

Message

From: Holmes Jan R [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=HOLMESJ]
Sent: 12/03/2004 09:45:39
To: Lenton-Smith Colin [/O=ICL/OU=UKSOUTH FEL01/CN=RECIPIENTS/CN=LENTON-SMITHC]
Subject: Proposed response to Coyne email
Attachments: 04-03-04 Response to J Coyne Email.doc

Colin,

Draft email to Jim Cruise for you to consider. I've transferred the contentious statements from the paper to the email because it's not in our interests to piss the Expert off. That said it has to be pointed out to Jim that his report is far from impartial and, in truth, we have a problem because there is little we can do to dispel some of his assertions other than say 'rubbish'. We can't demonstrate that everything worked correctly because we don't have the data. In addition, any proving that we do now is at a 2004 system baseline and not a 2000 baseline. POL have to decide what they want to see happening here. I understand the reputational aspects of the situation but I fear POA are on the back foot.

Revised paper attached.



04-03-04
Response to J C...

Jim,

We have reviewed Jason Coyne's reply to our paper and are disappointed that he was unable or unwilling to change any of his original opinions based on our original submission. We are also concerned about some of the broad and general statements made in his original report, for example 'The majority of the system issues were screen locks, freezes, and blue screen errors which are most probably due to faulty computer hardware, software, interfaces or power. Unless he is prepared to present objective evidence to support these vague assertions it is extremely difficult for Fujitsu to respond in anything other than a broad a general manner.

With regard to his comments under the 'Reasonableness of Calls' heading his tone infers that we have only found this data in order to respond to his report and suggests that we deliberately withheld information. We reject this inference.

The attached paper provides detailed feedback to his reply but in truth we can only re-iterate what has been already said. Given that he has assumed the moral high ground, and appears not to want to shift his position, the next step is to make available to him the people, data and resources at Post Office Account and allow him to address his doubts to the true experts and practitioners.

In conclusion it has to be said that his analysis of the situation is at best selective and at worst simply wrong, and his conclusions partial.

We are happy to accommodate him at any or all of our locations and arrange such interviews and access to data that he requires, and would ask that you make this offer to him. ~~I suspect, however, that he probably feels he has nothing to change and will reject this offer.~~

Regards

Jan Holmes

Programme Assurance

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