

To: Newsome Pete [GRO]
Cc: Godeseth Torstein [GRO] Membership Bill [GRO]
From: Davidson James [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DAVIDSONJ2]
Sent: Mon 5/19/2014 6:05:46 PM (UTC)
Subject: Fwd: Strictly Private & Confidential - Subject to Privilege

Pete,

Could you pick this up please?

Bill should start to get involved I feel as this is developing into a audit by drop feed which we should discuss separately as need to get some additional funds and a cr to cover.

James

Sent from my iPhone

Begin forwarded message:

From: "Hodgkinson, Sean (UK - Manchester)" [GRO]
Date: 19 May 2014 17:23:53 BST
To: Davidson James [GRO]
Cc: "Rod Ismay" [GRO]
[GRO] "Westbrook, Mark (UK - Manchester)" [GRO]
Subject: FW: Strictly Private & Confidential - Subject to Privilege

James –

Another query:

Based on your response below:

"Once created, branch transaction data cannot be changed, only additional data can be inserted. If this is required, the additional transactions would be visible on the trading statements but would not require acknowledgement / approval by a sub-postmaster, the approval is given by Post Office via the change process. In response to a previous query Fujitsu checked last year when this was done on Horizon Online and we found only one occurrence in March 2010 which was early in the pilot for Horizon Online and was covered by an appropriate change request from Post Office and an auditable log. For Old Horizon, a detailed examination of archived data would have to be undertaken to look into this across the lifetime of use. This would be a significant and complex exercise to undertake and discussed previously with Post Office but discounted as too costly and impractical."

- Who from POL raised the change request?;
- Could any further documentation/evidence be provided to give context for what process was followed in this instance of the balancing transactions tool being used in this instance? This may include change management evidence such as scoping, testing, sign off/approvals etc.

Regards,
Sean

This communication is from Deloitte LLP, a limited liability partnership registered in England and Wales with registered number OC303675. Its registered office is 2, New Street Square, London EC4A 3BZ, United Kingdom. Deloitte LLP is the United Kingdom member firm of Deloitte Touche Tohmatsu Limited ("DTTL"), a UK private company limited by guarantee, whose member firms are legally separate and independent entities. Please see www.deloitte.co.uk/about for a detailed description of the legal structure of DTTL and its member firms.

This communication contains information which is confidential and may also be privileged. It is for the exclusive use of the intended recipient(s). If you are not the intended recipient(s), please (1) notify it.security.uk@deloitte.co.uk by forwarding this email and delete all copies from your system and (2) note that disclosure, distribution, copying or use of this communication is strictly prohibited. Email communications cannot be guaranteed to be secure or free from error or viruses. All emails sent to or from a Deloitte UK email account are securely archived and stored by an external supplier within the European Union.

To the extent permitted by law, Deloitte LLP does not accept any liability for use of or reliance on the contents of this email by any person save by the intended recipient(s) to the extent agreed in a Deloitte LLP engagement contract.

Opinions, conclusions and other information in this email which have not been delivered by way of the business of Deloitte LLP are neither given nor endorsed by it.

From: Rodric Williams [GRO](#)
Sent: 22 April 2014 12:04
To: 'Parsons, Andrew'
Subject: FW: Strictly Private & Confidential - Subject to Privilege

Andy – please see FJ response to the questions we put to them on the “Andy Winn/Alan Lusher email”.

Where does this take us?

Kind regards, Rodric

Rodric Williams | Litigation Lawyer



From: Davidson James [GRO](#)
Sent: 17 April 2014 16:27
To: Rodric Williams
Cc: Harvey Michael; Newsome Pete
Subject: RE: Strictly Private & Confidential - Subject to Privilege

Rodric,

Please see Fujitsu's response below.

Summary:

- There is no ability to delete or change records a branch creates in either old Horizon or Horizon online. Transactions in both systems are created in a secure and auditable way to assure integrity, and have either a checksum (Old Horizon) or a digital signature (Horizon Online), are time stamped, have a unique sequential number and are securely stored via the core audit process in the audit vault
- Whilst a facility exists to 'inject' additional transactions in the event of a system error, these transactions

would have a signature that is unique, sub-postmaster id's are not used and the audit log would house a record of these. As above, this does not delete or amend original transactions but creates a new and additional transactions

- This facility is built into the system to enable corrections to be made if a system error / bug is identified and the master database needs updating as a result, this is not a unique feature of Horizon
- Approvals to 'inject' new transactions are governed by the change process, 2 factor authentications and a 'four eyes' process. A unique identifier is created and can be audited for this type of transaction within HNGX, Horizon would require more extensive work to investigate as explained below.

1. Can Post Office change branch transaction data without a subpostmaster being aware of the change? **No**

2. Can Fujitsu change branch transaction data without a subpostmaster being aware of the change? ***Once created, branch transaction data cannot be changed, only additional data can be inserted. If this is required, the additional transactions would be visible on the trading statements but would not require acknowledgement / approval by a sub-postmaster, the approval is given by Post Office via the change process. In response to a previous query Fujitsu checked last year when this was done on Horizon Online and we found only one occurrence in March 2010 which was early in the pilot for Horizon Online and was covered by an appropriate change request from Post Office and an auditable log. For Old Horizon, a detailed examination of archived data would have to be undertaken to look into this across the lifetime of use. This would be a significant and complex exercise to undertake and discussed previously with Post Office but discounted as too costly and impractical.***

3. If not, where is the evidence for this conclusion? ***See Answer 2***

4. If so:

- a) How does this happen? ***See above***
- b) Why was this functionality built into the system design? ***To allow for data to be corrected if there were any defects found in the system***
- c) Why would Fujitsu need to use this functionality? ***As above and under instructions from Post Office Ltd.***
- d) What controls are in place to prevent the unauthorised use of this method of access? ***This is achieved through a number of industry standard controls (RBAC, 2 factor authentication etc) which are robustly audited under ISO 27001 / IAS 3402, Link, PCI.***
- e) When has branch data been accessed in this way in the past? ***See above***

5. In relation to the Winn/Lusher email:

- a) What is "message store"? ***This is the repository (or database) where all transactions were written to in the old Horizon system***
- b) Can this be used to access and change branch records? ***It can be used to access the records. Data cannot be changed, but new data could be inserted into it. Any such inserted data would be tightly controlled by operational processes explained above.***
- c) What is the "impact" of this change on branch records? ***The impact would depend on exactly what records were inserted.***
- d) Would the subpostmaster be aware of this change? ***Yes, via the trading statement but spm's are not required to approve the change, this is provided by Post Office.***
- e) Why would this method of access be used? ***To correct errors if a software defect is identified.***

f) What controls are in place to prevent misuse of this method of access? *As above.*

Regards,

James Davidson

Post Office

Fujitsu

Lovelace Road, Bracknell, RG12 8SN

Mob:

Email:

Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity

Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



Please consider the environment - do you really need to print this email?

From: Rodric Williams
Sent: 17 April 2014 15:25
To: Davidson James
Subject: RE: Strictly Private & Confidential - Subject to Privilege

Thanks James.

Rodric Williams | Litigation Lawyer

-  148 Old Street, LONDON, EC1V 9HQ
- 
- 
- 
-  [Post Office stories](#)
-  [@postofficenews](#)



From: Davidson James
Sent: 17 April 2014 14:02
To: Rodric Williams
Subject: RE: Strictly Private & Confidential - Subject to Privilege

Rodric,

Just to update, I have a response in draft following a review the technical guys. I have passed this to legal for review

and expect this back this pm. Will advise as soon as I have the go ahead to release.

Regards,

James Davidson

Post Office

Fujitsu

Lovelace Road, Bracknell, RG12 8SN

Mob: **GRO**

Email: **GRO**

Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity

Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



Please consider the environment - do you really need to print this email?

From: Rodric Williams **GRO**
Sent: 14 April 2014 15:59
To: Davidson James
Subject: Strictly Private & Confidential - Subject to Privilege

James,

Could Fujitsu please answer the questions below so that we can respond to a specific challenge put to us by Second Sight in connection with a Mediation Scheme complaint, namely that:

"the Andy Winn/Alan Lusher email in the case of Ward [...] explicitly states that Fujitsu can remotely change the figures in the branches without the SPMs' knowledge or authority".

The Winn/Lusher email is attached. The part of the email in question is:

"Fujitsu have the ability to impact branch records via the message store but have extremely rigorous procedures in place to prevent adjustments being made without prior authorisation - within POL and Fujitsu these controls form the core of our court defence if we get to that stage."

Questions:

6. Can Post Office change branch transaction data without a subpostmaster being aware of the change?
7. Can Fujitsu change branch transaction data without a subpostmaster being aware of the change?
8. If not, where is the evidence for this conclusion?
9. If so:
 - a) How does this happen?
 - b) Why was this functionality built into the system design?
 - c) Why would Fujitsu need to use this functionality?

- d) What controls are in place to prevent the unauthorised use of this method of access?
- e) When has branch data been accessed in this way in the past?

10. In relation to the Winn/Lusher email:

- a) What is "message store"?
- b) Can this be used to access and change branch records?
- c) What is the "impact" of this change on branch records?
- d) Would the subpostmaster be aware of this change?
- e) Why would this method of access be used?
- f) What controls are in place to prevent misuse of this method of access?

Please let me know if it would be easier to address these in a phone call in the first instance.

Kind regards, Rodric

Rodric Williams | Litigation Lawyer



148 Old Street, LONDON, EC1V 9HQ



GRO



GRO



GRO



[Post Office stories](#)



[@postofficenews](#)

POST
OFFICE

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited, from Fujitsu (FTS) Limited, or from Fujitsu Telecommunications Europe Limited, together "Fujitsu".

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.

Fujitsu Services Limited, registered in England No 96056, registered office 22 Baker Street, London W1U 3BW.

Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U

3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

This email and any attachments are confidential and intended for the addressee only. If you are not the named recipient, you must not use, disclose, reproduce, copy or distribute the contents of this communication. If you have received this in error, please contact the sender by reply email and then delete this email from your system. Any views or opinions expressed within this email are solely those of the sender, unless otherwise specifically stated.

POST OFFICE LIMITED is registered in England and Wales no 2154540. Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited, from Fujitsu (FTS) Limited, or from Fujitsu Telecommunications Europe Limited, together "Fujitsu".

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.

Fujitsu Services Limited, registered in England No 96056, registered office 22 Baker Street, London W1U 3BW.

Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.