

From: Jonathan Gribben <[redacted] GRO>
To: "Matthew.Lenton" <[redacted] GRO>
Cc: Lucy Bremner <[redacted] GRO>; "Dave.Ibbett" <[redacted] GRO>; "pete.newsome" <[redacted] GRO>
Subject: RE: Coyne's 20 July email: requests v), vi) and vii) [WBODUK-AC.FID27032497]
Date: Tue, 7 Aug 2018 08:41:02 +0000

Importance: Normal

Attachments: _DOC_151199951(1)_20_July_Coyne_email__POL_response.DOCX

Inline-Images: image001.png; image002.png; image003.png; image004.png; image8df4f3.PNG; imagebd7694.PNG; imageef32e8.PNG; image457509.PNG

Matthew, Dave,

Further to my email below please find attached a draft of Post Office's response to Mr Coyne's 20 July email that Lucy has prepared based on your responses so far, which we need to finalise and serve by 4:00pm tomorrow.

Thank you for your considerable efforts so far. Please would you take a look and provide the missing information ASAP today so that we can close this one off?

Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: [redacted]
m: [redacted]
t: [redacted]
e: [redacted] **GRO**

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From: Jonathan Gribben
Sent: 06 August 2018 17:02
To: "Matthew.Lenton" <[redacted] GRO>
Cc: Lucy Bremner; Dave.Ibbett <[redacted] GRO>; "pete.newsome" <[redacted] GRO>
Subject: RE: Coyne's 20 July email: requests v), vi) and vii) [WBODUK-AC.FID27032497]

Matthew,

Thank you for your responses on this. Can you let me know the current position in relation to the sections highlighted yellow? A few thoughts:-

can we do something similar to what we did with the KELs for the PEAK/TfS systems?

what manual analysis would you need to do to work out how many OCPs there are and can it be done by Wednesday?

what are OCRs used for?

Kind regards

Jonny

From: Matthew.Lenton [GRO] [mailto:[GRO]]
Sent: 03 August 2018 16:05
To: Jonathan Gribben
Cc: Lucy Bremner; Dave.Ibbett [GRO]; pete.newsome [GRO]
Subject: RE: Coyne's 20 July email: requests v), vi) and vii) [WBODUK-AC.FID27032497]

Jonny, please see the responses below.

Matthew Lenton
Post Office Account Document Manager

P&PS, Digital Technology Services

Fujitsu

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Phone: [GRO]

Email: [GRO]

Web: <https://www.fujitsu.com/global/>

From: Jonathan Gribben [mailto:[GRO]]
Sent: 01 August 2018 10:14
To: Newsome, Pete [GRO]; Ibbett, Dave [GRO]; Lenton, Matthew [GRO]
Cc: Lucy Bremner [GRO]
Subject: Coyne's 20 July email: requests v), vi) and vii) [WBODUK-AC.FID27032497]

Pete, Matthew, Dave,

As discussed on the call just now, please can you let us know what the art of the possible is in relation to the following requests:-

v) PEAK and/or Tfs records where the error or issue resulted in financial impact to either Post Office or a Subpostmaster.

[Matthew Lenton] Whilst this type of action may have been taken by SSC it would have been in the context of an individual incident. All incidents are recorded but the system was designed to manage individual operations not for statistical reporting for when a particular action has been taken by a Support Consultant. Fujitsu will be able to answer questions on individual branch queries where the data is still available.

Is it possible to provide a dump of the entire PEAK database, which he can run up on SQL server or the appropriate DBMS? Or could we give the experts access to the PEAK / Tfs systems?

[Matthew Lenton] This would have to be investigated; the twelve Peaks we sent recently were 12 MBs of data.

vi) PEAK and/or Tfs records for any Claimant who has a record including any audit data for the period (at least a month) of the PEAK/Tfs record.

[Matthew Lenton] We would need to know which claimants; we would then need to carry out the search for each claimant, this is a time consuming manual task.

As above.

viii) A copy of any Master Service Change ("MSC") OR Operational Corrective Requests ("OCR") OR Operation Control Procedures ("OCP") [as outlined in POL-0074909] where the data to be changed has had a financial impact on Post Office or where they relate to fixing a peak.

[Matthew Lenton] We know that there are in excess of 18,000 MSCs and would predict that there are similar number of OCPs, but would need to carry out manual analysis to answer these questions. OCRs would not be relevant to this as they would not be used for any such change.

How many MSC, OCR, and OCP are there? By what means could they be provided to the experts?

I look forward to hearing from you.

Kind regards

Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: **GRO**
m:
t:
e:

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