

Message

From: Steve Allchorn [GRO]
on behalf of Steve Allchorn [GRO]
Sent: 16/06/2013 21:46:31
To: Lesley J Sewell [GRO]
CC: Alwen Lyons [GRO]; Susan Crichton [GRO]; Gina Gould [GRO]
Subject: RE: In Confidence - Second Sight Line of Enquiry

Lesley

I'll hopefully get most of the loose ends on this sorted out by COP Monday.

Quite correct. As James Brett has described - the test area in the basement in 2008 was a physical build of servers that represented the live Horizon system at the time as closely as possible but were completely separate to that live production system. I'll further confirm with JB and FS. In terms of what Mr Rudkin allegedly saw and heard on his visit, i've asked Second Sight to establish Mr Rudkin's level of understanding and knowledge of the test environment prior to him allegedly visiting it. The view I'm getting is that he knew very little about it. It is therefore not inconceivable that he made certain assumptions regarding his experiences.

I'll also button down what was in situ on the 2nd floor.

I'll also speak with Martin Rolfe (Test Manager) on Monday. He is probably the last opportunity in attempting to correlate the test transaction visit set up by the Bureau Pre-Order Automation project on the 19/8/2008 and Mr Rudkin's alleged visit on that same day, as Martin was the test manager on the project and appears to have been in Bracknell on that date.

Steve

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

From: Lesley J Sewell
Sent: 14 June 2013 17:38
To: Steve Allchorn
Cc: Alwen Lyons; Susan Crichton; Gina Gould
Subject: Re: In Confidence - Second Sight Line of Enquiry

Thx Steve

I've had a call with FJ this afternoon.

Can you please track these actions with FJ.

I have asked them what was on the second floor. Initial view is that it was the project team for HNGx - no access to live Horizon. Fujitsu are to confirm this.

But more interesting - out of this email I've tested Fujitsu on the infrastructure. This looks as if the test system infrastructure wasn't even in the data centre - it was physically separate (in the basement) from the production system with no means of accessing the live data centre at all! This is material, Fujitsu confirmed on the call that the test infrastructure was NOT in the datacentre, however I have asked James to confirm this and to validate that even with the right log-on and access rights it would not be possible to access the production system. If this is the case then SR 5 has no foundation.
Steve: can you also test the hypothesis with James B.

I've also asked James to contact Simon about comms - The two comms teams need to be connected as we build our comms strategy and do the pre-mortem.

Have a good weekend.

L

Gina: please print for my SS file.

Sent from my iPad

On 14 Jun 2013, at 11:35, "Steve Allchorn" [GRO] wrote:

> Both
>
> James's initial summary response to my line of enquiry.
>
> Lesley (in particular from a technical perspective) if you have any further questions arising from James's email could you let me know asap and I'll establish answers.

>
> Steve
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> From: James Brett
> Sent: 13 June 2013 08:17
> To: Steve Allchorn
> Subject: RE: In Confidence - Second Sight Line of Enquiry
>
> Steve,
>
> In 2008, we were in test preparation mode for HNG, and in parallel supporting testing of the existing Horizon estate. In the basement at that time there would have been 4 separate test environments;
>
> * BTC1 & BTC3 : These two test environments were used for functional testing of changes being made to Horizon at that time, eg introduction of MoneyGram.
>
> * V&I: The Horizon Volume test environment
>
> * REL : The Horizon release test environment (where deployment of software packages were tested)
>
> Along with these environments, preparation activities were underway in the basement to build a volume and release environment for HNG, but these environment would not have been in a working state at time of the statement.
>
> POL had access to the functional test environment, and I've asked people in my team around at the time, and no-one can recall any external visits, or Mr Rudkin specifically.
>
> Fujitsu controlled the Volume and Release environments. But it would be unlikely that POL visitors would be shown access to these as their focus wasn't really counter functionality; they were designed to provide performance capability and software deployment to the data centre platforms rather than counter.
>
> The key point here is the word test environment. In Horizon days, the live Horizon Data Centre was dual-located in Wigan and Bootle, access to this site was strictly controlled, and you would not have been able to hook up a PC and interfere with transaction databases. To create a test environment in Horizon days, we had to physically build a set of servers that represented the live configuration in Wigan/Bootle. These servers were hosted in the Basement in Bracknell, along with test counters to connect to them. Access to the test environments is (and was then) controlled via secure rooms, and user login authentication. However, as it is a test environment, there would have been terminals where interrogation of databases would have been possible. But, this would have been interrogation of the test databases, as there was complete physical separation between test and live.
>
> HNG is little different in that the live data centre is hosted in two sites in Belfast (IRE11 and IRE19). Production uses IRE11 and the various test environments use IRE19. If we need to do a disaster recovery, the test environments are quickly backed up to disk, and production is switched to IRE19. There is network and disc partitioning to ensure live and test cannot interact. This is a moot point though, as in 2008, the HNG environments in the basement were a long way from being operational.
>
> Tester's rarely get to see daylight, and can be creative at times. The basement may have been given affectionate names by the testers over time, but I have never heard of the basement referred to as 'covert operations'.
>
> It is fairly common practice to invite external stakeholders to review new system operation, and I do recall work at the time to validate the new HNG UI. In 2008, HNG development had just commenced and the approach to HNG UI testing was two use a small group of superusers (i.e. brought in UI specialists) to inform at the early build stages. Later, in 2009, when HNG functionality had matured enough, a formal UI test phase was held, attended by true end users. Unfortunately there are no records as to who attended this UI test, but I can confirm it was held in 2009, and it took place on the first floor rather than basement.
>
> For perspective, there is live access available at Bracknell, and there would have been in Horizon days too. However, this access is available only to Fujitsu's SSC (System Support Centre) team, who provide expert support to helpdesk staff. They are based on the 6th floor, which is the most secure floor in Bracknell. Visitors are by appointment only and are not allowed to be unattended. The SSC team follow strict protocols relating to access and interrogation of live data, and their access is logged and auditable. There is no access to SSC systems from the basement.
>
> As I understand it, Horizon audit archives are held for a period of 7 years. Wouldn't it be possible to retrieve the live Horizon audit for the date in question and look for the transaction Mr Rudkin saw? Even if it were subsequently removed, the insertion and removal would have been logged for audit purposes. Would probably need more information to search the live audit log though....
>
> Regards
>
> James
>
> James Brett I Senior Test Manager
>

> c/o Fujitsu Services, G73, Ground Floor, BRA01, Bracknell RG12 8SN
> **GRO**
> james.brett **GRO**
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