

Message

From: Jane M Owen [IMCEAEX-
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8984-43AD-AD8A-1171BBD3045A@C72A47.ingest.local]
on Jane M Owen <IMCEAEX-
behalf _O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=JANE+2EM+2EOWENAC
of 8984-43AD-AD8A-1171BBD3045A@C72A47.ingest.local> [IMCEAEX-
_O=MMS_OU=EXCHANGE+20ADMINISTRATIVE+20GROUP+20+28FYDIBOHF23SPDLT+29_CN=RECIPIENTS_CN=JANE+2EM+2EOWENAC
8984-43AD-AD8A-1171BBD3045A@C72A47.ingest.local]
Sent: 19/09/2012 08:06:27
To: Dave Pardoe GRO
Subject: FW: URGENT - Horizon System Helpdesk call logs

Hi Dave

I need some advice on this please.

There are a raft of emails with this below but the gist of it is that John Scott tasked me with being the contact point for the MP cases and I initially liaised with Simon Baker and formally put in a Change Request for a quote for the retrieval of the 7 years of data for the offices concerned and for Fujitsu to run a workshop with the external auditor which I did and heard nothing else after that.

From the email string I now appear to be out of the loop as I understand (from Penny) that a workshop has taken place and that POL have been told by Fujitsu that they need to be more specific around what information they require. The latest requests are for Helpdesk calls, again relating to the MP cases and have been asked for directly to Fujitsu and Penny has pushed back and said that it has to come through the Security Team via me. The request has arrived in the POS box and states that they were to be retrieved by cop yesterday or today at the latest. I have already spoken to Nigel Allen and explained that this is not possible.

I now need to speak to Simon Baker because the helpdesk calls data needs to form part of the overall request that has to go to Fujitsu. My question is, should I explain all this to John Scott before I speak to Simon? I am conscious that there are a number of people jumping all over this and I do not want to be seen as the stumbling block.

Happy to discuss but have lost my voice so was easier to put down in email

Regards

Jane

Jane Owen
Security Manager
Grapevine
Post Office Ltd

GRO



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From: Mark Dinsdale
Sent: 18 September 2012 14:17

To: Nigel Allen
Cc: Jane M Owen; Maureen Moors; Christina Wood
Subject: Re: URGENT - Horizon System Helpdesk call logs

I've sent the details on to the team and will catch Jane when she is out of her meeting so what action has already taken place as this all be in hand all ready.

There is a bigger piece of work ongoing at present which Jane is involved with, hopefully this is already in the mix and not an isolated case that we're not aware of and comes back to bite.

Regards
Mark

From: Nigel Allen
Sent: Tuesday, September 18, 2012 03:08 PM
To: Mark Dinsdale
Cc: Jane M Owen
Subject: FW: URGENT - Horizon System Helpdesk call logs

Mark

I would be grateful if you could give this priority please.

This information is required by Second Sight, the forensic accountants who are looking at the Horizon challenge cases brought to them by MP's. Ideally, I need this information by close of business today or if not, then first thing tomorrow.

Chris Bhandari, with whom I am working with on this task has previously spoken to Jane Owen, so please refer to her for any clarification.

Many thanks

Regards

Nigel Allen
Contracts Advisor - Central Southern England
Post Office Ltd – Network Support
Upper Floors, The Markets Crown Office, 6-12 New York Street, Leeds, LS2 7DZ



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From: Antonio Jamasb
Sent: 18 September 2012 13:46
To: Nigel Allen; Scott Somerside

Cc: Dave Hulbert; Emma Langfield; Mark Dinsdale
Subject: RE: Horizon System Helpdesk call logs

Hi

We have made the formal request to Mark Dinsdale and the security team. We are unable to make these sort of requests through our BAU process do to the security/legal implications.

Regards,

Tony

Antonio Jamasb
IT & Change
Live Service and Continuity Manager

📍	Dearne House, Cortonwood Drive, Brampton, Barnsley S73 0UF		
☎	Tel:	GRO	
📠	Mob:	GRO	
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From: Nigel Allen
Sent: 18 September 2012 10:50
To: Scott Somerside
Cc: Dave Hulbert; Antonio Jamasb; Emma Langfield
Subject: RE: Horizon System Helpdesk call logs
Importance: High

Scott

Are you able to give me a progress update please as this information needs to be passed on to Second Sight, the external auditors, tomorrow.?

Many thanks

Regards

Nigel Allen

Contracts Advisor - Central Southern England
Post Office Ltd – Network Support
Upper Floors, The Markets Crown Office, 6-12 New York Street, Leeds, LS2 7DZ



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From: Kay Laphorn
Sent: 17 September 2012 13:06
To: Nigel Allen
Subject: FW: Horizon System Helpdesk call logs

See below

Kay

From: Scott Somerside
Sent: 17 September 2012 12:45
To: Kay Laphorn
Cc: Dave Hulbert; Antonio Jamasb; Emma Langfield
Subject: RE: Horizon System Helpdesk call logs

Kay

The Duty manager's team are working on this now.
It involves a formal request and budget transfer from Security.

I am sure they will update you on progress.

Regards

Scott Somerside

IT & Change

IT Service Manager

Service Management



GRO

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From: Dave Hulbert
Sent: 17 September 2012 10:04
To: Kay Laphorn; Scott Somerside
Subject: Re: Horizon System Helpdesk call logs

Scott

Can you make contact with Nigel Allen and support his request, please.

Thanks

Dave

GRO

Service Management,
Post Office Ltd

From: Kay Laphorn
Sent: Monday, September 17, 2012 10:48 AM
To: Dave Hulbert
Subject: FW: Horizon System Helpdesk call logs

Dave

I am covering for Kendra whilst she is on holiday this week. I believe the Horizon system helpdesk sits within your team - could you tell me who I could go to for this information please ?

Kay

From: Nigel Allen
Sent: 17 September 2012 09:37
To: Kay Laphorn
Subject: Horizon System Helpdesk call logs
Importance: High

Hi Kay

Our telcon refers.

As discussed, I require the Horizon system help desk call logs for the branches listed below. I have also included the period required as it is important that we only have information relating to the subpostmasters named below although I'm not sure how far our records go back.

This information is required as part of the evidence being supplied to Second Sight, the external forensic auditors appointed by POL to investigate challenges by subpostmasters over the integrity of the Horizon system.

In view of the importance of this issue, I would like this information by close of business today or early tomorrow at the latest if possible. If you have any problems meeting this deadline, please let me know.

Many thanks for your help.

Regards

Nigel Allen

Contracts Advisor - Central Southern England

Post Office Ltd – Network Support

Upper Floors, The Markets Crown Office, 6-12 New York Street, Leeds, LS2 7DZ



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From: Asim M Anwar
Sent: 14 September 2012 17:24
To: Nigel Allen
Subject: RE: Subpostmaster dates of appointment/cessation of service

Hi Nigel,

Here is the detail you requested.

Name, FAD code, Office name	Pay number	Start date	End date
Hightown – 512323 – Alison Hall	GRO	17.02.05	02.09.10
Great Bowden – 362217 – Caroline Jack		05.06.03	16.11.09
Gurnos – 458611 – Tracy Etheridge		30.08.08	17.06.11
Castle Heddingham – 168116 - Ian Warren		14.10.04	09.04.08
Great Staughton – 288230 – Jenny O'dell		20.11.00	06.01.10
South Warnborough – 092904 – Jo Hamilton		21.10.03	09.03.06
Pleasley – 504227 – John Dickson		18.04.09	14.10.11
Dunston – 225329 – Paul Popov		28.07.05	06.09.12
West Byfleet – 126023 – Seema Mishra		30.06.05	14.01.08
Hockley – 196432 – Terence Walters		05.05.05	29.11.07
Roch – 329613 – Tim Brentnall		08.10.05	05.11.09
Yetminster – 267518 – Tracy Merritt		05.05.07	29.09.11

Kind regards
 Asim

Asim Anwar
Customer Service Advisor
**Employee Recruitment,
Human Resources**
Post Office Ltd

HRSC Farnworth, Bolton Mail Centre, Stone Hill Road, Farnworth, BOLTON. BL4 9XX

GRO

Post Office HR Help

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From: Nigel Allen
Sent: 14 September 2012 15:54
To: Asim M Anwar
Subject: Subpostmaster dates of appointment/cessation of service
Importance: High

Hi Asim

Our tel discussion refers.

As discussed, here is a list of former subpostmasters and branches where I need the date of the subpostmaster's appointment and the date they left POL – ie last day of service. This is required so that I can then request the Horizon call logs etc. for the correct period of time.

Hightown – 512323 – Alison Hall
Great Bowden – 362217 – Caroline Jack
Gurnos – 458611 – Tracy Etheridge
Castle Hedingham – 168116 – Ian Warren
Great Staughton – 288230 – Jenny O'dell
South Warnborough – 092904 – Jo Hamilton
Pleasley – 504227 – John Dickson
Dunston – 225329 – Paul Popov
West Byfleet – 126023 – Seema Mishra
Hockley – 082140 – Terence Walters
Roch – 329613 – Tim Brentnall
Yetminster – 267518 – Tracy Merritt

If you could let me have this info by early Monday, that would be great.

Any queries please give me a call.

Many thanks.

Regards

Nigel Allen

Contracts Advisor - Central Southern England

Post Office Ltd – Network Support

Upper Floors, The Markets Crown Office, 6-12 New York Street, Leeds, LS2 7DZ



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Regards

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