
From: Parker Steve (PostOfficeAccount) [/O=ICL/OU=UKSOUTH
FEL01/CN=RECIPIENTS/CN=PARKERSP]
Sent: Tue 17/02/2004 3:05:57 PM (UTC)
To: Holmes Jan R [GRO]
Subject: RE: Cleverleys

I've had a chance to read through this now. Here are a few thoughts you might like to develop

1) "technology installed at.... clearly defective"

Any technology that runs 24 hours a day will have hardware defects that require fixing. This is normal business.

2) Help desks focused on 'closing calls'

True, but this focus is also about getting the PM working again in the fastest possible time to ensure that the PMs business is not interrupted.

It is a trade off between time taken to diagnose and impact to PMs business.

3) Worrying discrepancies.

Must be the major issue. Counter systems caused discrepancies.

Answer has to be "no way":-

a) Almost all accounting errors in computer systems are caused by user error. GIGO principle.

b) "Systems" are in place in Horizon (NBSC, suspense account entries etc) like any other computer system to ensure that such discrepancies can be resolved.

c) Yes, software errors can make such mistakes. However, the systems in place ensure that such errors are picked up and resolved. If this problem was caused by a software error the same error would exist on all Horizon sites. 17,000 PMs are not complaining of miss-balancing and discrepancies.

-----Original Message-----

From: Holmes Jan R
Sent: 16 February 2004 10:13
To: Parker Steve [GRO]
Subject: Cleverleys

Steve,

Fax sent and here is some background.

Cheers,

<< File: Cleverleys Expert Report.doc >> << File: 04-02-13 153405 Cleveleys call volume comparison.xls >>

Jan Holmes

Programme Assurance

[GRO]

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