Thomas Penny

From:	Thomas Penny
Sent:	15 December 2008 11:22
To:	Allen Graham (BRA01); Hinde David; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Cc:	Pritchard Howard; Denham Steve
Subject:	RE: Proposed Slides for ARQ Service Issue
Attachments:	ARQ Service V2.ppt

Graham, thanks for your comments. I have made some adjustments to the presentation and/or added comments below:-

Do we need to add to the last point on slide 2 **that although we know of no instance when we will not get an error which will indicate incompleteness** we cannot guarantee this.
Tivoli event data is known to be incomplete, viz turn off TECs during event storms, gaps in the events sequences generated by OMDB, there are occasional corrupt records within the events audit tracks

Do we need to add something about if we do find a gap we do not know what to do about this? If we do say this we will need to say what we are doing to progress a solution to this or what the options are to tell POL that we can't provide data??
Added to slide 5

Slide 3 I think the second point should say 'prone to human error' I am presuming if we automated this the error indicated in this point would be removed.
It's not just human error, the process is not secure. But yes, that's my belief, partially automating will remove this point

Slide 3, why does the CP not suggest full automation or does it automate as much as possible in which case it should probably be worded like that.
We cannot fully automate, we will always need someone to check unfiltered errors

Need a final slide saying what we want the audience to help with. I think we mentioned 2 things
1. Support the CP
2. Provide guidance on the immediate issue of the witness statements.
Item (1) added to slide 4, item (2) already there

Amended presentation attached. Please let me know if I havn't fully covered your comments, or if any others have been identified.

Kind regards
Penny

From: Allen Graham (BRA01)
Sent: 12 December 2008 08:59
To: Thomas Penny; Hinde David; Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Subject: RE: Proposed Slides for ARQ Service Issue

Thanks Penny, a few comments.

Do we need to add to the last point on slide 2 **that although we know of no instance when we will not get an error which will indicate incompleteness** we cannot guarantee this.

Do we need to add something about if we do find a gap we do not know what to do about this? If we do say this we will need to say what we are doing to progress a solution to this or what the options are to tell POL that we can't provide data??

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1. Support the CP
2. Provide guidance on the immediate issue of the witness statements.

Graham Allen
Application Services

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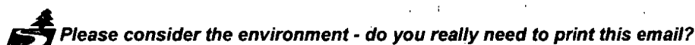
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-----Original Message-----
From: Thomas Penny
Sent: 11 December 2008 10:33
To: Hinde David; Allen Graham (BRA01); Cousins Adam; Evans Steve (FEL01); Sewell Peter (FEL01); Holmes Alan
Subject: Proposed Slides for ARQ Service Issue

Hi

Please find attached proposed slides for presentation to Wendy.

Do we have a slot yet?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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15/12/2008

Prosecution Support
Urgent Issue

ARQ Service (Audit System)

- Contracted to supply historical extracts of data, used in legal proceedings
- The completeness of data was underwritten by our witness statement
- Counter problem – PEAK PC0152376 – "The fact that EPOSS code is not resilient to errors is endemic"
- We are manually cross checking with available event data but completeness is still not guaranteed

Prosecution Support
Manual & Proposed Process

- Manual process is onerous and must be reviewed –
- It is error prone and time consuming
- It involves moving large volumes of data between the Audit server and workstation
- It requires local and insecure storage of event audit data, invalidating certain statements made within the current witness statement
- It has no DR mechanism in the event of DR from BRA01 to LEW02
- Proposed CP to partially automate in a secure manner

Immediate Issue – Witness Statements and Court Attendance

- Current standard witness statement is now incorrect – we guarantee completeness and integrity

- Consideration is needed to :-
  - Support the CP
  - correct the statement with legal advice
  - agreement with POL
  - action relating to statements submitted, awaiting court
  - 3 witness statements pending
  - action relating to historic court cases

Associated Issues

- Any gap identified will need bespoke examination
- Historic and current data has proven to be incomplete
- Ramifications of historical data provisions
- Fujitsu reputation