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**From:** Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]  
**Sent:** Tue 16/12/2008 5:32:48 PM (UTC)  
**To:** Allen Graham (BRA01); Cousins  
Adam; Evans Steve (FEL01);  
Sewell Peter (FEL01); Holmes Alan;  
Pritchard Howard; Warham  
Wendy;  
**Cc:** Chambers Anne O; Jenkins Gareth  
GI;  
**Subject:** | FW: New Witness Statement Request Support  
**Attachment:** New Witness Statement Request Support 11122008No3.xls

Please see note below from Anne, and attached spreadsheet containing events which remain after known event filters have been applied. This data covers 2006-7, which is not unusual. Anne's comments need to be part of our discussion tomorrow.

Kind regards  
Penny

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**From:** Chambers Anne O  
**Sent:** 15 December 2008 17:56  
**To:** Thomas Penny  
**Cc:** Jenkins Gareth GI  
**Subject:** RE: New Witness Statement Request Support

Branch 132001:

Counter 3 had disk errors and was replaced on 12/10/2006.  
Further counter 3 disk errors 24/3/2007 - this time cleared by a reboot.

Counter 1 Lock event writing checkpoint 4/4/2007 02:30 - I think safe to assume this is benign.

When such long periods are covered, especially at branches with many counters, there are almost certainly going to be some events which look alarming but are, as far as I'm concerned, not particularly unusual over the estate as a whole. We wouldn't normally investigate them unless there were some grounds for thinking they had caused a problem - maybe because the PM queried something, or something showed up on the reconciliation stream.

Trying to justify and assess them so long afterwards, without knowing what / when the problem was, is not feasible. While I'm happy to help out with this in the short term, I think I'm being pulled much further into this than I should be. So someone is going to have to work out what Security's approach to this is. In the meantime perhaps we should just continue to check the lock events since those are the ones which have been proved to be associated with a financial problem in a handful of cases.

Any thoughts?

*Anne*

 GRO

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**From:** Barnes Gerald  
**Sent:** 11 December 2008 18:55  
**To:** Thomas Penny; Meek Steven  
**Cc:** Chambers Anne O; Jenkins Gareth GI  
**Subject:** RE: New Witness Statement Request Support

Hi Penny,  
I attach my resulting spreadsheet.  
Regards,  
Gerald Barnes

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**From:** Thomas Penny  
**Sent:** 11 December 2008 16:01  
**To:** Barnes Gerald; Meek Steven  
**Cc:** Chambers Anne O; Jenkins Gareth GI  
**Subject:** New Witness Statement Request Support

Gerald

Could you please check errors for the following:-

132001 - 1 May to 31 Jul 06  
132001 - 1 Oct 06 to 25 Jul 07

Many thanks  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

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