

Message

From: Thomas Penny [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: 04/10/2010 15:39:53
To: Jenkins Gareth GI [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARETH.JENKINS]
Subject: FW: Duplicatation of Transaction Records in ARQ Returns
Attachments: Gareth - DRAFT Duplicated Records V2 (3).doc

Gareth

A slight amendment request from POL is attached. Are you still happy to adopt?

Kind regards

Penny

Penny Thomas

Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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Tel:

GRO

Mob:

Fax:

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From: Mark Dinsdale

GRO

Sent: 04 October 2010 16:23

To: Thomas Penny

Cc: Jane M Owen

Subject: RE: Duplicatation of Transaction Records in ARQ Returns

Penny, I have just spoken with Juliet and have added in an extra line from the first witness statement at the request of Juliet.

could you check this is okay please, then we can go with this hopefully

Regards

Mark

From: Thomas Penny [GRO]
Sent: 04 October 2010 13:25
To: Mark Dinsdale
Cc: Jane M Owen
Subject: FW: Duplication of Transaction Records in ARQ Returns

Mark

I've spoken with Gareth this morning and he's happy with this statement. Do you need a signed copy yet?

Kind regards

Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: Thomas Penny
Sent: 17 September 2010 12:03
To: 'Mark Dinsdale'
Cc: Jane M Owen
Subject: FW: Duplication of Transaction Records in ARQ Returns

Mark

Is this for Rinkfield?

Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: Thomas Penny
Sent: 17 September 2010 12:01
To: 'Mark Dinsdale'
Cc: Jane M Owen
Subject: RE: Duplication of Transaction Records in ARQ Returns

Mark

As agreed during our call this morning I have put together a draft statement for Gareth, which I hope covers your requirements - please could you confirm?

I will send to Gareth before I leave today.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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From: Mark Dinsdale [REDACTED] **GRO**
Sent: 16 September 2010 16:48
To: Thomas Penny
Cc: Jane M Owen
Subject: FW: Duplicatation of Transaction Records in ARQ Returns

Penny, this is for Gareth and a reword of his witness statement. He want to give me a call to discuss.
Thanks

Regards

Mark

From: Juliet McFarlane
Sent: 16 September 2010 16:45
To: Mark Dinsdale; Jane M Owen
Subject: RE: Duplicatation of Transaction Records in ARQ Returns

Mark Jane

Further to our discussion regarding this matter.

We will need to provide a statement in due course to deal with the duplication of data. I mentioned that it would be helpful if Gareth's statement could be revisited in part. I am attaching your draft with a few comments which should be amended in conjunction with Gareth's statement.

The statement will have to be made by Gareth or someone who understands the technicalities.

After tomorrow I will be next in the Office on the 4th October. Rob Wilson is aware of this matter should you need to discuss this before then

Juliet McFarlane
Principal Lawyer
Legal Services, Criminal Law Team

From: Mark Dinsdale
Sent: 13 September 2010 12:07
To: Juliet Mcfarlane
Subject: FW: Duplication of Transaction Records in ARQ Returns

Juliet, do you think this draft would be okay. I'll run it past Penny at Fujitsu and ask them to 'top and tail' it into a witness statement if you're happy with it (ignore the attachment, this is the original).

On audits of transactions, there occurs a duplication of records when records were in the process of being recorded purely for audit purposes from the correspondence servers to the audit servers. This has always been the case; however the mechanism used on Horizon to retrieve audit data took this into account and only presented one instance of such duplicate data. As offices have migrated to the new HNGX application, any requests made for audit data during this period, the mechanism used to filter out duplicates did not remove them from the audit data.

The duplicates only occur in the audit data, and does not effect the actual physical transactions recorded on any counter at any outlet.

This problem has now been resolved, however a small number of audit requests made during the period from HNGx migration until the resolve will show the duplicate transactions.

Regards

Mark

m your system. *****

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