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# Question 1 of the Inquiry's Call for Evidence

What impact did the operation & management of the Horizon IT system have, & what effects were personally experienced as a result?

I have Asperger's; I find questions regarding feelings extremely difficult to answer. I worked for Fujitsu in technical support; financially, Fujitsu needed the Horizon system to be a success. In my department we were under pressure to supply answers within the agreed timescales; if I could not ascertain the cause of a reported problem (ie an accounting discrepancy), then that is what I would report, but it seems that this could then be misinterpreted/misreported leading to POL, and possibly senior Fujitsu managers, blaming the Postmaster rather than the system.

I remember that at that time we had unrestricted access to nearly all areas of the system, something that only we were aware of - management did not know/did not want to know how we fixed things, just that they were fixed.

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