
From: "ParkerSP" <[REDACTED]@GRO>
Sent: Fri 25/05/2018 1:48:05 PM (UTC)
To: "Mark.Wright2" <[REDACTED]@GRO>
Subject: FYI: Information Requests from Jason Coyne [BD-4A.FID27032497]
Attachment: _DOC_38799476(1)_Jason Coyne_s Requests for Information (WBD comments 16....docx

Just FYI

From: Parker, Steve
Sent: Friday, May 25, 2018 1:44 PM
To: Lenton, Matthew <[REDACTED]@GRO>
Cc: Jobson, Pete <[REDACTED]@GRO>; Bansal, Steve (BRA01) <[REDACTED]@GRO>; Newsome, Pete <[REDACTED]@GRO>; Muir, Jason <[REDACTED]@GRO>
Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

Matthew,

Starter for 10 as follows:

1.13

There is no functionality in Horizon for either a branch, Post Office or Fujitsu to modify or remove transaction data once it has been recorded in a branch's accounts. It is only possible to post auditable correcting transactions to a branch's accounts.

In the very rare circumstances when an accounting error cannot be corrected by POLs use of a TC and it is necessary for support to make such a correction it has been subject to whatever change approval process is in use at that time. Currently MSC, latterly, OCP. These systems will contain full details of the required correction, method of execution, approvals etc.

There is no log for support read only access to review data.

1.14

Support access defined in SVM/SEC/PRO/1780 (Service Delivery Units Roles Responsibilities and Access Requirements). Access is facilitated by tooling such as SSH / Telnet from the support servers within the Horizon data centre. It should be noted that there are no facilities to remotely access the CBA at a branch. See also DES/SYM/HLD/0017 (REMOTE SUPPORT ACCESS HIGH LEVEL DESIGN) and ARC/SYM/ARC/0004 (HNG-X SYSTEM AND ESTATE MANAGEMENT REMOTE ACCESS AND DIAGNOSTICS)

1.15

As 1.13, there is no such thing in Horizon as a transaction amendment. Additional correcting transactions entered via the Transaction Correction Tool (DEV/APP/LLD/0142 HOST BRDB TRANSACTION CORRECTION TOOL LOW LEVEL DESIGN) are uniquely identified and recorded in the audit trail. I believe they will have the ID of the support user so clearly not a user from the branch. For TCs (transaction corrections) originating from POL, when the SPM accepts the correction, it will be logged into their accounts as with any other transaction performed by that Branch user.

1.16

Haven't seen POL-0032939.doc. Are we talking about the Transaction correction tool here (again ref DEV/APP/LLD/0142) in which case answer is as per 1.13, change approval process (MSC) and information automatically entered into the audit trail.

Steve

From: Lenton, Matthew
Sent: Thursday, May 24, 2018 1:19 PM
To: Parker, Steve <[REDACTED]>
Cc: Jobson, Pete <[REDACTED]>; Bansal, Steve (BRA01) <[REDACTED]>; Newsome, Pete <[REDACTED]>; Muir, Jason <[REDACTED]>
Subject: FW: Information Requests from Jason Coyne [BD-4A.FID27032497]

Steve,

Please see the attached Word doc from WBD; the original document is generated by Freeths and the bubbled comments are from WBD; in Pete Newsome's email below, in the table, are the question numbers that he agreed with WBD that we would attempt to provide information on, mainly in the form of document references, bearing in mind that they already have all the documentation from Dimensions for Horizon and HNG-X, so we are just pointing out which are relevant.

The other attachment is where we are up to with that so far, so document references, titles plus a few comments, listed against the question numbers.

Questions 1.13 to 1.16 all relate to issues around remote access to the live system and corrections, etc. Something I've tried to point out is that there are two different processes both named "Transaction Correction" – one is the TPS / POL Finance Systems corrections generated wholly within POL which are delivered via the file described in EA/IFS/002, and I understand this happens regularly. The other is the "Transaction Correction Tool" which is described in DEV/APP/LLD/0142, and which happens very rarely (once?); this is where I am getting referred to SSC. Are you able to provide additional information in response to the questions in the comments labelled JONATHANG for 1.13 to 1.16? Are there logs of it being requested, being done, what is the procedure for authorising and doing it, etc.?

Please feel free to make suggestions on any other parts of the sheet or questions as well. Pete has already shared a slightly earlier version of this sheet with WBD and has promised further detail.

Matthew Lenton
Post Office Account Document Manager
Business & Application Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Phone: [REDACTED]
Email: [REDACTED]
Web: <https://www.fujitsu.com/global/>

From: Newsome, Pete
Sent: 17 May 2018 09:26
To: Bansal, Steve (BRA01) <[REDACTED]>; Godeseth, Torstein <[REDACTED]>; Lenton, Matthew <[REDACTED]>
Cc: Defence Legal (Chris Jay,) <[REDACTED]>; Muir, Jason <[REDACTED]>
Subject: FW: Information Requests from Jason Coyne [BD-4A.FID27032497]

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Steve and Torstein

I received the above request for information from WBD this week and after discussion I think we are in the frame for the following. Unless we need to pull some specific logs such as the use of privileged users we need to identify the correct documents to inform the IT experts. Matthew I am sure can supply the documents.

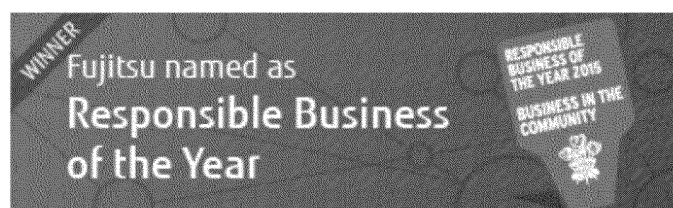
Let me know if we need to involve any other help.

Thanks

Pete

Coyne's Request Reference	Pete to Speak to/for
1.1 and 1.2 (which ask for the same thing)	Steve Bansal (SB) / documents relating to Fujitsu's change management processes
1.5 and 1.9	SB / control reports
1.11	SB / Tivoli process documents
1.13 – 1.16	SB / <ul style="list-style-type: none"> • process docs regarding balancing transactions; • audit logs of BT uses; • process docs regarding privileged user access; and • audit logs of BT uses privileged user activity
1.21	Gareth or Torstein / technical documents about rebuilds in Riposte

Pete Newsome
Account Manager
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From: Jonathan Gribben <[redacted] GRO>
Sent: Wednesday, May 16, 2018 6:21 PM
To: Newsome, Pete <[redacted] GRO>
Cc: Lenton, Matthew <[redacted] GRO>; Defence Legal (Chris Jay,) <[redacted] GRO>
Andrew Parsons <[redacted] GRO>; Lucy Bremner <[redacted] GRO>; Amy Prime
<[redacted] GRO>
Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

Pete,
Thank you for your time earlier. I've produced a table of the actions that you picked up according to my note:-

Coyne's Request Reference	Pete to Speak to/for
1.1 and 1.2 (which ask for the same thing)	Steve Bansal (SB) / documents relating to Fujitsu's change management processes
1.5 and 1.9	SB / control reports
1.11	SB / Tivoli process documents
1.13 – 1.16	SB / <ul style="list-style-type: none">• process docs regarding balancing transactions;• audit logs of BT uses;• process docs regarding privileged user access; and• audit logs of BT uses privileged user activity
1.21	Gareth or Torstein / technical documents about rebuilds in Riposte

Let me know if you disagree with anything.
Many thanks
Jonny

Jonathan Gribben
Managing Associate

Womble Bond Dickinson (UK) LLP

d: [redacted]
m: [redacted]
t: [redacted]
e: [redacted]

GRO



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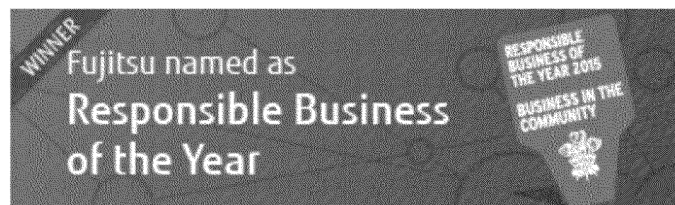
From: [pete.newsome](#) [redacted] GRO
Sent: 16 May 2018 10:52
To: Jonathan Gribben
Cc: [Matthew.Lenton](#) [redacted] GRO; [Legal.Defence](#) [redacted] GRO; Andrew Parsons; Lucy Bremner; Amy Prime
Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

Jonny

1.30 would be good for me.

Pete

Pete Newsome
Account Manager
[redacted] and Post Office Account, Fujitsu UK&I
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From: Jonathan Gribben <[redacted] GRO>
Sent: Wednesday, May 16, 2018 10:49 AM

To: Newsome, Pete <[GRO]>
Cc: Lenton, Matthew <[GRO]>; Defence Legal (Chris Jay,) <[GRO]>
Andrew Parsons <[GRO]>; Lucy Bremner <[GRO]>; Amy Prime
<[GRO]>

Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

Pete,

Sorry I missed you.

Can we get a time in the diary please otherwise we may keep missing each other. Lucy and I are free all day save for between 2-3pm.

Kind regards

Jonny

Jonathan Gribben

Managing Associate

Womble Bond Dickinson (UK) LLP

d: [GRO]
m:
t:
e:



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From: pete.newsomes <[GRO]>
Sent: 16 May 2018 10:39
To: Jonathan Gribben
Cc: Matthew.Lenton <[GRO]>; Legal.Defence <[GRO]>; Andrew Parsons; Lucy Bremner; Amy Prime
Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

Jonny

Tried to ring you back. Will try again later.

Pete

Pete Newsome

Account Manager

[GRO] and Post Office Account, Fujitsu UK&I

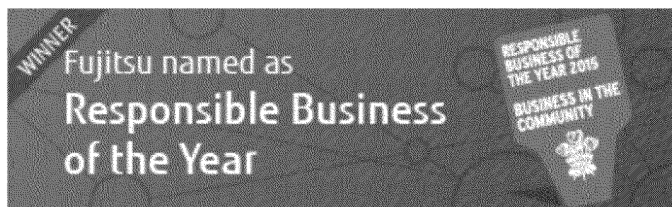
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From: Jonathan Gribben <[REDACTED] GRO>
Sent: Wednesday, May 16, 2018 10:02 AM
To: Newsome, Pete <[REDACTED] GRO>
Cc: Lenton, Matthew <[REDACTED] GRO>; Defence Legal (Chris Jay,) <[REDACTED] GRO>
Andrew Parsons <[REDACTED] GRO>; Lucy Bremner <[REDACTED] GRO>; Amy Prime
[REDACTED] GRO
Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

Pete,

I've cancelled the 10:00am call as Paul Smith isn't available, but I'll give you a call now to use the time to discuss this. I agree that some of the requests are for Post Office – sorry, I should have said that I'm seeking their input too.

Kind regards
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP

d: [REDACTED]
m: [REDACTED]
t: [REDACTED]
e: [REDACTED] **GRO**



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From: [pete.newsome](#) <[REDACTED] GRO>
Sent: 16 May 2018 09:53
To: Jonathan Gribben
Cc: [Matthew.Lenton](#) <[REDACTED] GRO>; [Legal.Defence](#) <[REDACTED] GRO>; Andrew Parsons; Lucy Bremner; Amy Prime
Subject: RE: Information Requests from Jason Coyne [BD-4A.FID27032497]

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Jonathan

Initial thoughts are that this would take some time to compete as it covers a number of areas of responsibility in Fujitsu.

We can perhaps pick this up at 10.00. In the way the questions are worded we can only give an answer for the position now to re-build the total position at any point in time would be extremely time consuming if not possible due to the constant changes occurring to the systems and processes.

Some of the answers on process will be more related to Post Office processes rather than those of Fujitsu so will need to be dovetailed together.

Pete

Pete Newsome

Account Manager

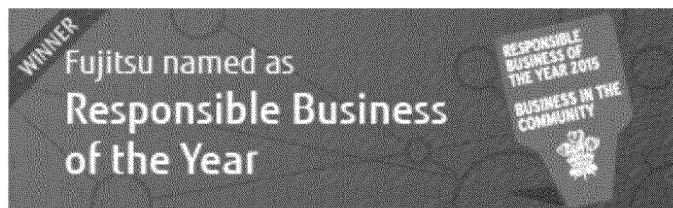
GRO and Post Office Account, Fujitsu UK&I

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From: Jonathan Gribben <[REDACTED]>

Sent: Wednesday, May 16, 2018 8:06 AM

To: Newsome, Pete <[REDACTED]>

Cc: Lenton, Matthew <[REDACTED]>; Defence Legal (Chris Jay,) <[REDACTED]>

Andrew Parsons <[REDACTED]>; Lucy Bremner <[REDACTED]>; Amy Prime <[REDACTED]>

Subject: Information Requests from Jason Coyne [BD-4A.FID27032497]

Pete,

We have received the attached set of information requests from Jason Coyne. We are expecting further requests from him over the next few days.

As you will see, the requests are by and large poorly drafted and lacking focus (for example, none of them specify a date or date range to which they relate). However, we need to respond to them as best we can and quickly to reduce the scope for the Claimants to argue that Post Office is impeding the work of the experts.

Our view is that the majority are actually requests for documents. We'd be grateful if you and Matthew would take a look and let us know whether you think we can refer Coyne to the relevant documents (bearing in mind that the Claimants' allegations go back to 1999 so we should be providing the key documents spanning that period). I've added some comments which will hopefully help you to decipher Coyne's requests.

Would you be able to get back to me today please? I'm available for a call this afternoon if it would help to run through them?

Kind regards
Jonny

Jonathan Gribben
Managing Associate
Womble Bond Dickinson (UK) LLP



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