

To: SSC Duty Manager[] GRO
Cc: MAC[MAC] GRO
From: MAC[/O=EXCHANGE/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=GMBXMAC]
Sent: Wed 3/4/2015 3:13:11 PM (UTC)
Subject: FW: PC0241242 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center
RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Good afternoon,

Please see attached for authorisation to delete session.

Regards,

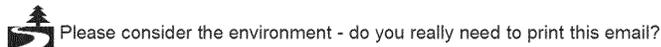
Manpreet Dhillon
Major Account Controller - Post Office Account
Managed Infrastructure Services

Fujitsu
14 Cavendish Road, Stevenage, Herts, SG1 2DY
Tel: [] GRO
Email: [] GRO [] GRO
Web: <http://uk.fujitsu.com>



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

From: Post Office Service Desk[] GRO [] GRO
Sent: 04 March 2015 14:57
To: MAC
Subject: FW: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi MAC team,

We've finally got the authorization, kindly please see attached file for reference.

Kind Regards,

Jason Duke Elazegui
Service Desk Analyst – Post Office Service Desk

Phone Number: [] GRO (IVR Option 7)
Post Office Service Desk Mailbox: [] GRO [] GRO

From: Brearley, Sharon
Sent: Wednesday, March 04, 2015 9:01 PM
To: CASTRO, Eden; Thomas, Ian; PADILLA, April
Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; IT-Solutions R SMC PostOffice Incident Management; LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle; Egan, James; Humphries, Ian; IT-Solutions R SMC Post Office Problem Management
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Eden

We have received a response from POL on this one – see attached.

Atos PM

Can you please open a PR for this incident. Please can you request Fujitsu as on who Atos we can liaise with on this one as there are a number of issues that need to be resolved here and a need to understand how these issues have been managed previously and resolved – does not appear to be any robust process in place.

Regards, Sharon

Sharon Brearley

Service Manager – Post Office

M

GRO

GRO	GRO
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Longfields Court
Middleswoods Way
Wharnccliffe Business Park
Carlton
Barnsley, S71 3GN

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From: CASTRO, Eden

Sent: Wednesday, March 04, 2015 11:33 AM

To: Thomas, Ian; PADILLA, April; Brearley, Sharon; Humphries, Ian; Egan, James

Cc: Post Office Service Desk; POLServiceManagement ; Brahmbhatt, Rina; IT-Solutions R SMC PostOffice Incident Management; LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle

Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi, all.

The desk received a call from FJS Team, they are chasing the approval from POL so that they can proceed with deleting the session. The PM keeps on calling them for an update.

@James, can you please help us chasing the approval from Rebecca Barker since Ian H is out today? As per my last conversation with Ian yesterday, he is coordinating with her for the approval.

Thank You.

Regards,

Ma. Eden B. Castro

Service Desk – Team Manager

M

GRO

GRO	GRO
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www.atos.net

Atos Information Technology, Inc.

5th Floor, 1880 Building, Eastwood Avenue, Eastwood City Cyberpark, Bagumbayan, 1100 Quezon City, Philippines

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From: Thomas, Ian
Sent: Tuesday, March 03, 2015 7:11 PM
To: PADILLA, April; Brearley, Sharon; Humphries, Ian
Cc: Post Office Service Desk; POLServiceManagement ; Brahmbhatt, Rina; IT-Solutions R SMC PostOffice Incident Management; LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Ian

As per our discussion last night, could you pick this up please?

Thanks

Ian

Ian Thomas
Service Director – Post Office
M GRO

GRO GRO



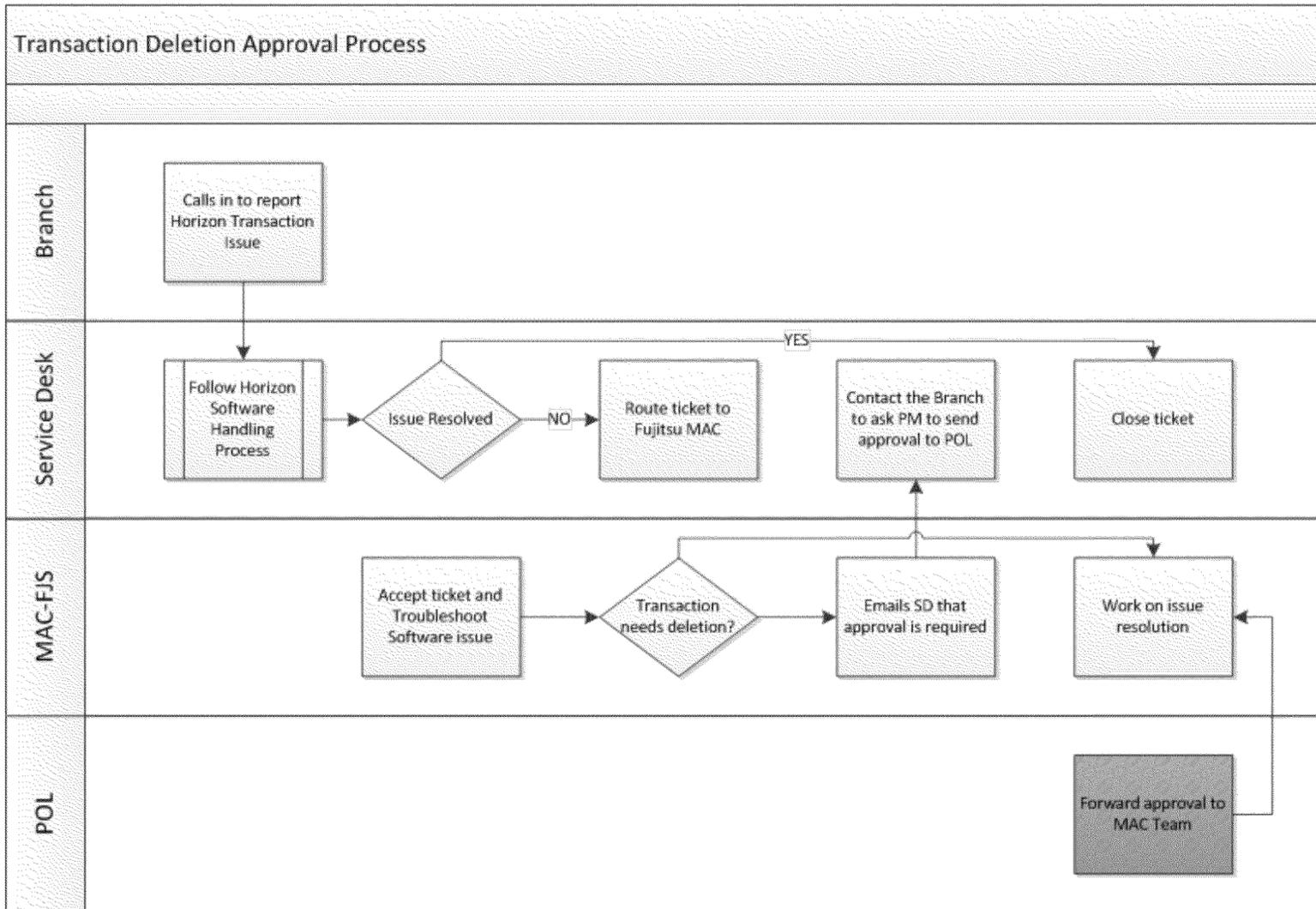
From: PADILLA, April
Sent: Tuesday, March 03, 2015 10:36 AM
To: Thomas, Ian; Brearley, Sharon; Humphries, Ian
Cc: Post Office Service Desk; POLServiceManagement ; Brahmbhatt, Rina; IT-Solutions R SMC PostOffice Incident Management; LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi Everyone,

The Branch made a follow up call today. Had a chat with Sandie of Fujitsu. The approval should be coming from POL. They will also not accept approval from PM directly (it should be from POL). Attached is the approval from the PM that SD forwarded to MAC but was not authorized. Below is the draft of the process. We need to close the gap who from POL should forward the approval from PM to Fujitsu-MAC.

Bothick Sandie 6:08 PM

it has to come from POL to us - we wont accept it from the PM
so PM can send to POL and then POL can forward to us - for it to be accepted



Regards,

April Padilla
Process Analyst
ATOS Information Technology Inc.



5th Floor, 1880 Building, Eastwood Avenue,
Eastwood City Cyberpark, Bagumbayan,
1100 Quezon City, Philippines

From: Thomas, Ian
Sent: Tuesday, March 03, 2015 3:43 AM
To: Rebecca Barker; Brearley, Sharon; ITSupplierManagement; Humphries, Ian
Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice Incident Management
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Becks

I've asked Ian to look at this for me.

If there isn't a process documented, I suggest we collectively pull one together so that everyone is on the same page. Whilst I recognise the need to get this resolved, I also share Sharon's view that need to ensure we have a robust process that will allow Atos to undertake this activity without falling foul of any potential breach of security protocol.

We'll get this resolved tomorrow.

Thanks

Ian

Ian Thomas
Service Director – Post Office
M [GRO]

[GRO] [GRO]



From: Rebecca Barker [GRO]
Sent: Monday, March 02, 2015 5:50 PM
To: Brearley, Sharon; ITSupplierManagement
Cc: Post Office Service Desk; POLServiceManagement ; Brahmbhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi Sharon

There is no existing process documented from POL. There were a number of emails a while ago and it was determined that the correct process was that the permission is gained from the PM, this was shared with Ian Humpries, it feels like we are back at the beginning with this issue

Regards



Rebecca Barker
Performance and Control Manager – IT
Services

1st Floor,
No. 1 Future Walk West Bars,
Chesterfield S49 1PF

[GRO]

From: Brearley, Sharon [GRO]
Sent: 02 March 2015 17:46
To: Rebecca Barker; ITSupplierManagement

Cc: PostOfficeServiceDesk; POLServiceManagement ; Brahmhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi Rebecca

I have referred this matter to our Operations Security Manager to raise with POL Security as I have not seen any documented process to support this and I'm not comfortable Atos Desk taking instruction from a branch to remove transactions as I'm unsure we are authorised to do this – for example how would we even validate who the PM is. With all the issues relating to Second Sight, I just want to make sure we have an agreed process that POL Security have agreed to. In the meantime, if this is an existing process, can you provide me with a copy please.

Many thanks, Sharon

Sharon Brearley
Service Manager – Post Office
M [GRO]
[GRO] [GRO]

Longfields Court
Middleswoods Way
Wharnciffe Business Park
Carlton
Barnsley, S71 3GN

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From: Branch Support Team [GRO]
Sent: Friday, February 27, 2015 1:18 PM
To: IT-Solutions R SMC PostOffice Incident Management; Branch Support Team
Cc: Post Office Service Desk; ITSupplierManagement; POLServiceManagement ; Brahmhatt, Rina; Brearley, Sharon; Rebecca Barker
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

All,

Please see reply from Rebecca Barker sent 26/02.

Hi SM
The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.

We cannot authorise

Regards
Rebecca

Kind regards



Amanda Prior
Branch Support Team

1st Floor Admin
19 Hythe Street
Dartford DA1 1AB



From: IT-Solutions R SMC PostOffice Incident Management [GRO]
Sent: 27 February 2015 13:08
To: Branch Support Team
Cc: PostOfficeServiceDesk; ITSupplierManagement; POLServiceManagement
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi Team,

Please can we have an update on the below asap.

Regards,

Priyanka Deshmukh

UK SMC Incident Management
T: [GRO]
Mail to: [GRO] [GRO] [GRO]
Gate no.2, Godrej compound,
Vikroli West, Mumbai-400079
www.atos.net

Atos
Please consider the environment before printing this e-mail

From: POLServiceManagement
Sent: Thursday, February 26, 2015 10:45 AM
To: 'branch.support.team' [GRO]
Cc: Post Office Service Desk
Subject: FW: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi

Could POL please provide authorisation for Fujitsu to remove a txm off Horizon

Kind regards, Terry

Terry Whitehead
DBH Managed Serviced Business Centres Ltd
Longfields Court
Middlewoods Way
Wharncliffe Business Park
Carlton
Barnsley, S71 3HR

M: [GRO]

GRO GRO
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From: Post Office Service Desk
Sent: Thursday, February 26, 2015 10:15 AM
To: POLServiceManagement
Cc: Whitehead, Terry
Subject: FW: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi,

Fujitsu is requesting for an authorization for them to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery on counter node 04.

Email from Fujitsu:

I have asked POL (via ATOS) to authorize us to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery. It is not clear when (if) authorization will arrive. Until then Node:4 will NOT be usable.

I think this was an incident happened before that needs an approval from POL to remove the said transaction to be able to use the counter position 04.

Can you help us identify the right person or team who can authorize this?

Hoping for your assistance. As per Reference data team they're not the ones who will authorize the removal of transaction.

Regards,
Michael Dux Castro
Service Desk Analyst – Post Office Service Desk
Phone Number: [GRO]
Post Office Service Desk Mailbox: [GRO] [GRO]



From: Reference_Data_Input
Sent: Wednesday, February 25, 2015 11:10 PM
To: Post Office Service Desk
Cc: Julie Dart; Richard X Carter
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Good Afternoon

Unfortunately this team would not be able to authorise this change as we are not responsible for this data. I am afraid I am not sure who would deal with this request

Thanks
Ellie



Eleanor Bradley
Reference Data Manager

1st Floor, West Block,
No 1 Future Walk,
West Bars, Chesterfield S49 1PF

Phone number: **GRO**
Postline: **GRO**

From: PostOfficeServiceDesk
Sent: 25 February 2015 13:28
To: Reference_Data_Input
Subject: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Good Afternoon,

Fujitsu is requesting for an authorization for them to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery on counter node 04.
As per Fujitsu's investigation;
According to counter log, there were two transactions in the session 4-520273.

- 1. Health Lottery txn 00-269323-4-4536296 -1
- 2. Banking txn 00-269323-4-4536297 -1

The settlement failed due to poor communication with the data centre (Network issue) and user was logged out by the system.

When the user logged back in, the recovery kicked-in. But the recovery of the Health Lottery txn 00-269323-4-4536296 -1 failed. As the recovery failed, user was/in unable to logon to Node:4.

Health Lottery txn 00-269323-4-4536296 will need to be remove on the counter logs because it is preventing successful recovery. Node:4 will NOT be usable not until the said txn is removed.

FAD: 2693232
Branch Name: Meanwood
Thanks,

Love Joy D. Dela Vega
Technical Solutions Specialist – Post Office Service Desk

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Office Phone Number: **GRO**

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