

**From:** "Nigel.Naylor-Smith" [GRO]  
**Sent:** Wed 12/12/2018 10:34:38 AM (UTC)  
**To:** "Wendy.Warham" [GRO];  
 "Duncan.Tait" [GRO]  
**Cc:** "Graham.Goulden" [GRO];  
 "Garry.Stewart" [GRO];  
 "Dennis.Badman" [GRO];  
 "Ben.O'Reilly" [GRO]; "Rachel.Roberts" [GRO];  
 [GRO]; "Christian.Benson" [GRO];  
 [GRO]; "Lyndon.Woods" [GRO];  
 [GRO]  
**Subject:** RE: POL Meeting Notes 11th December

Wendy / Duncan,

**Update: POL Court case – Press Office Engagement**

- Graham Goulden already strongly engaged with Mel Corfield from Post Office comms team
  - o Regular dialogue and comms occurring. Agreed process already in place.
  - o Account team are updating Graham with any specifics that we see / hear
- I will reach out to Laura Tarling (part of Post Office comms team) who has also recently been put onto managing this area
- Fujitsu witness statement being provided to Graham for read and reference later this week

Thanks and regards  
Nigel.

**From:** Warham, Wendy

**Sent:** Tuesday, December 11, 2018 11:10 AM

**To:** Tait, Duncan [GRO]; Naylor-Smith, Nigel [GRO]; Stewart, Garry [GRO]; Badman, Dennis [GRO]; O'Reilly, Ben [GRO]; Roberts, Rachel [GRO]; Benson, Christian [GRO]; Woods, Lyndon [GRO]

**Subject:** POL Meeting Notes 11th December

Hi

Notes from this morning's meeting with Post Office:

**PCI** – The banks are becoming very focused on the POL PCI plan and momentum is building

**Actions:**

- After speaking with Nigel we have one resource who [GRO] will be going off in January – what's the plan?
- It feels like we need a couple more resources to help execute the actions quickly – Who will arrange this, can we get them quickly?
- Commercially – we are working to a version 1.xxxxx the standards is already past version 3 – Rachel we need some commercial support to help us understand how we navigate through the gap and from a service perspective do we understand our gap and have an action plan?

**POL Court Case**

POL are expecting a communication mid-January on one aspect of the court case

Actions:

- Paula asked that we align our press offices and that we ask our press office to read the witness statement which will allow us to work together on how we will handle the press
- We have worked with POL before and our press offices generally work well together

## **Security**

POL are aware that the banks will raise a question on security and that is an area of focus

Actions:

- DDoS for HPBB – that is isn't a service that is provided today – lots of consumer data is held on their behalf – WW to talk to Lyndon and get a summary into POL
- Paula asked that WW copies her and writes to her as she acknowledges the complexity that we operate in

## **Seville Team**

Good recognition for the Seville team, there was lots of doubt a few months ago about this team

Actions:

- I will drop out a note to Christian for him to forward to the team

## **Belfast Exit**

Service stability was discussed again and the critical infrastructure that we are moving

Rob acknowledged that we have good legacy people and our understanding is good

He has brought in a new guy who is really good, he understands Azure well and he can see we have an experience gap

Work through how many people we need and recruit – WW, Brad, Nigel, Gary to agree how many

Actions:

- He feels we need more Cloud specifically Azure engineers in place for the migration – WW to agree with Nigel how many and we are to raise the necessary role specifications - – WW, Brad, Nigel, Gary to agree how many and recruit

## **HPBB**

Rob said this isn't their core business

I asked if they are interested in a proposition to extend

There is a board meeting tomorrow and Telecoms is on the agenda

Rob said he didn't think we are getting the best price – I explained that no other provider is going to provide pricing cheaper than they sell their own ( this does seem to be an expectation)

Duncan, Paula will be meeting with Tristia tomorrow

I reminded them that even if they sell, they are likely to owe us more than they get in the market for this business

Action:

- Duncan to update WW tomorrow after the Talk Talk meeting

The above will not be the total list of actions and some of these Nigel and Gary will have on their radar and in progress. We have spoken many times this year on helping the POL team be successful so let's not point the finger at Gary to do more, we need to help get these issues resolved. Ben – happy to discuss how we do this.

I can help with the Cloud engineers, update Lyndon on DDoS and already have a call in the diary to talk to Paul G and Lyndon on the extension.

Thanks for your support.

W

Wendy Warham,  
VP, Head of Hybrid Infrastructure & Network & Telecom Services, EMEA, DTS

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