

**From:** "pete.newsom" [GRO]  
**To:** Elisa Lukas [GRO]  
**Cc:** Andrew Parsons [GRO]  
"Legal.Defence" [GRO]  
"Torstein.O.Godeseth" [GRO]  
**Subject:** RE: Post Office: Horizon Group Action [BD-4A.FID26896945] Legally Privileged and Confidential  
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Elisa

I have answered the questions below in blue.

Happy to discuss further if required.

Pete

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**From:** Elisa Lukas [mailto:[GRO]]  
**Sent:** Wednesday, September 6, 2017 11:52 AM  
**To:** Newsome, Pete [GRO]  
**Cc:** Andrew Parsons [GRO]  
**Subject:** Post Office: Horizon Group Action [BD-4A.FID26896945]

Pete

I'm currently working with Andy on preparing a detailed witness statement on all documents / data that Post Office has access to that is relevant to the Group Action.

I'd really appreciate your input on a couple of points. Do you have any availability in the next few days for a call to discuss the following?

- How long it would take for FJ to extract all of the branch data for all 515 Claimants, who have 612 branches between them

The Audit Store has data within it starting from October 2007 so we could extract data for a branch from that date onwards. It takes a couple of days effort (could be spread over up to 10 days elapsed) to extract 2 weeks data for one branch so the time to retrieve would depend on the number of weeks data required and from which period.

- How many different changes have been made to Horizon since it was introduced – is there a total number of change requests or a version number for the software code?

Many thousands of changes have been introduced since the solution went live 20 years ago. In the original Horizon system before it was retired these were in releases managed for different parts of the solution dozens of major releases on the main system, with additional network banking releases in BI1, BI2 and then BI3 with sub-increments. Since the introduction of HNGX there have been 15 major releases each with up to 10 sub releases each of which could contain a number of changes in functionality driven by code changes.

There is also a programme of patching and updating of operating systems and associated code changes, where required, to keep the system in supportable versions of third party systems.

Horizon has also been designed to be driven from reference data which is release by Post Offices Agent AtoS (over 1000 changes can be implemented per month) which include the ability to change pricing, introduce new products and change branch standing data through the Post offices Operational Business Change (OBC) process.

- How many manuals, system documents, technical documents etc. do you hold that explain Horizon and are there different versions of these?

There are 3011 live technical documents. The total number of versions of those is 22035.

- A sense of scale of how many people at FJ have worked on Horizon and how many data / documents they will have produced

The number of people at any one time varies from 250 to 350 Fujitsu resources aligned with the Post Office Account. The composition varies dependant on project work.

- What records are kept about bugs, how they are kept and whether these are searchable by branch affected

Whenever an issue is reported by a branch to the Post Office Call Centre (NBSC) and it is deemed to be a technical issue it is passed via the AtoS Service desk to the Fujitsu SSC Support Team. Once the call has been passed to the Fujitsu SSC support team it is logged in the TfS support system against a the individual branch and updated at every stage of investigation and to its conclusion. These records are kept for at least 7 years and recoverable by branch.

If on investigation an issue is identified which the team member deems to need further investigation and cannot be solved either by following the instructions in the Knowledge base or by the experience of the Service Staff then it is logged with the 4<sup>th</sup> line support team. If an the issue is identified that requires a programmatic fix the it is logged in a separate system (the Peak System) and given the generic term a 'Peak'. If it is deemed to need new code to fix the issue (a bug) then this is produced and fully regression tested before release into the estate via the process outlined below. If an issue is identified which affects a number of branches a master call record is created to consolidate any fixes or workarounds need to be issued.

Below is the standard process:

- Business Impact Forum (BIF)

A list of Peaks for consideration in the BIF will be circulated prior to the meeting.

- Any request for maintenance content to be included in a release must be represented by a 'Peak Incident'.

- The request should be made, or sponsored, by a recognised stream lead and placed on the 'BIF' stack
- Detailed justification for the Peak to be included in the release
- The requester should attend the BIF session considering the Peak
- The forum will consider the dependencies, effort, timescales and risk of resolving the issue.
- For each PEAK being considered there should be one of the following outcomes:
  1. Approved – to be targeted in the next part of the meeting (PTF)
  2. Request further information (from originator or other) and defer to a subsequent BIF
  3. Add to the Known Error Log (KEL) and close the Peak.

#### Peak Targeting Forum (PTF)

A list of Peaks for consideration in the PTF will be circulated prior to the meeting.

- Peaks set to Approved status in the BIF will go on to be targeted to a specific maintenance release in the second part of the meeting (the PTF).
- Peaks will go directly to the PTF stack (missing out the BIF approval) only for very specific circumstances, i.e. MSC catch ups – where the defect has already been resolved in Live via an MSC change request.

#### Emergency Peak Targeting Forum (E-PTF)

At any time, if a fault Peak is an 'A' priority and deemed business critical, the Release Manager should be advised so that an immediate fix may be considered and an Emergency PTF convened to discuss and agree the need and progress the Peak.

- What the bug escalation process is

The emergency fix process for a 'bug' is described above and described in the presentation above along with the major incident process.

Kind regards,  
Elisa

**Elisa Lukas**  
Solicitor  
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