

From: Patrick Bourke <[REDACTED]>
To: Mark Underwood1 <[REDACTED]>
Cc: "Parsons, Andrew" <[REDACTED]>
Subject: RE: Remote access paper
Date: Wed, 8 Apr 2015 09:28:08 +0000
Importance: Normal
Inline-Images: image001.gif; image002.gif; image003.gif; image004.gif; image005.png; image006.gif

Just to you and Andy

You're quite right with this – we can't afford for Fujitsu to be lazy and just point to this doc as providing all the answers. We need to craft something specific to go back to SS with – Andy, you are I think already playing with some drafting ?

P

From: Mark Underwood1
Sent: 08 April 2015 10:25
To: Newsome Pete
Cc: Parsons, Andrew; Patrick Bourke; Harvey Michael
Subject: RE: Remote access paper

Thanks Pete,

That sounds promising. Though we will need to map the lines SS have hung their assertions on, to the points made in the paper i.e. what process FJ are referring to when they state "The data can be corrected by adjusting the appropriate opening figures and BTS data that relates to the current TP" etc

Mark Underwood

Complaint Review and Mediation Scheme

[REDACTED]

From: Newsome Pete [[mailto:\[REDACTED\]](#)]
Sent: 08 April 2015 10:17
To: Mark Underwood1
Cc: Parsons, Andrew; Patrick Bourke; Harvey Michael
Subject: RE: Remote access paper

Mark

We have been reviewing this document and at first look we feel it answers the questions asked in the latest email.

I will confirm with the help of our team shortly.

Regards

Pete

Pete Newsome

Business Change Manager

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From: Mark Underwood1 [<mailto:> GRO]
Sent: 08 April 2015 10:11
To: Newsome Pete
Cc: Parsons, Andrew; Patrick Bourke
Subject: RE: Remote access paper

Pete,

In preparation for this morning's call, attached is a paper we had previously prepared with James Davidson in relation to Remote Access. It never got finalised or shared with Second Sight. It may be that this forms the basis for the answer we provide to Second Sight. But let's discuss on the call.

Mark

Mark Underwood

Complaint Review and Mediation Scheme

GRO

From: Mark Underwood1
Sent: 08 April 2015 10:01
To: 'Parsons, Andrew'
Cc: Patrick Bourke
Subject: Remote access paper

This may be useful to have to hand for the call @11am. Especially given it seems likely SS query relates to the BTP process.

Mark Underwood

Complaint Review and Mediation Scheme

GRO

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