
From: Keating, Lewis (UK - Leeds) [REDACTED] **GRO**
Sent: Wed 06/04/2016 2:01:31 PM (UTC)
To: Newsome, Pete [REDACTED] **GRO**
Cc: Westbrook, Mark (UK - Manchester) [REDACTED] **GRO**; Bartlett, Sam (UK - Manchester) [REDACTED] **GRO**
Subject: | RE: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system

Hello

For clarity on the POLSAP Archival document, Lorraine Garvey has the document, but needs authorisation from Fujitsu to release this to ourselves.

Thanks
Lewis

From: Keating, Lewis (UK - Leeds)
Sent: 06 April 2016 14:32
To: 'pete.newsome' [REDACTED] **GRO**
Cc: Westbrook, Mark (UK - Manchester); Bartlett, Sam (UK - Manchester)
Subject: RE: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system

Hi Pete

Thank you for the below documents.

We have now reviewed and there are small number of further documents we would like to obtain which are referred to in the document provided.

As such please can we request the following documents:

- DES/APP/IFS/0018
- DES/APP/HLD/0041
- DEV/APP/LLD/0151
- DEV/APP/LLD/0204
- DES/APP/HLD/0070
- POLSAP archival document?
- Technical Design Document for the Audit Store?
- Data Flow diagram / high level overview of complete data journey from Counter – Audit Store. (We recognise we have seen a number of documents which contain details of various data flows, however if you have a document which focuses specifically on this data flow, this would be useful).

Further, we will be sending through some agenda items which we will be looking to cover next week (Thursday 14th April) during our site visit to Bracknell.

Kind Regards
Lewis

From: Westbrook, Mark (UK - Manchester)
Sent: 21 March 2016 12:28
To: Bartlett, Sam (UK - Manchester); Keating, Lewis (UK - Leeds)

Subject: FW: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system

FYi chaps.

Mark

From: [Matthew.Lenton](#) GRO
Sent: 21 March 2016 12:07
To: Westbrook, Mark (UK - Manchester) GRO
Cc: [pete.newsome](#) GRO

Subject: RE: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system

Dear Mark Westbrook,

The documents listed are attached in response to your request of 14 March; the list in your original email below has a few corrections added to show how the list in this email was arrived at.

These documents are shared with you on the basis of the operation of Horizon system project for which you are instructed by Post Office. Clearly they should be treated as confidential and shall not be shared with any other person or used for any purpose other than in accordance with that project.

DES/APP/SPG/0001 = **Branch Database Support Guide**, v10.0, Dec 2015.
DEV/APP/LLD/0142 = **Host BRDB Transaction Correction Tool Low Level Design**, v0.6, Nov 2007
DES/APP/IFS/0012 = **BAL Service Interface Specification**, v6.0, Aug 2015.
DES/APP/HLD/0021 = **Branch Database Scheduling HLD**, 11.0, Nov 2015.
DES/APP/IFS/0007 = **Branch Database to Legacy Host Interface Specification**, v2.1, Dec 2014.
DES/APP/IFS/0001 = **HNG-X RDDS to Branch Database Reference Data Interface Specification**, v4.0, Aug 2014.
DES/APP/IFS/0002 = **HNG-X RDDS to Branch Database Counters Reference Data Interface Specification**, v3.1, Apr 2013.
DES/APP/HLD/0049 = **HNG-X Generic Database Reports Data Extract HLD**, v1.0, Sep 2009.
DEV/APP/LLD/0199 = **Scheme Definition for Branch Database, Standby Branch Database and Branch Support System**, v2.0, Dec 2015.
ARC/SOL/ARC/0006 = **HNG-X Architecture – Global Users**, v1.0, Jul 2009.
DES/APP/HLD/0083 = **HNG-X Recovery HLD**, v1.1, May 2011.
DES/APP/HLD/0035 = **Exceptions and Logging Frameworks HLD**, v1.0, Oct 2008.
DES/APP/HLD/0057 = **HNG-X Counter Infrastructure: Service and Process Control HLD**, v3.0, No 2008.
DEV/APP/LLD/0065 = **BRDBC002 LLD – Message Journal Auditing**, v0.7, Dec 2008.
DEV/APP/LLD/0014 = **Host Branch Database Audit Archive and Purge LLD**, v1.2, Sep 2009.

Matthew Lenton
Post Office Account Document Manager
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From: Newsome, Pete

Sent: 15/03/16 09:49

To: Lenton, Matthew [REDACTED] GRO [REDACTED]; Harvey, Michael [REDACTED] GRO [REDACTED]

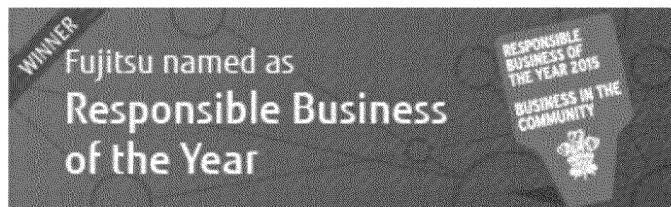
Subject: FW: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system

Matthew

Can you pull the documents listed below and send over to [markwestbrook](#) [REDACTED] GRO [REDACTED]

Pete

Pete Newsome
Business Change Manager
Post Office Account, Fujitsu UK&I
Tel: [REDACTED] GRO [REDACTED]
E-Mail: [REDACTED] GRO [REDACTED] GRO [REDACTED]
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com



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From: Westbrook, Mark (UK - Manchester) [REDACTED] GRO [REDACTED]

Sent: 14 March 2016 17:50

To: Newsome, Pete [REDACTED] GRO [REDACTED]; Harvey, Michael [REDACTED] GRO [REDACTED]; Godeseth, Torstein [REDACTED] GRO [REDACTED]; Bansal, Steve (BRA01) [REDACTED] GRO [REDACTED]; Keating,

Lewis (UK - Leeds) [REDACTED] GRO [REDACTED]; Westbrook, Mark (UK - Manchester) [REDACTED] GRO [REDACTED]

Bartlett, Sam (UK - Manchester) [REDACTED] GRO [REDACTED]

Cc: Mark Underwood1 [REDACTED] GRO [REDACTED]

Subject: RE: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system

Hello all,

Thank you for your time today.

Following the meeting earlier, please find attached the document references we would like to receive in order that we can continue with our knowledge gathering:

- Branch Support Guide [R37] DES/APP/SPG/0001 = **Branch Database Support Guide**, v10.0, Dec 2015.
- BRDBX015 Low Level Design (DEV/APP/LLD/0142) = **Host BRDB Transaction Correction Tool Low Level Design**, v0.6,

Nov 2007

- DES/APP/IFS/0010 – correct reference is DES/APP/IFS/0012 = **BAL Service Interface Specification**, v6.0, Aug 2015.
- DES/APP/HLD/0021 = **Branch Database Scheduling HLD**, 11.0, Nov 2015.
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- ARC/SOL/ARC/0006 = **HNG-X Architecture – Global Users**, v1.0, Jul 2009.
- DES\APP\HLD\0083 - DES/APP/HLD/0083 = **HNG-X Recovery HLD**, v1.1, May 2011.
- DES\APP\HLD\0035 - DES/APP/HLD/0035 = **Exceptions and Logging Frameworks HLD**, v1.0, Oct 2008.
- DES\APP\HLD\0057 - DES/APP/HLD/0057 = **HNG-X Counter Infrastructure: Service and Process Control HLD**, v3.0, No 2008.
- DEV\APP\LLD\0065 - DEV/APP/LLD/0065 = **BRDBC002 LLD – Message Journal Auditing**, v0.7, Dec 2008.
- DEV\APP\LLD\0014 - DEV/APP/LLD/0014 = **Host Branch Database Audit Archive and Purge LLD**, v1.2, Sep 2009.
- DEV\APP\LLD\0142 - DEV/APP/LLD/0142 Repeat of second entry in this list.

We will doubtless have to request additional documentation as both phases of the work continue.

Many thanks,

Mark

-----Original Appointment-----

From: Mark Underwood1 [REDACTED] **GRO**

Sent: 08 March 2016 17:02

To: Mark Underwood1; Patrick Bourke; Rodric Williams; pete.newsome [REDACTED] **GRO**
 Michael.Harvey [REDACTED] **GRO**; Torstein.O.Godeseth [REDACTED] **GRO**; Steve.Bansal [REDACTED] **GRO**; Keating, Lewis (UK - Leeds); Westbrook, Mark (UK - Manchester); Bartlett, Sam (UK - Manchester)
Subject: Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system
When: 14 March 2016 14:00-15:00 (UTC) Dublin, Edinburgh, Lisbon, London.
Where: Finsbury Dials - meeting room Haprenden 1.03

The Chairman is receiving legal advice from Jonathan Swift QC on Post Office's handling of the complaints made by Sub-Postmasters about the operation of the Horizon software system.

The first stage of this involved a series of meetings with the various participants of the work to date.

To inform and support this advice, some further areas of investigation have been identified, to which end we are asked, in relation to the Horizon Computer System, to commission an independent organisation to:

- carry out an analysis of the relevant transaction logs for branches within the Scheme to confirm, insofar as possible, whether any bugs in the Horizon system are revealed by the dataset which caused discrepancies in the accounting position for any of those branches.
- carry out a full review of the use of Balancing Transactions throughout the lifetime of the Horizon system, insofar as possible, to independently confirm from Horizon system records the number and circumstance of their use.

- carry out a full review of the controls over the user and capability of authorised Fujitsu personnel to create, amend or delete baskets within a sealed audit store throughout the lifetime of the Horizon system, insofar as possible.

The purpose of the meeting is, principally, to enable Deloitte (the independent organisation referred to above) to meet those at Fujitsu who will be the key contact points in supporting the work Deloitte will be performing.

Mark

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