
From: Lillywhite Tom[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=LILLYWHITET]
Sent: Thur 11/02/2010 9:10:04 AM (UTC)
To: Thomas Penny; [GRO]
Cc: Dunks Andy; [GRO]
Subject: RE: Fw: Urgent Request

Andy,

Please assist and expedite here

Tom
-----Original Message-----
From: Thomas Penny
Sent: 11 February 2010 07:15
To: Lillywhite Tom
Cc: Dunks Andy
Subject: FW: Fw: Urgent Request
Importance: High

Tom

POL has asked that Swiss Cottage and Willsden helpdesk calls be returned first; the requirement is:-

I also need a statement from Fujitsu (Andy Dunks) confirming that Horizon was working correctly at Swiss Cottage (020 005) between 10/07/06 &

07/10/09 and at Willesden (024 005) between 01/01/06 & 12/04/06.

Could you please allow for Andy to work on this request today and tomorrow; I need an estimated timeframe for completion today to return to POL.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services
Fujitsu Services Retail & Royal Mail Group Account Lovelace Road, Bracknell, Berks RG12 8SN
Tel: [GRO]
Mob: [GRO]
Fax: [GRO]
E-Mail: penny.thomas@ [GRO]
Web: <http://uk.fujitsu.com>

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-----Original Message-----
From: jane.m.owen [GRO] [mailto:jane.m.owen [GRO]]
Sent: 10 February 2010 16:27
To: Thomas Penny
Cc: mark.dinsdale [GRO]
Subject: RE: Fw: Urgent Request

Hi Penny
Can we please have the Swiss Cottage case dealt with first as this dates back to 19th January and would you be able to

provide a timescale and then I can let Graham know.

I will let you know the order of the other 3 tomorrow as Mark and I still need to have the conversations with the investigators.

Regards

Jane

Jane Owen (Embedded
Security Team Advisor image moved
Security Team, Post Office Ltd to file:
pic30813.gif)

"Thomas Penny"
To: <mark.dinsdale>
cc: <jane.m.owen>
Subject: RE: Fw: Urgent Request
10/02/2010 08:16

Jane

I can find no requests 0809 or 0910 for transaction data for Rinkfield – we-re looking at another 13 ARQs here!

It was good to talk yesterday; let's summarise all of the helpdesk call requests.

A Summary of Helpdesk Call Requests:-

Newsome - we have provided transaction data for Feb – Jun 2008 Helpdesk Call Requirement – Jul 05 to Jun 08

2005 - 6 months
2006 - 12 months
2007 - 12 months
2008 - 1 month –
31 months

West Byfleet - no transaction data was requested – Helpdesk Call Requirement – Jun 05 to Dec 09
55 months

Swiss Cottage – ARQs cover Mar to May 06 and Jul 08 to Oct 09 Helpdesk Call Requirement - Jul 06 to Oct 09

2006 - 6 months
2007 - 12 months
2008 - 6 months -
24 months

Rinkfield – no transaction data was requested Helpdesk Call Requirement – Jun 08 to Jun 09
13 months

Have I overlooked any?

In summary, and by my calculation, if we fill all of these requests for helpdesk calls 123 ARQs will be required!

To date we have received 434 ARQs – you have 286 to end 0910.

Please call and we can discuss further.

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account Lovelace Road, Bracknell, Berks RG12 8SN



Tel: 
Mob: 
Fax: 
E-Mail: penny.thomas@
Web: <http://uk.fujitsu.com>

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From: mark.dinsdale@


Sent: 09 February 2010 18:35

To: Thomas Penny

Cc: jane.m.owen@; steve.bradshaw@

Subject: Re: Fw: Urgent Request

Penny, can we set up a process for these requests, because we are getting more and more of them.

Would you be able to provide the information Steve has requested (Rinkfield 252 4128 for the period June 2008 to June 2009 for a court case).

Cheers

Mark Dinsdale
Security Programme Manager
Security Team, Post Office Ltd

(Embedded image moved to file: pic26533.gif)

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Duty
Manager To: Mark Dinsdale/e/POSTOFFICE@POSTOFFICE,
Sent by: Jane M Owen/e/POSTOFFICE@POSTOFFICE
Julie cc: Steve Bradshaw/e/POSTOFFICE@POSTOFFICE
Edgley Subject: Re: Fw: Urgent RequestLink

09/02/2010
16:57

Mark/ Jane,

Please see below for an urgent request from Steve Bradshaw.
Please can you arrange for the HSD call logs as requested.

Thank you

Kind Regards

Julie
Live Service Team
POL Service Delivery

GRO

To: Duty Manager@POSTOFFICE
cc:
Hard Copy To:
Hard Copy cc:

Date: 09/02/2010 14:56

From: Steve Bradshaw

Subject: Fw: Urgent
Request

Please see e mails below. I urgently require the Horizon helpline call logs for Rlnkfield 252 4128 for the period June 2008 to June 2009 for a court case.

Any problems please give us a ring on the numbers below.

Thanks

Steve

----- Forwarded by Steve Bradshaw/e/POSTOFFICE on 09/02/2010 14:55 -----

Steve Bradshaw

To: Valerie
Lipscombe/e/POSTOFFICE@POSTOFFICE
09/02/2010 14:23 cc:
Subject: Re: Fw: Urgent RequestLink

Valerie

Thanks for the logs.

I was wondering if you could help me further, I require logs of all calls in relation to Horizon problems, am i right in thinking the attached log is due to transactional queries?
So the question is how do i obtain any call logs in connection with Horizon problems?

If you wish to discuss please give us a ring on the numbers below.

Thanks
Steve

Stephen Bradshaw

Fraud Investigator (North)

Post Office Ltd – Security Team

Room 5037 Liverpool Mail Centre Copperas Hill Liverpool L3 1AA

(**GRO**) (Postline **GRO**)
E **GRO** (mobex **GRO**)
: steve.bradshaw **GRO**

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NBSC Admin Team
Sent by: Valerie
Lipscombe
To: Steve
Bradshaw/e/POSTOFFICE@POSTOFFICE
cc:
Subject: Re: Fw: Urgent Request
09/02/2010 12:54

For further assistance please call

GRO

Kind Regards

NBSC Tier 1 Admin/Incident Support Team

----- Forwarded by Valerie Lipscombe/e/POSTOFFICE on 09/02/2010 12:54:19 -----

Nicola Burton
To: NBSC Admin Team@POSTOFFICE
cc:
09/02/2010 12:27 Subject: Re: Fw: Urgent RequestLink

Afternoon Guys,

Apologies that this is so late, i was off work on Friday and yesterday but i've run this for you and attached the file below:

Cheers Guys

Nicola Burton

Reporting Assistant – Large Business

Royal Mail Customer News Network

Dearne House, Cortonwood Drive,

Brampton, Barnsley, S73 0UF

(- CNN Enquiries: **GRO**

(- Direct Line: STD **GRO**

PostLine: **GRO**

ü - <http://www.royalmail.com>

š - Nicola.burton: **GRO**

>>>> Rinkfield - 252418.xls attachment was removed from this email <<<<

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