

Message

From: phil.norton [GRO] [GRO]
Sent: 08/04/2010 14:25:20
To: D'Alvarez Alan [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DALVAREZA]
CC: Dodington Chris [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DODINGTONC]; Richardson Debbie DB
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=DEBBIE.RICHARDSON]; Jenkins Gareth GI
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GARETH.JENKINS]; Butts Geoff
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BUTTSG]; Allen Graham (BRA01)
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=GRAHAM_ALLEN]; Welsh Graham
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=WELSHG]; Prenovost Jean-Philippe
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BRAJPREV]; john.wheeler [GRO]
 kevin.tallboy [GRO] Andrews Mark
 [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ANDREWSM2]; mark.burley [GRO]
 will.russell [GRO]
Subject: RE: Final Balance Report issue for Branch Trading Statement

Alan

As discussed at the interim JSB please be advised that POL do not accept the latest Fujitsu response.

The area that Fujitsu need to re-consider concerns the proposal from POL Legal "that Fujitsu will, at it's own expense, provide a commitment to POL to assist in trying to prove the integrity of the system in any subsequent legal action".

This was not evident in the proposed final version of the statement.

In the statement from Fujitsu they seek to limit the cost of their involvement in any subsequent legal proceeding to be "in accordance with the existing contractual arrangements"

As the error is entirely of Fujitsu's making they should not seek to limit their assistance as per the contract.

Would you please arrange for the statement to be revisited and a more agreeable form of words to be proposed.

Thanks and Regards

Phil Norton
 Project Principal
 IT - Post Office Ltd
 Future Walk, Chesterfield, S49 1PF
 Tel [GRO] or [GRO]
 Mob [GRO] or [GRO]
 Email [GRO]

[GRO]
 Phil Norton
 08/04/2010 10:30

To: "Butts Geoff" [GRO]
cc: "D'Alvarez Alan" [GRO], "Dodington Chris"
[GRO], "Richardson Debbie DB" [GRO], "Jenkins Gareth GI"
[GRO], "Allen" [GRO], "Welsh Graham" [GRO],
"Prenovost Jean-Philippe" [GRO], <john.wheeler [GRO]>,
<kevin.tallboy [GRO]>, <will.russell [GRO]>,
[GRO], <mark.burley [GRO]>, "Andrews Mark"
[GRO], <phil.norton [GRO]>
Subject: RE: Final Balance Report issue for Branch Trading Statement(Document link: Phil
Norton)

Geoff

Thanks for this response.

I will forward on to POL legal to get their view on the revised submission.

Regards

Phil Norton
Project Principal
IT - Post Office Ltd
Future Walk, Chesterfield, S49 1PF
Tel [GRO] or [GRO]
Mob [GRO] or [GRO]
Email [GRO]

"Butts Geoff"
[GRO]
[GRO]
07/04/2010 19:37

To: <phil.norton [GRO]>
cc: "D'Alvarez Alan" [GRO], "Dodington Chris"
[GRO], "Richardson Debbie DB" [GRO], "Jenkins Gareth GI"
[GRO], "Allen" [GRO], "Welsh Graham" [GRO],
"Prenovost Jean-Philippe" [GRO], <john.wheeler [GRO]>,
<kevin.tallboy [GRO]>, <will.russell [GRO]>,
[GRO], <mark.burley [GRO]>, "Andrews Mark"
[GRO]
Subject: RE: Final Balance Report issue for Branch Trading Statement

Phil,

Please find enclosed the Fujitsu response, which has now been approved by the legal and commercial leads. Alan can either bring a signed copy to Old Street next week, or send you a soft copy separately.

Regards,

Geoff

-----Original Message-----

From: phil.norton [GRO] [mailto:[GRO]]

Sent: 29 March 2010 15:46

To: Butts Geoff

Cc: D'Alvarez Alan; Dodington Chris; Richardson Debbie DB; Jenkins Gareth GI; Allen Graham (BRA01); Welsh Graham; Prenovost Jean-Philippe;

john.wheeler [GRO] kevin.tallboy [GRO]

will.russell [GRO] mark.burley [GRO]

Subject: Fw: Final Balance Report issue for Branch Trading Statement

Geoff

We have now received feedback from our legal team regards the consolidated response Fujitsu provided regarding the issue with the Final Balance Report for the Branch Trading Statement.

As previously reported at the JSB - our legal team are generally happy with the statement, however there are two amendments they wish to be made to the content of the "response". These are concerning two specific questions;

1. Can Fujitsu Provide a Statement Proving the Integrity of the Data is not compromised in any way, and the only impact is incorrectly reported data?

Fujitsu confirms that this defect relates specifically to the printing of Report data, and is not related in any way to the underlying branch data held in the operational HNG-X system.

POL Legal proposal;

Fujitsu confirms that this defect relates specifically to the printing of Report data to support the production of the Office's Branch Trading Statement created immediately following the Offices migration onto the HNG-X system. This defect results in a discrepancy with the volume data reported in the Final Balance Report following the printing of the Trial Balance Report, and is not related in any way to the underlying Branch Data held in the operational HNG-X system.

This in no way compromises the underlying Data held in respect of the individual branch or the system as a whole.

2. Can Fujitsu provide a commitment to support POL in proving the integrity of the system in any subsequent legal action (specifically where the difference in the two reports is used as a means to challenge the integrity of the system)?

Yes, Fujitsu is willing to provide commitment to assist in trying to prove the integrity of the system in any subsequent legal action.

POL Legal proposal;

Fujitsu is convinced of the integrity of the HNG-X system and as such will, at it's own expense, provide a commitment to POL to assist in trying to prove the integrity of the system in any subsequent legal action.


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|   To:      "Butts Geoff" [GRO]
|
|   cc:      "D'Alvarez Alan" <[GRO]>,
"Dodington Chris" <[GRO]>,
"Richardson Debbie DB" <[GRO]>,
"Jenkins Gareth GI" <[GRO]>, "Allen|
Graham (BRANL)" <[GRO]> "Welsh Graham"
<[GRO]> "Prenovost Jean-Philippe"|
john.wheeler [GRO], kevin. [GRO]
|
|   will.russell [GRO]
|
|   Subject: Re: Final Balance Report issue for Branch Trading
Statement(Document link: Phil Norton)
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>-----|

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Geoff

Thanks for this - I will run it past our Finance and Legal people for agreement.

One concern I do have is in the "what is Fujitsu doing to resolve" section.
It states

In the short-term, before the fix is deployed into live, Fujitsu has written a KEL which includes instructions to the HSD to give advice to Postmasters. The advice is to use the Trial Report, which is correct, and to discard the Final Report.

We cannot advise the Branch to discard the Final Report as it is a legal document and the Trial Balance is not. The Trial balance can be amended (indeed if a mistake is identified that is what we would expect to happen) numerous times - potentially resulting in the Subpostmaster retaining a Trial Report that bears no relation to the "discarded" Final Report. If we have advised the Subpostmaster to discard the Final Report we would definitely leave ourselves exposed; and with the best intentions, FS would not be able to support/defend POL's position.

That said I will await Legal's view, but in the short term must insist that the KEL does not advise the subpostmaster to discard the Final Report - It should advise them to retain both. These will subsequently (should the need arise) be collateral in any proceedings.

Regards

Phil

Principal Analyst
Post Office Ltd.

Postline: [GRO] STD Phone: [GRO] Fax: [GRO] Mobex:
[GRO] Mobile: [GRO]
External Email: [GRO]

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|           "Butts Geoff"           |
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defect and therefore are correct.

(which * The figures on both sections of the Trial Report,
the Postmaster is asked to check) are correct.

Cause

The root cause of the issue is that the code that re-prints the report makes incorrect use of the cache of data held at the counter for generating the report as it is printing the report.
To expand on this a bit further:-

1. When the BTS is being produced, it is done based on data written to the Branch Database (BRDB) whenever a Stock Unit Rolls over.
2. BTS Production retrieves this data from BRDB to the counter.
3. The counter then uses it to generate the Trial BTS
4. There is a defect in the way that the report is produced such that some of the in-memory copy of the data is overwritten when the Trial BTS is produced.
5. A consequence of this is that when the final BTS is produced it is using incorrect data.
6. The problem has been fixed by ensuring that the

final
2
BTS uses the original data retrieved by the counter at step rather than the data left over after step 4.
7. The problem was first reported by Warwick and they pointed out that the trial Balance figures were correct and the Final Balance figures were incorrect.
8. Comparing the Trial and Final balance figures with the corresponding Stock Unit Balance Reports shows easily that the Trial Balance is correct and the final Balance is incorrect.
9. None of the incorrect data is stored to BRDB so there is no possibility of ongoing corruption of stock levels.

Key Questions

Can Fujitsu provide a complete and comprehensive list of all products where the volumes on the Final Balance Report differ to those on the Trial Balance Report?
All figures relating to the Volume Stock Holdings can be corrupted by the bug, but not necessarily all the figures will be incorrect.

How Has the Defect Arisen?

The defect is a software issue that was not detected in application testing by the Joint Test Team.

What are the Impacts of this Defect - detailing all stock items affected?
All the Volume Stock items in this section of the report could be affected.

What is Fujitsu doing to resolve this defect?

Fujitsu has developed a software fix that resolves the issue by ensuring that the Final Report uses the original data retrieved by the counter at Step 2 described above rather than using the data left after Step 4. This is a counter fix that is currently scheduled to be delivered within the next Maintenance Release for HNG-X - 01.08.
In the short-term, before the fix is deployed into live, Fujitsu has written a KEL which includes instructions to the HSD to give advice to Postmasters. The advice is to use the Trial Report, which is correct, and to discard the Final Report.

Can Fujitsu Provide a Statement Proving the Integrity of the Data
is not compromised in any way, and the only impact is incorrectly
reported data?
Fujitsu confirms that this defect relates specifically to the
printing of Report data, and is not related in any way to the
underlying branch data held in the operational HNG-X system.

Can Fujitsu provide a commitment to support POL in proving the
integrity of the system in any subsequent legal action
(specifically where the difference in the two reports is used as a means to
challenge the integrity of the system)?
Yes, Fujitsu is willing to provide commitment to assist in trying
to prove the integrity of the system in any subsequent legal action.

If you have any questions on this, please come back to me.

Regards,

Geoff

Geoff Butts,

Programme Manager, HNG-X Release 1,

Royal Mail Account

Practitioner, P&PM Academy

FUJITSU

Mob: or Internally
E-mail:
web: <http://uk.fujitsu.com>

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