

**From:** Angela Van-Den-Bogerd <[GRO]>  
**To:** Mark Underwood1 <[GRO]>, Craig Bibby <[GRO]>  
**Cc:** Catherine Hamilton <[GRO]>, Ben Cooke <[GRO]>, Rodric Williams <[GRO]>, Andrew Parsons <[GRO]>, Amy Prime <[GRO]>

**Subject:** RE: GLO - POLSAP paper follow up.

**Date:** Tue, 20 Aug 2019 09:42:25 +0000

**Importance:** Normal

**Inline-Images:** image001.png; image002.png; image003.png; image004.jpg

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Mark

Yes it does.

**Craig** – thank you for the update.

Thanks,

Angela



**Angela Van Den Bogerd**

Business Improvement Director

1<sup>st</sup> Floor, Ty Brwydran,

Atlantic Close, Llansamlet  
Swansea SA7 9FJ

[GRO]

[GRO]

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**From:** Mark Underwood1

**Sent:** 20 August 2019 07:54

**To:** Craig Bibby <[REDACTED]>; Angela Van-Den-Bogerd <[REDACTED]>  
[REDACTED]  
**Cc:** Catherine Hamilton <[REDACTED]>; Ben Cooke  
<[REDACTED]>; Rodric Williams <[REDACTED]>; andrew.parsons  
<[REDACTED]>; Amy Prime <[REDACTED]>  
**Subject:** RE: GLO - POLSAP paper follow up.

Thanks Craig,

If I recall correctly, approval in principle was given – subject to providing this information and satisfying Angela – who I have added to the distribution list.

Angela, does the below provide you with the information you were after and thus, the assurance you need?

Mark



**Mark Underwood**

Portfolio Director

Ground Floor

20 Finsbury Street  
London EC2Y 9AQ

Mobile number: [REDACTED]

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**From:** Craig Bibby

**Sent:** 19 August 2019 12:00

**To:** Mark Underwood1 <[REDACTED]>  
**Cc:** Catherine Hamilton <[REDACTED]>; Ben Cooke  
<[REDACTED]>  
**Subject:** GLO - POLSAP paper follow up.

Hi Mark,

Please see the note below which addresses the queries raised last week by the GLO Steering committee, can you please circulate as required.

During the controlled shutdown or restart there is a very low risk of data loss. The architecture of SAP separates the application from the database and once shutdown the database can still be copied, moved or accessed by other means. The likelihood of any data corruption is very low, this activity is carried out regularly on the Accenture hosted POLSAP application.

In regards to the move from Remedy to POLSAP, the key difference is the migration work has already been completed successfully and validated by a third party. We are not moving the application or hardware but simply restarting the application in a controlled fashion.

Once the system has been restarted thorough checks will be performed to validate the data, in both the application and the database itself. In the event that further validation is required the copied system that is now hosted by Accenture can be used to validate the database.

Kind Regards,



**Craig Bibby**  
IT Service Manager  
Finsbury Dials,  
20 Finsbury Street

London EC2Y 9AQ

Mobile number:



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