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From: Jenkins Gareth GI
Sent: 05 June 2013 14:11
To: Newsome Pete
Cc: Davidson James; Membro Bill
Subject: RE: Second Sight Info

Pete,

As stated below, this allegation relates to 2008. At that time there was no Live BRDB and so BRDB is irrelevant to this issue.

The stuff below from the Ops Guide refers to changes that were made to the old Horizon system in 2004 or 2005 relating to Auto Rems and TCs which were introduced at that time as part of the IMPACT Programme. Auto Rems meant that POL send Horizon a data feed defining the content of Cash pouches and so as soon as the Branch scans in the pouch that value of cash is added into their accounts (and a receipt printed). Before that they had to key in the amount and this caused a number of issues with incorrect amounts being keyed.

However as with TCs the SPMR (or a member of staff) would be responsible for the transaction and it would be recorded against their name.

Prior to this, then Error Notices were sent to Branches which were often months after errors occurred and staff were expected to carry out appropriate transactions at the branch. TCs automated this process and speeded it up. P&BA have never had access to adjust client accounts on site through Horizon. I'd be surprised if they could do that in any earlier systems.

Clearly on a test System, then a tester would be injecting such files into the test rigs to simulate this process.

As you have already pointed out, there is no link between test and Live.

Just seen Steve's response. I've sent you some suggested answers this morning. Hopefully you've got everything you need from me.

I'm with POL / NCR tomorrow and then away until 17th June. I will check my phone for messages each day while away, but won't have a laptop with me.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
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From: Newsome Pete
Sent: 05 June 2013 13:15
To: Steve Allchorn
Cc: Simon Baker; Davidson James; Membroery Bill; Jenkins Gareth GI
Subject: RE: Second Sight Info

Steve

I assume the questions are those contained in the statement below. If I have read the section properly there are two key questions we need to provide answers and supporting evidence:

1. The SPMR observation was in the Bracknell 'basement' so the question is what access to any live environment was available so that area for any member of the joint test team could pass transaction directly into the live system (not the test system)?
2. Is it possible to generate a 'REM Out' without the Post Master approving the change?

We will continue with the piece of work to identify when the BRDB has had a manual transaction correction and identifying the process.

Can you confirm these are the correct questions or are there any others?

Regards

Pete


This SPMR asserts that on Tuesday 19th August, 2008 he observed an individual based in the basement of the Fujitsu office in Bracknell who demonstrated an ability to pass transactions directly into the Horizon system, and, in so doing, to alter, in real time or overnight, the recorded holdings of Foreign Currency in POL sub post offices. The SPMR also states that the person, after altering a branch's cash balance, then "made light of it" saying "I'd better reverse that entry now or he'll have a shortage tonight."

The SPMR asserts that the person did this by generating an outgoing remittance (a 'Rem Out') for a branch. The SPMR expands on this by asserting that, contrary to POL's repeated reassurances (see Note below), there did exist a capability to pass entries over the heads of the impacted SPMRs and without the knowledge of those SPMRs or their in-branch staff. It is not clear whether, if such entries WERE being passed, whether those transactions were invisible to the impacted SPMRs and their staff *both at the time that the transaction was being executed and also at any later stage.*

Note: Page 9, Section 7 of POL's Horizon Operating Manual (as of December 2006) includes a sentence stating that: "*The introduction of the new Post Office Ltd Finance System (POLFS) in Product and Branch Accounting (P&BA), Chesterfield means that the finance teams can no longer adjust client accounts on site.*" The reference here to "on site" means, it is understood, "in Chesterfield or anywhere else within POL". The inference is that Transaction Corrections ('TCs'), and Rems In and Out, have to be 'accepted' at the branch level and that there exists no power/capability at the centre (in Chesterfield or anywhere else) to impact any branch's accounts without the SPMR's (or his/her staffs') knowledge, approval and involvement. POL is hereby asked to clarify the position on this.

Pete Newsome

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From: Steve Allchorn **GRO**
Sent: 05 June 2013 12:41
To: Newsome Pete
Cc: Simon Baker; Davidson James; Membro Bill
Subject: RE: Second Sight Info
Importance: High

Pete – thanks very much for sending through some preliminary information quickly.

Can I just reiterate that although these documents are both relevant and additional information, what we require are some clear statement of facts in response to Ian's key questions raised below.

Can you ensure that each of Ian's points are provided with a response. These will then collectively assist Second Sight in determining the viability of the allegations set out in the Spot Review.

Alwen Lyons is keen to get a further meeting set up early next week therefore an urgent response to each of the questions would be greatly appreciated and by the end of this week at the latest please.

Thanks
Steve

From: Newsome Pete **GRO**
Sent: 04 June 2013 15:47
To: Steve Allchorn
Cc: Simon Baker; Davidson James; x.bill.membery
Subject: FW: Second Sight Info


Steve

The audit report above describes the separation and controls around the test and live systems. Bill is also going to provide the SLD and HLD which will show that the live system is not accessible from the basement in Bracknell, i.e. the member of staff in question can only have been talking about the test system. At the time indicated the system on test was the as yet brand new HNGx release 1 so there was no live instance available.

Hope this helps.

Pete

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From: Membery Bill
Sent: 04 June 2013 11:55
To: Newsome Pete
Subject: RE: Second Sight Info

Hi Pete

Yes the best report is the ISAE3402 report which shows change Management in section 4.9.9 the Technical segregation of Test and Live is also documented across various sections..

PO Ltd also have copies of their PCI DSS Annual report and Link report that both review these Topics unfortunately as these reports are PO Ltd's IPR we do not get these (Mark Pearce is best Contact here)

Omniport the IRM Audit review tool actually stores the PCI DSS Auditors findings and Raj Patel and Security Operations have access to print these out with PO Ltd's permission.

The ISO 27001 standard to which we are accredited reviews this when it is selected as a topic area by the Auditors I have attached the Schedule of the last Audit where you can see they covered Change Management.
I can extract all earlier reports if required as well as others from Business assurance.

In addition to this PO Ltd have ensured Penetration Tests for PCI have taken place and as part of the approval process for the change to Horizon.

I have attached the one from Horizon to HNG-X, Dave King at PO Ltd should have those instigated by PO Ltd again as they are PO Ltd's IPR. (I might have unofficial copies)

Kind Regards

Bill Membery
Quality and Compliance Manager
POA

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From: Newsome Pete
Sent: 04 June 2013 10:17
To: Membery Bill
Subject: Second Sight Info

Bill

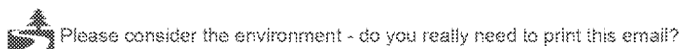
As a result of our meeting yesterday with PO we need to be able to show how the Test and Live environments are separated both physically and in terms of access and process.

Do you have any documentation as part of the audits around change?

I will give you a call.

Pete

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