
From: Andrew Winn[/O=MMS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ANDREW.F.WINN8864769A-2044-44B3-B534-A05FDCC665D1]
Sent: Fri 28/06/2013 2:41:40 PM (UTC)
To: Lesley J Sewell[[GRO](#)]; Simon Baker[[GRO](#)]; Rod Ismay[[GRO](#)]; Rodric Williams[[GRO](#)]
Subject: FW: Q16919737 Summary report Receipts/Payments mismatch
Attachment: ReceiptsPayments notes.doc
Attachment: Receipts and Payments Oct 2010.xls

From: Emma Langfield
Sent: 28 June 2013 15:29
To: Andrew Winn
Cc: Antonio Jamasb
Subject: FW: Q16919737 Summary report Receipts/Payments mismatch

Hi Andrew

There has been significant archiving due to migration to outlook etc so we cannot access the full incident history for specifics, however, from my personal emails along with what little we can see from the call log we have determined the following.

The call was raised to the Service Desk on Friday 01 October 2010

Initial conference call with Fujitsu and P&BA (as was) for discussion of the issue and assessment of the impact was scheduled for Monday 04 October at 13:00. This delay was due to details from Fujitsu on the issue being experienced needing to be shared, the attendees agreed and an understanding of the impact formed before the requirement to implement the Major Incident Process could be determined.

The incident was logged on remedy Monday 04 October 2010 during the 1st conference call at 13:00

Following on from the initial call a follow up was scheduled with Architects and Security from POL and with involved parties from Fujitsu for 16:00.

I would say that the 13:00 call was a sense check of the information collated from Thursday 29 September 2010 (Documentation of Fujitsu investigations created by Gareth Jenkins (Fujitsu)) and Friday 01 October branch lists etc. Tony and I agree that the 1600 call was the first initiation of the Major Incident process our reasoning being that from this call a working group was formed to manage the incident to resolution.

I have attached the call log extract above however due to the age of the incident the full incident log data cannot be extracted.

Many thanks
Emma

Emma Langfield I Branch and IT Systems Team

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

GRO Postline: GRO

GRO

POST
OFFICE

From: Duty Manager
Sent: 28 June 2013 12:53
To: Emma Langfield
Subject: FW: Summary report Receipts/Payments mismatch

Duty Manager

Deane House, Cortonwood Drive, Barnsley, S73 0UF

GRO Postline: GRO

GRO

POST
OFFICE

From: Andrew Winn
Sent: 28 June 2013 11:28
To: Duty Manager
Subject: FW: Summary report Receipts/Payments mismatch

Hi
I have found problem HPB020 which was assigned on 29/9/10. Not sure if this is the problem or not from the description.
Andy

From: Andrew Winn
Sent: 28 June 2013 11:20
To: Duty Manager
Subject: FW: Summary report Receipts/Payments mismatch

Hi
This is the first mail I can find from Tony referring to this.

Lesley Sewell needs a summary of the issue (which I have), when Fujitsu first alerted POL and when this was first escalated as a major incident.

As I say this does need to be turned round today.

Many thanks
Andy

GRO

From: Antonio Jamasb
Sent: 06 October 2010 12:45
To: Emma Langfield; Julia Marwood; Ian Trundell; Alan X Simpson; Paul Dann; Andrew Winn
Cc: Duty Manager; Dave Hulbert; mike.stewart@GRO; Scott Somerside; Mark Weaver
Subject: Summary report Receipts/Payments mismatch

I have tried to keep away from being too detailed due to the senior stakeholders this report will be going to.

Please return with any comments/changes in blue