

**From:** Andrew Parsons <[REDACTED] GRO>  
**To:** Anthony de Garr Robinson <[REDACTED] GRO>, "Simon Henderson"  
[REDACTED] GRO  
**Cc:** Jonathan Gribben <[REDACTED] GRO>, "Rebecca Keating"  
[REDACTED] GRO, Lucy Bremner <[REDACTED] GRO>  
**Subject:** FW: Information requests following the first day looking at PEAK/TfS [WBDUK-AC.FID27032497]  
**Date:** Sat, 21 Jul 2018 11:59:10 +0000  
**Importance:** Normal  
**Inline-Images:** image276330.PNG; image8a139f.PNG; imaged708a7.PNG

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All

Latest from Coyne.

Jonny – please can you raise with FJ to see how difficult this info is to get. We can then take a view on what to do with this. Please can you add it to our master info request tracker.

A

**From:** Jason Coyne [mailto:[REDACTED] GRO]  
**Sent:** 20 July 2018 16:04  
**To:** Imogen Randall; James Hartley; 1935 Post Office; Andrew Parsons; Jonathan Gribben; robert worden  
**Subject:** Information requests following the first day looking at PEAK/TfS

Dear Sirs,

During the first day spent at Fujitsu looking at the TfS and PEAK systems, both Dr Warden and I noted information that would be helpful in the drafting of our respective reports.

Whilst the request for some items of information on the below list may be supported by Dr Worden, I have been unsuccessful in gaining agreement that these should be presented as joint requests.

It might be the case that should this information be made available, the requirement to spend the second day at Fujitsu will not be needed.

The information requested is as follows:-

- i) Monthly service reports from HSD – Similar to the SLA report in NBSC. This will allow the required analysis of the high-level problem types and periods.
- ii) Screenshots for TfS and Peak (During the meeting Sandie offered two for TfS)
- iii) List of TfS classification codes and Peak call types (with meanings)
- iv) A full list of TfS's 'closed' from 'Live' and where Classification was = 'S. Software SD?? \*' (plus others that may follow after we have the list from above)
- v) PEAK and/or TfS records where the error or issue resulted in financial impact to either Post Office or a Subpostmaster.
- vi) PEAK and/or TfS records for any Claimant who has a record including any audit data for the period (at least a month) of the PEAK/TfS record.
- vii) The 'filtered' data (ARQ's). We have the unfiltered data but PO was making TC decisions based on the filtered not the unfiltered. I need to understand the delta of the two. [Already requested in Freeths 15 and 22 June 2018 Letters]
- viii) A copy of any Master Service Change ("MSC") OR Operational Corrective Requests ("OCR") OR Operation Control Procedures ("OCP") [as outlined in POL-0074909] where the data to be changed has had a financial impact on Post Office or where they relate to fixing a peak.

Kind Regards,

Jason Coyne

Partner, IT Group UK Limited



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