

Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)
and 5B, MC Rules 1981, r 70)

Statement of **William Leslie Mitchell**

Age if under 18 Over 18 (If over 18 insert 'over 18')

This statement (consisting of --6-- pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 22nd day of March 2006

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd., since the **22nd September 2003** as Security Manager where I am responsible for audit data extractions and IT Security. I have working knowledge of the computer system known as Horizon, which is a computerised accounting system used by Post Office Ltd. I am authorised by Fujitsu Services to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I have been asked to provide details and information on the reports that monitor faults, polling failures, equipment failures and calls for advice and guidance logged by the Horizon System Helpdesk recorded during the period **January 2001 to September 2003** for the **Lordship Lane Post Office – FAD Code 162004**

I have reviewed the helpdesk calls pertaining to this office and during the period **17th January 2001 to the 30th September 2003** there were **28 calls from Lordship Lane Post Office – FAD Code 162004 to the Helpdesk**. I am of the opinion that none of these calls relate to faults which would have had an effect on the integrity of the information held on the system. A breakdown of the calls is given below:

1. **Installation Calls = 4**
2. **Postmaster requesting help and advice on using Horizon System functions = 12.**
3. **Hardware problems = 5**
4. **Non Polling Issues = 4**

Signature

Signature witnessed by

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Continuation of statement of Brian Pinder

5. Software Problem = 1

6. OBC requests = 1.

7. OSP Requests = 1

Details of the calls and an overview of the calls are given in date order below:

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At various times on the 22nd July hardcopy printouts of the 28 calls detailing the information recorded on the helpdesk database for the required date period were produced. I now produce the hardcopy printouts as Exhibit WLM/15.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my normal duties, I have access to these records.

Signature

Signature witnessed by