



Request	Mr Coyne's Information Request	Post Office response
i)	Monthly service reports from HSD – Similar to the SLA report in NBSC. This will allow the required analysis of the high-level problem types and periods.	07-Aug-2018: SLA reports that Fujitsu have provided to POL monthly from April 2002 to July 2018 have now been uploaded to a new folder "Fujitsu SLA Reports" in your HighQ repository.
ii)	Screenshots for TfS and Peak (During the meeting Sandie offered two for TfS)	Fujitsu have provided screenshots of the TfS system from the inspection on [insert date]. Screenshots of the PEAK inspection are not available[but Fujitsu have provided copies of PEAKs referred to during the inspection.] [TBC]
iii)	List of TfS classification codes and Peak call types (with meanings)	Fujitsu have provided a list of TfS classification codes and a list of PEAK call types.
iv)	A full list of TfS's 'closed' from 'Live' and where Classification was = 'S. Software SD?? *' (plus others that may follow after we have the list from above)	List of TFS closed with SD codes sent by Dave Ibbett at 09:50 07-Aug-2018
v)	PEAK and/or TfS records where the error or issue resulted in financial impact to either Post Office or a Subpostmaster.	<p>While all incidents are recorded 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.</p> <p>[FJ to confirm if all PEAK and TfS entries can be given to the experts]</p> <p>07-Aug-2018: Peak does not currently have a mechanism to export the 222,000 problems / incidents from the last 18 years. For a meaningful export it would need both the narrative and the evidence attached. This evidence will include large files (e.g. Database dumps). It would be possible to develop an application to export the Peaks only, minus attached evidence.</p> <p>The TfS system contains 32462 records from the last 18 months, and we have requested a dump of the system but this will not be ready for sharing by 08-Aug-2018.</p>
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.	<p>This information has not been pooled or collated: the records would have to be reviewed manually.</p> <p>[FJ to confirm if all PEAK and TfS entries can be given to the experts] See answer to v) above.</p>

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vii)	The 'filtered' data (ARQ's). We have the unfiltered data but PO was making TC decisions based on the filtered not the unfiltered. I need to understand the delta of the two. [Already requested in Freeths 15 and 22 June 2018 Letters]	<p>07-Aug-2018: Torstein Godeseth: I am puzzled by the statement that "PO was making TC decisions based on the filtered not the unfiltered." I don't think POL make TC decisions based on ARQ data as to do so would imply a very unwieldy process.</p> <p>The delta between filtered and unfiltered data depends on the filter applied. Unfiltered data is the set of all audit data (for a branch). A filter will result in some data (presumably deemed irrelevant to a particular purpose) not being included in the resulting ARQ. We have previously provided a list of the filters that have been set up in the ARQ system.</p>
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.	<p>There are in excess of 18,000 MSCs and Fujitsu predict that there are similar number of OCPs, but they would need to carry out manual analysis to answer these questions.</p> <p>OCRs would not be used for any such change and are therefore not relevant.</p>