

From: "pete.newsom" <[REDACTED]>
 To: "Parsons, Andrew" <[REDACTED]>
 Cc: "Rodric Williams" <[REDACTED]>, "Prime, Amy" <[REDACTED]>, "Michael.Harvey" <[REDACTED]>

Subject: RE: Quick query [BD-4A.FID26896945]

Date: Wed, 21 Sep 2016 11:35:36 +0000

Importance: Normal

Inline-Images: image001.gif; image002.gif; image003.gif; image004.gif; image005.png; image006.gif; image007.jpg; image008.jpg; image009.png; image010.png

Andrew

As requested, please find below our answers to the 6 questions posed.

We would, however, like to first point out our concern regarding the underlying, erroneous, theme that these questions (and the previous questions we've provided answers to you on) seem to be driving at. At the risk of sounding like a "broken record", the key premise of the HNG-X (and Horizon) system is the Core Audit Log. This comprises the only source of the "truth". And to our knowledge there has been no identified issues with the Core Audit Log and there are no KELs in respect of this log. To this end, the questions regarding the existence or otherwise of issues with other elements of the system are, in our opinion, a distraction to the key premise and could be used to create an erroneous view of HNG-X / Horizon. It is our view that a strong rebuttal is required and a shift of focus from a view that we should somehow constantly need to "prove the negative" to a focus on the fact that the Core Audit Log provides a true source of the data entered and transactions performed at the relevant terminals. Any subsequent use of said data by the system does not impact on this "truth" and as such we often determine the existence or otherwise of errors by reference to the Core Audit Log.

The answers (highlighted in yellow) to your questions are:

1. What format do these logs take and where are they held? The logs (referred to as the Known Error Log or "KEL") are held on a server and contain information advising to accessor of the error condition, priority, resolver group to handle and process to follow. Access to the log is controlled by the accessor having to logon to the server. KELs created as a result of an issue arising from an enterprise management event or the result of a post incident action. KEL's are often fixed as part of a maintenance release and then closed. However, in some instances KELs are not closed and remain on the system on the basis it is easier to follow the tactical workaround procedure defined in the individual record.
2. What level of detail is included within the logs (i.e. are they generic logs for all Horizon errors or linked to specific branches, do the logs explain the consequences of the error and the fix which was applied, etc.)? KELs are individual articles associated to individual events. They explain the issue and any workaround for to be followed if the issue is reported. They are logged against a priority/impact and which capability the call should be passed onto in our service management tool to record and resolve at the time.
3. When did Fujitsu begin to maintain these logs and are they still maintained? The log was implemented from day 1 of the service and is reviewed periodically. The KEL solution is currently being reviewed as part of a service improvement activity with service managers talking with product owners on relevance and quality of all KELs in the system.
4. Are the logs capable of being extracted and provided to us? Yes via excel data extract
5. Have Post Office previously been provided with a copy of these and, if so, to whom and when? We don't believe Post Office has ever asked for this before but it is available if required.
6. Has there been any correspondence between Post Office and Fujitsu concerning these logs? I suspect loads— but it would be good to just understand in high level terms how they are used. To our recollection, this has not been raised in any service meetings and as such we are not aware of any correspondence regarding the KELs themselves though clearly there will be numerous correspondence regarding any issues that may have given rise to a KEL.

Hope this helps

Pete

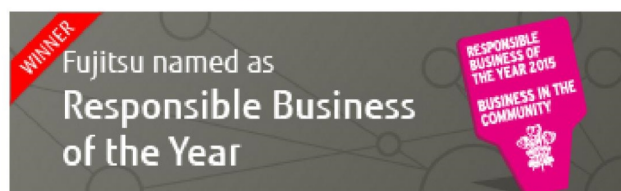
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From: Newsome, Pete

Sent: 19 September 2016 13:57

To: 'Parsons, Andrew' <GRO>

Cc: Rodric Williams <GRO>; Prime, Amy <GRO>

Subject: RE: Quick query [BD-4A.FID26896945]

Andrew

Will check with colleagues and get back with an update.

Regards

Pete

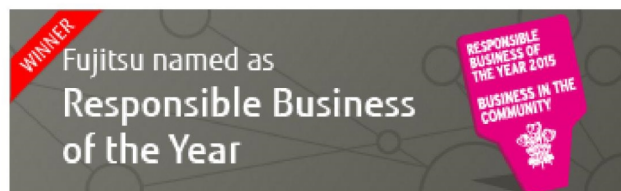
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From: Parsons, Andrew [mailto:[GRO](#)]
Sent: 19 September 2016 12:21
To: Newsome, Pete <[GRO](#)>
Cc: Rodric Williams (<[GRO](#)>) <[GRO](#)>; Prime, Amy
<[GRO](#)>
Subject: Quick query [BD-4A.FID26896945]

Pete

Hope you're well. Would you mind hoping with what is hopefully a quick query?

The solicitors for the postmasters have asked us to provide them with a copy of the 'known error logs' kept by Fujitsu and all correspondence between Fujitsu and Post Office relating to the same. So we can respond to this request it would be appreciated if you could confirm whether a Horizon "known error log" or a similar documents exist. We've not decided yet on whether to provide this information (and so don't need any documents from you at this stage) – we're just trying to scope out what might be covered by the request.

We would appreciate if you could help with the following:

1. What format do these logs take and where are they held?
2. What level of detail is included within the logs (i.e. are they generic logs for all Horizon errors or linked to specific branches, do the logs explain the consequences of the error and the fix which was applied, etc)?
3. When did Fujitsu begin to maintain these logs and are they still maintained?
4. Are the logs capable of being extracted and provided to us?
5. Have Post Office previously been provided with a copy of these and, if so, to whom and when?
6. Has there been any correspondence between Post Office and Fujitsu concerning these logs? I suspect loads – but it would be good to just understand in high level terms how they are used.

I'm hoping that this questions are fairly easy to address but if they do need more careful thought, please let me know and we can discuss how to tackle them.

If possible, a response by close of business on Wednesday would be useful.

Kind regards
Andy

Andrew Parsons
Partner
Bond Dickinson LLP

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