
From: Lenton, Matthew [/O=FUJITSU EXCHANGE ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=87F95ED0A28548A8BD569F2CB6F]
Sent: Mon 07/01/2019 10:08:46 AM (UTC)
To: Parker, Steve [GRO]; Ibbett, Dave [GRO]; Newsome, Pete [GRO]
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497] - APPSUP role
Attachment: APPSUP role in MSCs_Complete_Task_associated_POA_04_Jan_2019.xlsx

Steve, I think you are right – we haven't yet covered off the MSC question, despite what Jonny just said.

Below is where we were up to in the discussion. As he has said he is happy, shall we let it lie for a bit and see if it comes up again? Or shall we provide what we have worked out below?

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From: Parker, Steve
Sent: 04 January 2019 15:33
To: Lenton, Matthew <[GRO]>; Ibbett, Dave <[GRO]>
Cc: Godeseth, Torstein <[GRO]>
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497] - APPSUP role

It still seems a low. The trouble is the systems were not designed for this kind of retrospective interrogation and just don't support it. There is no tag on an incident or change control which classifies the kind of remedial action needed, the description of any remedial action can be in a number of places. For example:

- a) You may have a documented process (e.g. a work instruction) that says "use privileged role to". The change control for it may just say "apply change as documented in DOCREF".
- b) Your descriptive info in the incident, the change control may just say "apply change documented in PCnnnnnn"

I think that we need to give the claimants the results of this search while:

- a) Clearly telling them the criteria used to search
- b) Caveating that we do not believe it is complete and that it is not practical to return a complete list because they would require applying a mark one eyeball to all 220,000 peaks

Steve

From: Lenton, Matthew
Sent: Friday, January 4, 2019 2:51 PM
To: Ibbett, Dave <[GRO]>; Parker, Steve <[GRO]>
Cc: Godeseth, Torstein <[GRO]>
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497] - APPSUP role

Hi, that gives an additional 61, as the attached file (repasted to reduce file size).

It includes the example that Steve cites below, of 043J0444374.

So we'd need to supply them with that new sheet that Dave just obtained, but do we think that covers it?

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From: Ibbett, Dave
Sent: 04 January 2019 14:15
To: Parker, Steve <[REDACTED]>; Lenton, Matthew <[REDACTED]>
Cc: Godeseth, Torstein <[REDACTED]>
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497] - APPSUP role

Tasks have now been uploaded but I havnt checked the detail as yet.

Regards,

Dave

From: Parker, Steve
Sent: 04 January 2019 13:56
To: Lenton, Matthew <[REDACTED]>
Cc: Ibbett, Dave <[REDACTED]>; Godeseth, Torstein <[REDACTED]>
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497] - APPSUP role

For the use of AppSup with full MSCs, that's a reasonable number BUT I'm surprised that the search is not throwing up any sub-tasks.

WI625N (attached) documents the MSC masters in use by the SSC up to MSC demise. Randomly following the 2016 master [043J0444374](#) on to the referenced sub task [043T0090966](#) you can clearly see appsup in the text:

*Counter 1 at branch 180941 is stuck in a 'recovery loop' so it is therefore unable to be used to trade.
In order to get the counter operational the following SQL needs to be run to delete the stuck recovery records...*

set role appsup;

*delete
from ops\$brdb.brdb_rx_recovery_transactions
where branch_accounting_code = 180941
and fad_hash = 125
and node_id = 1
and settlement_complete_timestamp is null;*

commit;

This has be authorised by POL (Andrew Winn) Call Reference PC0250836

Not sure if this is an issue with the data set or the search method?

Steve

From: Lenton, Matthew
Sent: Friday, January 4, 2019 1:26 PM
To: Parker, Steve <[REDACTED]>, Ibbett, Dave <[REDACTED]>, Godeseth, Torstein <[REDACTED]>
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497] - APPSUP role

Hi,

On the attachment, descriptions are taken from the file "MSC_Description_POA__14_Dec_2018.xlsx" and cross referenced to "MSC_Complete_data_14_Dec_2018" to obtain the title and date.

There are ten listed, the last one being the only MSC with APPSUP in its title, 043J0451867, "LIVE - Remove access to APPSUP database role from SSC users", so actually isn't relevant. That leaves nine examples, five of which are from 2010.

Does this sound realistically like it might be all there is, or is it thought there should be more than this that aren't being picked up?

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From: Katie Simmonds [mailto:[REDACTED]]
Sent: 04 January 2019 10:06
To: Lenton, Matthew <[REDACTED]>
Cc: Lucy Bremner <[REDACTED]>, Ibbett, Dave <[REDACTED]>, Godeseth, Torstein <[REDACTED]>
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497]

Hi Matthew

I have responded to your question in response to point 2 in red below.

Thanks

Katie Simmonds
Associate
Womble Bond Dickinson (UK) LLP

d: [REDACTED]
m: [REDACTED]
t: [REDACTED]
e: [REDACTED]

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From: Matthew.Lenton [GRO]
Sent: 03 January 2019 17:29
To: Katie Simmonds
Cc: Lucy Bremner; Dave.Ibbett [GRO]; Torstein.O.Godeseth [GRO]
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497]

Katie,

I have added below a response to question 1, and a question to question 2.

Matthew Lenton
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From: Katie Simmonds [mailto:[GRO]]
Sent: 03 January 2019 15:54
To: Lenton, Matthew [GRO]
Cc: Lucy Bremner [GRO]; Ibbett, Dave [GRO]
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497]

Matthew

Thank you for coming back to us so quickly on questions 3 and 4. We look forward to hearing from you in respect of questions 1 and 2.

Kind regards

Katie Simmonds
Associate
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From: Matthew.Lenton [mailto: [redacted] GRO]
Sent: 02 January 2019 18:10
To: Katie Simmonds
Cc: Lucy Bremner; Dave.Ibbett [mailto: [redacted] GRO]
Subject: RE: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497]

Katie,
I've added responses below to your questions 3 and 4; I will come back to you regarding 1 and 2.

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Post Office Account Document Manager
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From: Katie Simmonds [mailto: [redacted] GRO]
Sent: 02 January 2019 14:14
To: Lenton, Matthew < [redacted] GRO>
Cc: Lucy Bremner < [redacted] GRO>
Subject: Post Office Group Litigation - request for information [WBDUK-AC.FID27032497]
Importance: High

Hi Matthew

Happy New Year.

We are currently dealing with a number of disclosure requests from Freeths, one of which relates to documents referred to by Post Office's witnesses' statements for the Horizon Issues Trial. It would be brilliant if you could help me in the first instance with those documents referred to by Torstein Godeseth and Andy Dunks.

1. Oracle audit table

Freeths have specifically requested a copy of the record of alterations to the Oracle audit table, which includes all access and actions carried out by privileged users. Are you able to:

- a) confirm if a record of alterations exists and, if so, provide us with a copy of the same; and
- b) if the record of alterations does not exist, provide us with a copy of the Oracle audit table?

[Matthew Lenton] *An extract of the Oracle audit table was provided to WBD on a hard disk / USB stick on 26-Sep-2018; Lucy may recall that this was the set of data that we provided with a macro so that the .AUD files could be opened using Excel.*

Alterations are not made to this table by users, although there is an automated daily purge of data as described in DES/APP/HLD/0020, section 7.2.4, "Audit, Archive & Purge (Application BRDBC004)", which is itself recorded in the table, where the column 'obj\$name' = "AUD\$", in the column 'action#', by the codes 3 (SELECT) and 7 (DELETE); this record then remains in the table permanently.

2. Managed Service Change (MSC) sign off documents (prior to July 2015)

We disclosed the MSC logs on 21 December 2018. Freeths are now seeking disclosure of the documents that were signed off and attached to the MSC logs prior to July 2015. We note that you have already provided us with the output from the New Change Form and a power point which shows the forms on the database and the fields after completion. Is there anything else we don't have in relation to their request?

[Matthew Lenton] *We are still looking into this. Perhaps you could confirm that what you are looking for is the documents attached to MSCs specifically in relation to para 59.6 of Torstein's statement?*

Yes, we are looking for the log on and log off records attached to the MSCs as referenced in para 59.6 of Torstein's

statement. Relevant paragraph below for ease of reference:

59.6: "Prior to July 2015 the log on and log off activities by Privileged Users were audited. The process was for a Managed Service Change (MSC)14 document to be signed off and for the log on and log off records to be attached to the MSC."

3. Problem review tracker (forum between Atos and POL)

Freeths have asked for a copy of the Problem Review Tracker which documents the forum meetings between Fujitsu/ POL/ Atos and is shared with Atos weekly. Is there a tracker or is this information contained in the documents that you uploaded to High Q under "Fujitsu Problem Reports"? Do they/any tracker show closed issues? If not, we will need historic versions too.

[Matthew Lenton] Yes, the documentation uploaded to HighQ in the Fujitsu Problem Reports folder is the week by week instance of the Problem Review Tracker. From around October 2012, the work books contain sheets named "Closed Problems" and I believe that these are retained, so that the most recent version includes all of the problems closed since Oct 2012.

4. Fujitsu security policy

Freeths have requested a copy of the Fujitsu's Post Office Account Security Policy. Are you able to provide this?

[Matthew Lenton] This is document reference SVM/SEC/POL/0003, all versions of which have already been provided.

In terms of timescales, Freeths have requested we respond to the above by no later than 4 January 2019. It would therefore be brilliant if you could come back to us as soon as you are able to – ideally within 24 hours. If this is not achievable, I should be grateful if you would confirm when you anticipate being able to provide the documents.

Kind regards

Katie Simmonds

Associate

Womble Bond Dickinson (UK) LLP



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