

From: Peter R Laycock
To: Rebecca Barker; [GRO]
Cc: Ian Trundell; [GRO] Willie Hughes; [GRO] Caroline Hilton
Subject: FW: Horizon terminal time offsets
Date: 24 January 2013 10:09:00
Attachments: image005.png
image007.png

Rebecca

Whilst we're raising the dialogue with Fujitsu on the peaks and troughs, will you get an update on this too please.

I've heard nothing since Steve Bansai said on the 28th November "should have an update for by the end of the week"

Thanks

Peter

Peter R Laycock | Information Security Consultant

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From: Peter R Laycock
Sent: 14 December 2012 14:51
To: Rebecca Barker
Cc: Ian Trundell; [GRO] Willie Hughes; [GRO]
Subject: RE: Horizon terminal time offsets

Rebecca

Fujitsu were to respond "by the end of the week" on 28/11

I've received nothing back yet, have you?

Regards

Peter

Peter R Laycock | Information Security Consultant

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From: Rebecca Barker
Sent: 28 November 2012 12:57
To: Peter R Laycock
Subject: FW: Horizon terminal time offsets

Hi Peter

Im in and out of meetings today, please see response from fujitsu re the timing offsets

Kind regards,

Rebecca Barker | Post Office Service Desk



2nd Floor, South Wing, Dearne House,
Cortonwood Drive, Brampton,
BARNLEY, S73 0UF



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From: Bansal Steve (BRA01) [mailto:GRO]
Sent: 28 November 2012 11:20
To: Rebecca Barker
Cc: Scott Somerside; Calum S Ellison; Willie Hughes
Subject: RE: Horizon terminal time offsets

Hi Rebecca

I am currently looking into the details below as requested and should have an update for by the end of the week.

Regards

Steve Bansal

Problem Manager

End User Services

FUJITSU

Lovelace Road, Bracknell, Berkshire. RG12 8SN

Tel: GRO or Internally GRO

Mobile: +44 GRO

E-mail: GRO

Web: <http://uk.fujitsu.com>



Please consider the environment - do you really need to print this email?

From: Rebecca Barker [mailto:] GRO
Sent: 21 November 2012 16:00
To: Bansal Steve (BRA01)
Cc: Scott Somerside; Calum S Ellison; Willie Hughes
Subject: FW: Horizon terminal time offsets

Hi steve

Please see email below, I really don't understand what the issue is? If there is an issue?? Can you advise or shed any light
Kind regards,

Rebecca Barker | Post Office Service Desk

 2nd Floor, South Wing, Dearne House,
Cortonwood Drive, Brampton,
BARNSELY, S73 0UF
 GRO Postline: GRO
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From: Peter R Laycock
Sent: 07 November 2012 10:11
To: Ian Trundell
Cc: Duty Manager; Mark R Pearce; Willie Hughes; Rebecca Barker
Subject: Horizon terminal time offsets

Ian

Although we have been discussing the EBT transaction drop-off and bursts with Fujitsu, I have just remembered that the original email I sent detailed also the issue of counter position Horizon terminal clock times.

I'm mindful that JPM have a service level to perform transactions at 95% within 2 seconds and 100% within 10 seconds so terminal time offset can impact this.

My original email is below and JPM's analysis by FAD Code attached. I think there is an understanding that JPM's EBT and Horizon at the Data Centre hold slightly different clock times, but I'm not sure just how counter terminals are clocked and why there should be some discrepancies of up to 5 minutes and in one case, 21 minutes.

How should we take this forward with Fujitsu?

Regards

Peter

1. Transaction time offsets – see attached document for JP Morgan analysis

Summary: JP Morgan are reporting that out of a sample of 865,731 transactions from 10,643 FAD codes, 1,640 FAD codes had at least one terminal with "its time out by more than 1 minute (± 1.0 second). And of those, 36 FAD codes had at least one terminal with its time out by more than 5 minutes, with the worst one being out by nearly 21 minutes.

This indicates that clock synchronisation at the counter is not always what it should be. Of course for banking transactions, the time stamp on the receipt is important in relation to disputes, but if this is offset considerably to the time of the transaction recorded by the bank this could further complicate any dispute.

Peter R Laycock
Information Security Consultant
Mob: GRO

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