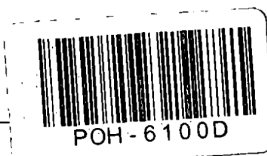


Mtg 8:30 - AH  
SE

Page 1 of 2

GA  
M.P. + Steve Parker +**Thomas Penny**

**From:** Thomas Penny  
**Sent:** 07 January 2009 10:54  
**To:** 'dave.posnett' **GRO**  
**Cc:** Pritchard Howard; Sewell Peter (FEL01)  
**Subject:** FW: Security Incident  
**Importance:** High  
**Attachments:** Standard Fujitsu WS V8 Jan 09 .doc

Spoke to DP 7.1.09 -  
he will liaise with his legal  
team & advise requirements,  
- & commits for WS.

Spoke to DP 14.30 7.1.09.  
He had liaised with legal -  
they need the checks for the  
400,000 ARQS to be made &  
results returned. Their brief  
will need to contact counsel  
in the event that we find  
any abnormalities.

Hi Dave

Please find attached note sent by my senior management this morning. We need to discuss urgently.

I attach a proposed witness statement amendment.

Kind regards  
Penny**Roy Wilson** (Legal)

**From:** Warham Wendy  
**Sent:** 07 January 2009 10:46  
**To:** sue.lowther **GRO**; david.x.gray **GRO**  
**Cc:** Thomas Penny; Pritchard Howard  
**Subject:** Security Incident

Discussed WS - will review &  
talk again at a later date.

Sue I have left you a voicemail as I need to update you on a recent issue that has occurred & been resolved but does have some short term impacts. In summary the issue is as follows:

In December 2007 an occurrence was reported in one office where a Stock Unit roll-over coincided with the End of Day Process running. This led to a previously unseen database lock where an administrative balancing transaction failed to be written to the local message store database. This generated a generic and non-specific software error event which went unnoticed in the monitoring of Events. A financial imbalance was evident and was subject to investigation by Fujitsu's Service Support Centre (SSC) and Post Office Limited (POL). The financial imbalance has been resolved.

A software correction was applied across the estate in early November 2008 to ensure that any such event generated would be monitored. Testing of that correction has established that the unmonitored error does not occur elsewhere in the system.

### Impact

We need to work with POL to re-check the ARQ's and re-confirm the data integrity during the period of May 07 to November 08 - Penny will do this

We need to discuss how we disclose the issue on the witness statements and we have some words which may be appropriate - Both need to discuss and agree the words

Identify which witness statement we have supplied and are still awaiting court to confirm whether or not the data provided was May 07 - Nov 08 to a) ensure events have been checked and b) to recall and replace witness statements - POL/Penny

### Further Action

Automate the message store alerts on the system so that no manual intervention is required - A CP has been raised for this work

Education to ensure that this type of incident is raised as a Major Incident in the security stack so that we can communicate and manage this in accordance with incident timescales

Apologies that this has been not been communicated earlier but the review of security incidents should

07/01/2009

improve this issue.

**Wendy Warham**  
**Operations Director**  
**Royal Mail Group Account**

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