



John Longman  
12/08/2009 12:10

To: Phil Taylor/e/POSTOFFICE  
cc:  
Subject: Fw: WS for West Byfleet HSH calls

GRO

Phil

FYI.

I have requested timescales for collating this data.

Regards,

Jon Longman

Security Advisor,  
Post Office Ltd, National Security Team

OFFICE ADDRESS: Post Office Investigation Dept, Watford MLO, Ascot Road, Watford, WD18 8AA

LAND LINE PHONE:

MOBILE NO: GRO

MOBEX: GRO

GRO



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----- Forwarded by John Longman/e/POSTOFFICE on 12/08/2009 12:09 -----

Dave Posnett  
11/08/2009 15:59

To: John Longman/e/POSTOFFICE  
cc:  
Subject: Fw: WS for West Byfleet HSH calls

GRO

John,

I've expanded on the email below (red text).

There is a choice re Helpdesk call data, so it's not £1880 and £630, it's £1880 or £630.

I've asked Penny not to arrange a formal quote yet - don't want to give her more work that could end up being a waste of time.

Hopefully this will give Legal and Defence something to debate for now, but bear in mind the costs are approximate until/if a formal quote is arranged.

Rgds,  
Dave.

----- Forwarded by Dave Posnett/e/POSTOFFICE on 11/08/2009 15:47 -----



"Thomas Penny"  
GRO  
11/08/2009 15:08

To: <dave.posnett@postoffice.co.uk>  
cc: <john.longman@postoffice.co.uk>  
Subject: RE: WS for West Byfleet HSH calls

Dave

An approximate estimate for this work is:-

ARQs  
Defence expert)

= £13,400 (this represents the txn log data, to be analysed by

Helpdesk Calls - individual breakdown = £1880 (ie specific details of each and every call)  
- call-type breakdown = £630 (ie a summary; 10 helpdesk calls, 20 printer calls, etc)

Do you want me to arrange for a formal estimate?

Kind regards  
Penny

Penny Thomas  
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [redacted] GRO  
Mob: [redacted] GRO  
Fax: [redacted] GRO  
E-Mail: [redacted] GRO  
Web: <http://uk.fujitsu.com>

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**From:** dave.posnett([redacted] GRO)  
**Sent:** 11 August 2009 13:26  
**To:** Thomas Penny  
**Subject:** Fw: WS for West Byfleet HSH calls

Penny,

I've found an audit trail (start from the bottom).  
Hope this assists.

Rgds,  
Dave.

----- Forwarded by Dave Posnett/e/POSTOFFICE on 11/08/2009 13:18 -----

"Dunks Andy"

[redacted] GRO

24/06/2009 07:17

To: <john.longman([redacted] GRO)>  
cc: <dave.posnett([redacted] GRO)>, "Gallacher Kirsty"

[redacted] GRO  
Subject: RE: FW: WS for West Byfleet HSH calls

Ok John,  
Will add this to the statement and get it posted to Dave ASAP...

Andy

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Sent: 23 June 2009 23:07  
To: Dunks Andy  
Subject: Re: FW: WS for West Byfleet HSH calls

Andy

Lets run with the statement as it is. If the defence do want details of the 107 calls then a further statement will be needed at a later stage. Maybe you could add in your statement that the total calls only work out at 3 - 4 a month over the time period and this is not a high amount for a PO.

John

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----- Forwarded by Dave Posnett/e/POSTOFFICE on 11/08/2009 13:17 -----

"Dunks Andy"

[GRO]

To: <john.longman@[GRO]>

cc: <dave.posnett@[GRO]> "Gallacher Kirsty"

22/06/2009 16:12

[GRO]

Subject: RE: WS for West Byfleet HSH calls

John,

107 calls may seem a lot but that only equates to approximately 3-4 calls a month over the time frame. To add the information you want is going to take 1 to 2 days of uninterrupted work to complete. So to get it completed by the 26th June is not impossible it would be cutting it fine as we had not factored this in to the time scales of the original request. If you need the extra detail I will enquire about when we can get this to you..

Andy Dunks  
Security Team  
Royal Mail Group Account  
Fujitsu Services  
4th Floor. Lovelace Road. Bracknell. Berkshire. RG12 8SN

Tel: [GRO]

E-mail: [GRO]

Web: <http://uk.fujitsu.com>

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Sent: 22 June 2009 15:42  
To: Dunks Andy  
Cc: dave.posnett@[GRO]  
Subject: Re: WS for West Byfleet HSH calls

Andy

The statement is fine but the mention of 107 calls will no doubt interest the defence barrister. If possible could you include in the statement a breakdown of the calls to cover time/date/nature of call. If we don't include it now the defence will only request this information later.

John

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----- Forwarded by Dave Posnett/e/POSTOFFICE on 11/08/2009 13:16 -----

Dave Posnett

22/06/2009 13:55

To: "Dunks Andy" [GRO]  
cc: John Longman/e/POSTOFFICE@ [GRO]  
Subject: Re: WS for West Byfleet HSH calls [Link](#)

Andy,

Statement looks fine to me, though I've copied Jon Longman (Officer In Case) for his info. My only query would be that the log of 107 calls may need to be produced as evidence or be disclosed as unused material. If produced as evidence then it could be incorporated in your statement now or produced in a 'further to' statement later. I'll let John comment on this though, as the court may be happy as it is.

John,

Can you give Andy the green light and/or comment on my thoughts above.

Regards,

Dave Posnett

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"Dunks Andy" [GRO]

22/06/2009 13:22

To: <dave.posnett@ [GRO]>  
cc:  
Subject: WS for West Byfleet HSH calls

Hi Dave,

Please have a look at the attached WS for West Byfleet HSH calls logged. Can you let me know if this is ok and I will print/sign and post it to you..

Andy Dunks