

From: [Paula Vennells](#)
To: [Mark R Davies](#); [Lesley J Sewell](#)
Subject: Urgent: Accessing Horizon
Date: 30 January 2015 07:29:02

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

1) "is it possible to access the system remotely? We are told it is."

What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.

2) "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [Lesley J Sewell](#) on behalf of [Lesley J Sewell <\[REDACTED\]@postoffice.co.uk>](#)
To: [REDACTED]; [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 07:35:24

[REDACTED] [REDACTED]

I need some help with both of these.

[REDACTED]: the first is for you. This really is in the back of the Deloitte review.

[REDACTED]: the second for you. I think this should be phrased around the testing we do around change.

This is fairly urgent as Paula is preparing for the select committee next week.

We can catch up today.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [REDACTED]@postoffice.co.uk
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPad

Begin forwarded message:

From: Paula Vennells <[REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell <[REDACTED]@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

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Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [Mark R Davies](#)
To: [REDACTED]; [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 07:43:30

FYI

Mark Davies
Communications and Corporate Affairs Director
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Paula Vennells <[REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell <[REDACTED]@postoffice.co.uk>
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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [REDACTED]
To: [REDACTED]; [REDACTED]
Cc: [Lesley J Sewell](#)
Subject: Fw: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 07:55:03

[REDACTED]

The request from Lesley and Paula below is urgent and relates to Horizon/second sight, so can you take the lead on this but draw on [REDACTED], plus FJ eg [REDACTED].

Note that Paula wants facts, but also Lesley's guidance around relating this to the testing of change because testing the "system" isn't a quantifiable thing.

Something by the end of today would be great.

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]
Post Office Ltd

From: Lesley J Sewell
Sent: Friday, January 30, 2015 07:35 AM
To: [REDACTED]; [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon

[REDACTED] / [REDACTED]

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Chief Information Officer
Post Office Ltd

Email: [REDACTED]@postoffice.co.uk
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPad

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Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell
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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [REDACTED]
To: [Mark R Davies](#); [REDACTED]
Subject: Re: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 08:11:45

Thanks [REDACTED]

We are already well covered on (1) - it's in the existing brief (remote access IS possible but we have strong line on conditions for that)

On (2) re audits and tests etc of system - there was an FOI in 2011 on this that Sparrow have been checking for yrs because we must have provided info to SS at some point I would think. It was a strong FOI answer.

[REDACTED]
[REDACTED]
Communications Team

Mobile [REDACTED]

From: Mark R Davies
Sent: Friday, January 30, 2015 07:43 AM
To: [REDACTED]; [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon

FYI

Mark Davies
Communications and Corporate Affairs Director
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Paula Vennells <[REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell <[REDACTED]@postoffice.co.uk>
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Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [Lesley J Sewell](#) on behalf of [Lesley J Sewell <\[REDACTED\]@postoffice.co.uk>](#)
To: [Mark R Davies](#)
Subject: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 08:29:25

I've got my guys pulling something together, then we should catch up.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [\[REDACTED\]@postoffice.co.uk](#)
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Paula Vennells [\[REDACTED\]@postoffice.co.uk](#)>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[\[REDACTED\]@postoffice.co.uk](#)>, Lesley J Sewell
<[\[REDACTED\]@postoffice.co.uk](#)>
Subject: Urgent: Accessing Horizon

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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [\[REDACTED\]@postoffice.co.uk](#)

Sent from my iPad

From: [Mark R Davies](#)
To: [Lesley J Sewell](#)
Cc: [REDACTED]
Subject: Re: Urgent: Accessing Horizon
Date: 30 January 2015 08:31:02

Hi

Ta. There are lines already which [REDACTED] can send you - then we should review.

M

Mark Davies
Communications and Corporate Affairs Director
Mobile: [REDACTED]

Sent from my iPhone

On 30 Jan 2015, at 08:29, "Lesley J Sewell" <[REDACTED]@postoffice.co.uk> wrote:

I've got my guys pulling something together, then we should catch up.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [REDACTED]@postoffice.co.uk
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPhone

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From: Paula Vennells <[REDACTED]@postoffice.co.uk>
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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [REDACTED]
To: [Lesley J Sewell](mailto:Lesley.J.Sewell)
Subject: Fw: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 08:39:06

To see below. We will need help on 2 if we have not provided this to Second Sight.
I am on train in and will send you current response and what we have said in FOI when in office.

[REDACTED]
[REDACTED]
Communications Team
Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 08:11 AM
To: Mark R Davies; [REDACTED]
Subject: Re: Fwd: Urgent: Accessing Horizon

Thanks Mark

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[REDACTED]
[REDACTED]
Communications Team
Mobile [REDACTED]

From: Mark R Davies
Sent: Friday, January 30, 2015 07:43 AM
To: [REDACTED]; [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon

FYI

Mark Davies
Communications and Corporate Affairs Director
Mobile: [REDACTED]

Sent from my iPhone

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From: Paula Vennells <[REDACTED]@postoffice.co.uk>
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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Subject: Re: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 10:05:59

On the case

From: [REDACTED]
Sent: Friday, January 30, 2015 07:55 AM Coordinated Universal Time
To: [REDACTED]; [REDACTED]
Cc: Lesley J Sewell
Subject: Fw: Fwd: Urgent: Accessing Horizon

[REDACTED]

The request from Lesley and Paula below is urgent and relates to Horizon/second sight, so can you take the lead on this but draw on [REDACTED], plus FJ eg [REDACTED]

Note that Paula wants facts, but also Lesley's guidance around relating this to the testing of change because testing the "system" isn't a quantifiable thing.

Something by the end of today would be great.

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]
Post Office Ltd

From: Lesley J Sewell
Sent: Friday, January 30, 2015 07:35 AM
To: [REDACTED]; [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon

[REDACTED] / [REDACTED]

I need some help with both of these.

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We can catch up today.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [REDACTED]@postoffice.co.uk
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPad

Begin forwarded message:

From: Paula Vennells <[REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell
<[REDACTED]@postoffice.co.uk>
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Paula Vennells
Chief Executive
Post Office Ltd

[REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [Paula Vennells](#)
To: [REDACTED]
Subject: Fwd: Urgent: Accessing Horizon
Date: 30 January 2015 11:15:40

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

Begin forwarded message:

From: [REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:28:57 GMT
To: Mark Davies <[REDACTED]@postoffice.co.uk>, Lesley Sewell
<[REDACTED]@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 13:28:11
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Cc – FYI

[REDACTED],
I don't have your phone number and it's not on any central list so hopefully you pick this email up shortly.....

Can you give me a call to understand the answers already provided so we can replicate this through for paula this afternoon please.

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] @postoffice.co.uk



From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovellace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity
Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[REDACTED],

As discussed, can you hook up with [REDACTED] to review what answers have already been provided to

second sight as this should form the Post Office response.

Thanks,

██████████

From: ██████████ [mailto:██████████@postoffice.co.uk]

Sent: 30 January 2015 09:28

To: ██████████

Subject: URGENT ACTION : Accessing Horizon

██████████,

My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

██████████

██████████ I ██████████
2nd Floor, 148 Old Street, London EC1V 9HQ

██████████ Mobex ██████████
██████████ @postoffice.co.uk



From: Paula Vennells <██████████@postoffice.co.uk>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies ██████████ @postoffice.co.uk>, Lesley J Sewell
<██████████@postoffice.co.uk>

Subject: Urgent: Accessing Horizon

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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

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Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 13:48:45
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Folks,

Just to let you know that I am offline between 3-4 so will pick up any queries after 4. I believe you should have everything you need based on answers provided to Second Sight previously but have not seen these in their entirety. Happy to help further if needed.

Regards,

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity
Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

From: [REDACTED] [mailto:[REDACTED]@postoffice.co.uk]
Sent: 30 January 2015 13:27
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: URGENT ACTION : Accessing Horizon

Cc – FYI

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[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

Mobex
@postoffice.co.uk



From: [redacted] [mailto:[redacted]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon

[redacted]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [redacted]
Email: [redacted]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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[redacted],

As discussed, can you hook up with [redacted] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

[redacted].

From: [redacted] [mailto:[redacted]@postoffice.co.uk]
Sent: 30 January 2015 09:28
To: [redacted]
Subject: URGENT ACTION : Accessing Horizon

[redacted],

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I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

[redacted]

██████████
2nd Floor, 148 Old Street, London EC1V 9HQ

Mobex ██████████
██████████@postoffice.co.uk



From: Paula Vennells <██████████@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <██████████@postoffice.co.uk>, Lesley J Sewell
<██████████@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: ██████████
██████████@postoffice.co.uk

Sent from my iPad

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 15:50:00
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

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[REDACTED]

In terms of Q1

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From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

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[REDACTED]

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Subject: Urgent: Accessing Horizon

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From: [REDACTED]
To: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 16:58:00
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

fyi

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Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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From: [redacted] [mailto:[redacted]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon


[redacted]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [redacted]
Email: [redacted]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Subject: URGENT ACTION : Accessing Horizon

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[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



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Date: 30 January 2015 07:29:00 GMT

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Date: 30 January 2015 16:58:03
Attachments: [image003.png](#)
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[image005.png](#)
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fyi

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Post Office

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From: [REDACTED]
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Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 16:59:01
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

[REDACTED],

I have the bullets that [REDACTED] provided earlier in relation to Q2 :-

Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
- In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
- All code regression tested to ensure stability of the environment
- All change approved formally by change process
- Processes (change, release etc) audited annually by Ernst and Young as part of IAS 3402 standard
- All access and system segregation, security audited by external PCI auditors for PCI accreditation
- Consequently system stability is high and availability has run consistently above target over many years

I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.

I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security. AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.

[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

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From: [REDACTED] [[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

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[REDACTED],

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Thanks,

[REDACTED].

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Sent: 30 January 2015 09:28
To: [REDACTED]
Subject: URGENT ACTION : Accessing Horizon

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[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>, Lesley J Sewell
<[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

Subject: Urgent: Accessing Horizon

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Paula Vennells
Chief Executive
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T: [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [REDACTED]
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:01:00
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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██████████ I ██████████
2nd Floor, 148 Old Street, London EC1V 9HQ

Mobex ██████████

██████████@postoffice.co.uk

The logo for the Post Office, featuring the words "POST OFFICE" in white capital letters inside a red circular shape with a registered trademark symbol. A red swoosh underline is positioned below the logo.

From: ██████████
Sent: 30 January 2015 15:50
To: ██████████
Cc: ██████████
Subject: RE: URGENT ACTION : Accessing Horizon

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[REDACTED]
Post Office

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Subject: RE: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:01:07
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

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Sent: 30 January 2015 12:42
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Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon


[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
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Subject: Urgent: Accessing Horizon

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From: [Lesley J Sewell](#) on behalf of [Lesley J Sewell <\[REDACTED\]>@postoffice.co.uk](#)
To: [Mark R Davies](#)
Subject: Fwd: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:13:21
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

FYI

Any questions please give me a shout.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [REDACTED]@postoffice.co.uk
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" <[REDACTED]>@postoffice.co.uk>
To: "[REDACTED]" <[REDACTED]>@postoffice.co.uk>, "[REDACTED]" <[REDACTED]>@uk.fujitsu.com>, "[REDACTED]" <[REDACTED]>@postoffice.co.uk>
Cc: "[REDACTED]" <[REDACTED]>@uk.fujitsu.com> ([REDACTED] <[REDACTED]>@uk.fujitsu.com>), "[REDACTED]" <[REDACTED]>@postoffice.co.uk>, "Lesley J Sewell" <[REDACTED]>@postoffice.co.uk>, "[REDACTED]" <[REDACTED]>@postoffice.co.uk>, "[REDACTED]" <[REDACTED]>@postoffice.co.uk>

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[REDACTED] Mobex [REDACTED]
[REDACTED]@postoffice.co.uk

[Footer 5]

From: [REDACTED]
Sent: 30 January 2015 15:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

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[REDACTED]

In terms of Q1

This question often phrased by Applicants and Second Sight is:

"Can Post Office remotely access Horizon?"

Phrasing the question in this way does not address the issue that is of concern to Second Sight and Applicants. It refers generically to "Horizon" but more particularly is about the transaction data recorded by Horizon. Also, the word "access" means the ability to read transaction data without editing it – Post Office / Fujitsu has always been able to access transaction data however it is the alleged capacity of Post Office / Fujitsu to edit transaction data that appears to be of concern. Finally, it has always been known that Post Office can post additional, correcting transactions to a branch's accounts but only in ways that are visible to Subpostmasters (i.e. Transaction Corrections and Transaction Acknowledgements) – it is the potential for any hidden method of editing data that is of concern.

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Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

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From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office
Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: + [REDACTED]
Email:
[REDACTED]@uk.fujitsu.com<mailto:[REDACTED]@uk.fujitsu.com>
Web: <http://uk.fujitsu.com>
[cid:image002.png@01CDCD78.A2445810]
<<http://www.facebook.com/fujitsuuk>>

[cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>

[cid:image004.png@01CDCD78.A2445810]
<<http://www.youtube.com/user/FujitsuUK>>

[cid:image005.png@01CDCD78.A2445810]
<<http://www.linkedin.com/company/fujitsu-uk-and-ireland>>

Fujitsu is proud to partner with
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housing and homeless charity
Reshaping ICT, Reshaping Business in partnership with
[FT.com](http://reshaping-ict.ft.com/)<<http://reshaping-ict.ft.com/>>

P Please consider the environment - do you really need to print this email?

[REDACTED],

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response.

Thanks,

[REDACTED].

From: [REDACTED] [mailto:[REDACTED]@postoffice.co.uk]
Sent: 30 January 2015 09:28
To: [REDACTED]
Subject: URGENT ACTION : Accessing Horizon

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My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if
you've had this before but I'm not aware of the history on this – just point me
in the direction of who has that answer and I'll pursue accordingly.

Cheers,

[Redacted]

[Redacted] I [Redacted]

2nd Floor, 148 Old Street, London EC1V 9HQ

[Redacted] Mobex [Redacted]

[Redacted] [@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk) <[mailto:\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)>

[Footer 5]

From: Paula Vennells

<[\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)> <[\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies

<[\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)> <[\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)> ,

Lesley J Sewell

<[\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)> <[\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)>

Subject: Urgent: Accessing Horizon

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What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.
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Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [Redacted]

[Redacted] [@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk) <[mailto:\[Redacted\]@postoffice.co.uk](mailto:[Redacted]@postoffice.co.uk)>

Sent from my iPad

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Registered Office: 148 OLD STREET, LONDON EC1V 9HQ.

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PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.



From: [Lesley J Sewell](#) on behalf of [Lesley J Sewell <\[REDACTED\]>@postoffice.co.uk](#)
To: [Mark R Davies](#)
Subject: Fwd: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:13:54
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [\[REDACTED\]&@postoffice.co.uk](#)
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
To: "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
Cc: "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>, "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "Lesley J Sewell" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]&@uk.fujitsu.com> ([REDACTED]&@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED]

I have the bullets that [REDACTED] provided earlier in relation to Q2 :-
Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
- In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
- All code regression tested to ensure stability of the environment
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[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk) <[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

[Footer 5]

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Cc: [REDACTED]
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To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon

[redacted]
Post Office
Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: + [redacted]
Email:
[redacted]@uk.fujitsu.com<mailto:[redacted]@uk.fujitsu.com>
Web: <http://uk.fujitsu.com>
[cid:image002.png@01CDCD78.A2445810]
<<http://www.facebook.com/fujitsuuk>>

[cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>

[cid:image004.png@01CDCD78.A2445810]
<<http://www.youtube.com/user/FujitsuUK>>

[cid:image005.png@01CDCD78.A2445810]
<<http://www.linkedin.com/company/fujitsu-uk-and-ireland>>

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Reshaping ICT, Reshaping Business in partnership with
[FT.com](http://reshaping-ict.ft.com/)<<http://reshaping-ict.ft.com/>>

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■ I ■

2nd Floor, 148 Old Street, London EC1V 9HQ

■ Mobex ■
■ [@postoffice.co.uk](mailto:■@postoffice.co.uk) <<mailto:■@postoffice.co.uk>>

[Footer 5]

From: Paula Vennells

<■ [@postoffice.co.uk](mailto:■@postoffice.co.uk) <<mailto:■@postoffice.co.uk>>>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies

<■ [@postoffice.co.uk](mailto:■@postoffice.co.uk) <<mailto:■@postoffice.co.uk>>> ,

Lesley J Sewell

<■ [@postoffice.co.uk](mailto:■@postoffice.co.uk) <<mailto:■@postoffice.co.uk>>>

Subject: Urgent: Accessing Horizon

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Paula Vennells
Chief Executive
Post Office Ltd

T: ■

■ [@postoffice.co.uk](mailto:■@postoffice.co.uk) <<mailto:■@postoffice.co.uk>>

Sent from my iPad

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.



From: [REDACTED]
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [Lesley J Sewell](#); [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:22:32
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Hi [REDACTED],

I have just seen this as was working in another mail to you which I have posted below.

Having looked again at the request from Paula, it appears that the fundamentals around this question (remote access) are not understood. I suggest that Paula is briefed along the lines of the following.

- 1) *No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.*
- 2) *Sub-postmasters directly manage user access and password setting locally so system access (to create transactions) are limited to approved local personnel only who are responsible for setting their own passwords. Users are only created following an approval process which requires authorisation by the sub-postmaster. All subsequent transactions are recorded against the id used to log on to the system.*
- 3) *Once a transaction has been completed, there is no functionality (by design) for transactions to be edited or amended. Each transaction is given a unique number and 'wrapped' in a digital encryption seal to protect its integrity. All transactions are then posted to a secure and segregated audit server.*
- 4) *On approval, there is the functionality to add additional transactions which will be visible and have a unique identifier in the audit trail. This is extremely rare and only been used once since go live of the system in 2010 (March 2010)*
- 5) *Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.*
- 6) *Overall system access is tightly controlled via industry standard 'role based access' protocols and assured independently in annual audits for ISO 27001, Ernst and Young for IAS 3402 and as part of PCI audits.*

Happy to clarify any points further.

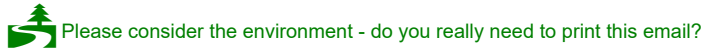
Regards,

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



Fujitsu is proud to partner with [Shelter](#), the housing and homeless charity
Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



From: [REDACTED] [mailto:[REDACTED]@postoffice.co.uk]

Sent: 30 January 2015 16:59

To: [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED]; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]

Subject: RE: URGENT ACTION : Accessing Horizon

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[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED]@postoffice.co.uk

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Sent: 30 January 2015 15:50
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Subject: RE: URGENT ACTION : Accessing Horizon

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[REDACTED]

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Sent: 30 January 2015 12:42
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[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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 Please consider the environment - do you really need to print this email?

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[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>, Lesley J Sewell <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

- 1) "is it possible to access the system remotely? We are told it is."
What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.
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Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)

Sent from my iPad

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [Lesley J Sewell](#) on behalf of [Lesley J Sewell <\[REDACTED\]>@postoffice.co.uk](#)
To: [Mark R Davies](#)
Subject: Fwd: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:28:59
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.jpg](#)

More detail

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [\[REDACTED\]&@postoffice.co.uk](#)
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>
To: "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
Cc: "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "Lesley J Sewell" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
Subject: RE: URGENT ACTION : Accessing Horizon

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I have just seen this as was working in another mail to you which I have posted below.

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- 1) No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.
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5) Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.

6) Overall system access is tightly controlled via industry standard 'role based access' protocols and assured independently in annual audits for ISO 27001, Ernst and Young for IAS 3402 and as part of PCI audits.

Happy to clarify any points further.

Regards,

[REDACTED]

Post Office

Fujitsu

Lovelace Road, Bracknell, RG12 8SN

Mob: + [REDACTED]

Email: [REDACTED]@uk.fujitsu.com

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

[cid:image002.png@01CDCD78.A2445810]

<<http://www.facebook.com/fujitsuuk>>

[cid:image003.png@01CDCD78.A2445810] <https://twitter.com/#!/fujitsu_uk>

[cid:image004.png@01CDCD78.A2445810]

<<http://www.youtube.com/user/FujitsuUK>>

[cid:image005.png@01CDCD78.A2445810]

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housing and homeless charity

Reshaping ICT, Reshaping Business in partnership with

FT.com <<http://reshaping-ict.ft.com/>>

P Please consider the environment - do you really need to print this email?

From: [REDACTED] [[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)]

Sent: 30 January 2015 16:59

To: [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED]; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED],
I have the bullets that [REDACTED] provided earlier in relation to Q2 :-
Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
- In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
- All code regression tested to ensure stability of the environment
- All change approved formally by change process
- Processes (change, release etc) audited annually by Ernst and Young as part of IAS 3402 standard
- All access and system segregation, security audited by external PCI auditors for PCI accreditation
- Consequently system stability is high and availability has run consistently above target over many years

I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.

I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security. AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.
[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED]@postoffice.co.uk<mailto:[REDACTED]@postoffice.co.uk>

[Footer 5]

From: [REDACTED]

Sent: 30 January 2015 15:50

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: URGENT ACTION : Accessing Horizon

Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

In terms of the second question, I cannot find anything on the testing carried out. It could very well have been sent to one of my predecessors but I cannot find it anywhere. [REDACTED] are you able to put something together based upon the email you sent [REDACTED]?

[REDACTED]

In terms of Q1

This question often phrased by Applicants and Second Sight is:

"Can Post Office remotely access Horizon?"

Phrasing the question in this way does not address the issue that is of concern to Second Sight and Applicants. It refers generically to "Horizon" but more particularly is about the transaction data recorded by Horizon. Also, the word "access" means the ability to read transaction data without editing it – Post Office / Fujitsu has always been able to access transaction data however it is the alleged capacity of Post Office / Fujitsu to edit transaction data that appears to be of concern. Finally, it has always been known that Post Office can post additional, correcting transactions to a branch's accounts but only in ways that are visible to Subpostmasters (i.e. Transaction Corrections and Transaction Acknowledgements) – it is the potential for any hidden method of editing data that is of concern.

Can Post Office or Fujitsu edit transaction data without the knowledge of a Subpostmaster?"

Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

There is no functionality in Horizon for either a branch, Post Office or Fujitsu to edit, manipulate or remove a transaction once it has been recorded in a branch's accounts.

The following safeguards are in place to prevent such occurrences:

- Transmission of baskets of transaction data between Horizon terminals in branches and the Post Office data centre is cryptographically protected through the use of digital signatures.

- Baskets must net to nil before transmission. This means that the total value of the basket is nil and therefore the correct amount of payments, goods and services has been recorded in the basket. Baskets that do not net to nil will be rejected by the Horizon terminal before transmission to the Post Office data centre.

- Baskets of transactions are either recorded in full or discarded in full – no partial baskets can be recorded to the Audit Store.

· All baskets are given sequential numbers (known as Journal Sequence Numbers or JSNs) when sent from a Horizon terminal. This allows Horizon to run a check at the Data Centre for missing baskets (which triggers a recovery process) or additional baskets that would cause duplicate numbers (which would trigger an exception error report to Post Office / Fujitsu).

· All transaction data in the Audit Store is digitally sealed – these seals would show evidence of tampering if anyone, either inadvertently, intentionally or maliciously, tried to change the data within a sealed record.

· Automated daily checks are undertaken on JSNs (looking for missing / duplicate baskets) and on the digital seals (looking for evidence of tampering).

From: [redacted] [mailto:[redacted]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon

[redacted]
Post Office
Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: + [redacted]
Email:
[redacted]@uk.fujitsu.com<mailto:[redacted]@uk.fujitsu.com>
Web: <http://uk.fujitsu.com>
[cid:image002.png@01CDCD78.A2445810]
<<http://www.facebook.com/fujitsuuk>>
[cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>
[cid:image004.png@01CDCD78.A2445810]
<<http://www.youtube.com/user/FujitsuUK>>
[cid:image005.png@01CDCD78.A2445810]
<<http://www.linkedin.com/company/fujitsu-uk-and-ireland>>

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housing and homeless charity
Reshaping ICT, Reshaping Business in partnership with
[FT.com](http://reshaping-ict.ft.com/)<<http://reshaping-ict.ft.com/>>
P Please consider the environment - do you really need to print this email?

[redacted],

As discussed, can you hook up with [redacted] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

██████████.

From: ██████████ [mailto:██████████@postoffice.co.uk]
Sent: 30 January 2015 09:28
To: ██████████
Subject: URGENT ACTION : Accessing Horizon

██████████,

My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

██████████

██████████ I ██████████

2nd Floor, 148 Old Street, London EC1V 9HQ

██████████ Mobex ██████████
██████████@postoffice.co.uk<mailto:██████████@postoffice.co.uk>

[Footer 5]

From: Paula Vennells
<██████████@postoffice.co.uk<mailto:██████████@postoffice.co.uk>>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies
<██████████@postoffice.co.uk<mailto:██████████@postoffice.co.uk>>,
Lesley J Sewell
<██████████@postoffice.co.uk<mailto:██████████@postoffice.co.uk>>
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Thanks, Paula

Paula Vennells

Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk <mailto:[REDACTED]@postoffice.co.uk>

Sent from my iPad

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From: [REDACTED]
To: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: Re: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:48:40
Attachments: [image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Thanks [REDACTED]

Helpful and clear input.

Regards

[REDACTED]
[REDACTED]
[REDACTED]

Post Office Ltd

From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]
Sent: Friday, January 30, 2015 05:22 PM
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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Regards,

[REDACTED]
Post Office

Fujitsu
Lovell Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

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From: [REDACTED] [mailto:[REDACTED]@postoffice.co.uk]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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[REDACTED] / [REDACTED] / [REDACTED] - are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 15:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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[REDACTED]

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From: [redacted] [[mailto:\[redacted\]@uk.fujitsu.com](mailto:[redacted]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon

[redacted]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [redacted]
Email: [redacted]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[redacted]

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[REDACTED].

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Sent: 30 January 2015 09:28

To: [REDACTED]

Subject: URGENT ACTION : Accessing Horizon

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[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>, Lesley J Sewell
<[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

- 1) "is it possible to access the system remotely? We are told it is."
What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.
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Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to

phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

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PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

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From: [REDACTED]
To: [REDACTED]; [REDACTED]; [REDACTED]@uk.fujitsu.com"
Cc: [REDACTED]@uk.fujitsu.com"; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: Re: URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:50:03
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Thank you so much for your help today and I do apologise that we are going over some well-trodden ground. But needed to to craft into brief.

Have a good weekend

[REDACTED]

[REDACTED]

Communications Team

Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 05:01 PM
To: [REDACTED]; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com)
<[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED],

I have the bullets that [REDACTED] provided earlier in relation to Q2 :-

Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
- In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
- All code regression tested to ensure stability of the environment
- All change approved formally by change process
- Processes (change, release etc) audited annually by Ernst and Young as part of IAS 3402 standard
- All access and system segregation, security audited by external PCI auditors for PCI accreditation
- Consequently system stability is high and availability has run consistently above target over

many years

I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.

I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security. AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.

[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED] @postoffice.co.uk



From: [REDACTED]
Sent: 30 January 2015 15:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

In terms of the second question, I cannot find anything on the testing carried out. It could very well have been sent to one of my predecessors but I cannot find it anywhere. [REDACTED] are you able to put something together based upon the email you sent [REDACTED] ?

[REDACTED]

In terms of Q1

-

This question often phrased by Applicants and Second Sight is:

"Can Post Office remotely access Horizon?"

Phrasing the question in this way does not address the issue that is of concern to Second Sight and Applicants. It refers generically to "Horizon" but more particularly is about the transaction data recorded by Horizon. Also, the word "access" means the ability to read transaction data without editing it – Post Office / Fujitsu has always been able to **access** transaction data however it is the alleged capacity of Post Office / Fujitsu to **edit** transaction data that appears to be of concern. Finally, it has always been known that Post Office can post additional, correcting transactions to a branch's accounts but only in ways that are visible to Subpostmasters (i.e.

Transaction Corrections and Transaction Acknowledgements) – **it is the potential for any hidden method of editing data that is of concern.**

Can Post Office or Fujitsu edit transaction data without the knowledge of a Subpostmaster?"

Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

-

There is no functionality in Horizon for either a branch, Post Office or Fujitsu to edit, manipulate or remove a transaction once it has been recorded in a branch's accounts.

The following safeguards are in place to prevent such occurrences:

- Transmission of baskets of transaction data between Horizon terminals in branches and the Post Office data centre is cryptographically protected through the use of digital signatures.
- Baskets must net to nil before transmission. This means that the total value of the basket is nil and therefore the correct amount of payments, goods and services has been recorded in the basket. Baskets that do not net to nil will be rejected by the Horizon terminal before transmission to the Post Office data centre.
- Baskets of transactions are either recorded in full or discarded in full – no partial baskets can be recorded to the Audit Store.
- All baskets are given sequential numbers (known as Journal Sequence Numbers or JSNs) when sent from a Horizon terminal. This allows Horizon to run a check at the Data Centre for missing baskets (which triggers a recovery process) or additional baskets that would cause duplicate numbers (which would trigger an exception error report to Post Office / Fujitsu).
- All transaction data in the Audit Store is digitally sealed – these seals would show evidence of tampering if anyone, either inadvertently, intentionally or maliciously, tried to change the data within a sealed record.
- Automated daily checks are undertaken on JSNs (looking for missing / duplicate baskets) and on the digital seals (looking for evidence of tampering).

From: [REDACTED] [[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovell Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

██████████,

As discussed, can you hook up with ██████████ to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

██████████.

From: ██████████ [mailto:██████████@postoffice.co.uk]

Sent: 30 January 2015 09:28

To: ██████████

Subject: URGENT ACTION : Accessing Horizon

██████████,

My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

██████████

██████████ I ██████████

2nd Floor, 148 Old Street, London EC1V 9HQ

██████████ Mobex ██████████
██████████ @postoffice.co.uk



From: Paula Vennells <██████████@postoffice.co.uk>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <██████████@postoffice.co.uk>, Lesley J Sewell
<██████████@postoffice.co.uk>

Subject: Urgent: Accessing Horizon

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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

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From: [REDACTED]
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 17:50:40
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

[REDACTED] / [REDACTED],

[REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

He states :-

Having looked again at the request from Paula, it appears that the fundamentals around this question (remote access) are not understood. I suggest that Paula is briefed along the lines of the following.

- 1) No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.*
- 2) Sub-postmasters directly manage user access and password setting locally so system access (to create transactions) are limited to approved local personnel only who are responsible for setting their own passwords. Users are only created following an approval process which requires authorisation by the sub-postmaster. All subsequent transactions are recorded against the id used to log on to the system.*
- 3) Once a transaction has been completed, there is no functionality (by design) for transactions to be edited or amended. Each transaction is given a unique number and 'wrapped' in a digital encryption seal to protect its integrity. All transactions are then posted to a secure and segregated audit server.*
- 4) On approval, there is the functionality to add additional transactions which will be visible and have a unique identifier in the audit trail. This is extremely rare and only been used once since go live of the system in 2010 (March 2010)*
- 5) Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.*
- 6) Overall system access is tightly controlled via industry standard 'role based access' protocols and assured independently in annual audits for ISO 27001, Ernst and Young for IAS 3402 and as part of PCI audits.*

I suggest that we take [REDACTED] advice on this and combine that with the Q2. Answer as proposed.

[REDACTED] / [REDACTED] – I'll assume that you are okay with this final position unless I hear differently. [REDACTED] has advised that he is contactable over the weekend, so if you need more information / clarification on any points please direct via me and I'll co-ordinate.

Thanks,

[REDACTED]

I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
Mobex [REDACTED]
[REDACTED]@postoffice.co.uk



From: [REDACTED]
Sent: 30 January 2015 17:01
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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■■■

■■■■■ I ■■■■■■

2nd Floor, 148 Old Street, London EC1V 9HQ

■■■■■ Mobex ■■■■■■
■■■■■ [@postoffice.co.uk](mailto:■■■■■@postoffice.co.uk)



From: ■■■■■■
Sent: 30 January 2015 15:50
To: ■■■■■■
Cc: ■■■■■■
Subject: RE: URGENT ACTION : Accessing Horizon

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■■■

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-

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From: [redacted] [[mailto:\[redacted\]@uk.fujitsu.com](mailto:[redacted]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon

[redacted]
Post Office

Fujitsu
Lovell Road, Bracknell, RG12 8SN
Mob: [redacted]
Email: [redacted]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[redacted],
As discussed, can you hook up with [redacted] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

██████████.

From: ██████████ [mailto:██████████@postoffice.co.uk]

Sent: 30 January 2015 09:28

To: ██████████

Subject: URGENT ACTION : Accessing Horizon

██████████,

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Cheers,

██████████

██████████ I ██████████

2nd Floor, 148 Old Street, London EC1V 9HQ

██████████ Mobex ██████████
██████████ [@postoffice.co.uk](mailto:██████████@postoffice.co.uk)



From: Paula Vennells <██████████@postoffice.co.uk>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <██████████@postoffice.co.uk>, Lesley J Sewell
<██████████@postoffice.co.uk>

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Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [Lesley J Sewell](#) on behalf of [Lesley J Sewell <\[REDACTED\]>@postoffice.co.uk](#)
To: [Mark R Davies](#)
Subject: Fwd: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 18:00:50
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

FYI

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [\[REDACTED\]&@postoffice.co.uk](#)
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
To: "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>
Cc: "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>
([REDACTED]&@uk.fujitsu.com)" <[REDACTED]&@uk.fujitsu.com>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "Lesley J Sewell" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@postoffice.co.uk>, "[REDACTED]" <[REDACTED]&@uk.fujitsu.com>
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

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4) On approval, there is the functionality to add additional transactions which will be visible and have a unique identifier in the audit trail. This is extremely rare and only been used once since go live of the system in 2010 (March 2010)

5) Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.

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I suggest that we take [REDACTED] advice on this and combine that with the Q2. Answer as proposed.

[REDACTED] / [REDACTED] – I'll assume that you are okay with this final position unless I hear differently. [REDACTED] has advised that he is contactable over the weekend, so if you need more information / clarification on any points please direct via me and I'll co-ordinate.

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]

[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)

[Footer 5]

From: [REDACTED]

Sent: 30 January 2015 17:01

To: [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED]; [REDACTED] <[@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>

[REDACTED]; [REDACTED] <[@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>; Lesley J Sewell; [REDACTED]

[REDACTED]; [REDACTED]

Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
<[REDACTED]@uk.fujitsu.com<mailto:[REDACTED]@uk.fujitsu.com>>
([REDACTED]@uk.fujitsu.com<mailto:[REDACTED]@uk.fujitsu.com>);
[REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED],
I have the bullets that [REDACTED] provided earlier in relation to Q2 :-
Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
- In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
- All code regression tested to ensure stability of the environment
- All change approved formally by change process
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- All access and system segregation, security audited by external PCI auditors for PCI accreditation
- Consequently system stability is high and availability has run consistently above target over many years

I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.

I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security.

AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.

[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

Mobex
@postoffice.co.uk<mailto: @postoffice.co.uk>

[Footer 5]

From:
Sent: 30 January 2015 15:50
To:
Cc:
Subject: RE: URGENT ACTION : Accessing Horizon

Hi my proposed answer to the first question below (it can be sent in its entirety to and she can pick and choose). Though this will need to be signed off by as accurate.

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Can Post Office or Fujitsu edit transaction data without the knowledge of a Subpostmaster?"

Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

There is no functionality in Horizon for either a branch, Post Office or Fujitsu to edit, manipulate or remove a transaction once it has been recorded in a branch's accounts.

The following safeguards are in place to prevent such occurrences:

- Transmission of baskets of transaction data between Horizon terminals in branches and the Post Office data centre is cryptographically protected through the use of digital signatures.

- Baskets must net to nil before transmission. This means that the total value of the basket is nil and therefore the correct amount of payments,

goods and services has been recorded in the basket. Baskets that do not net to nil will be rejected by the Horizon terminal before transmission to the Post Office data centre.

- Baskets of transactions are either recorded in full or discarded in full – no partial baskets can be recorded to the Audit Store.

- All baskets are given sequential numbers (known as Journal Sequence Numbers or JSNs) when sent from a Horizon terminal. This allows Horizon to run a check at the Data Centre for missing baskets (which triggers a recovery process) or additional baskets that would cause duplicate numbers (which would trigger an exception error report to Post Office / Fujitsu).

- All transaction data in the Audit Store is digitally sealed – these seals would show evidence of tampering if anyone, either inadvertently, intentionally or maliciously, tried to change the data within a sealed record.

- Automated daily checks are undertaken on JSNs (looking for missing / duplicate baskets) and on the digital seals (looking for evidence of tampering).

From: [REDACTED] [[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office
Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email:
[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)<[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>
Web: <http://uk.fujitsu.com>
[cid:image002.png@01CDCD78.A2445810]
<<http://www.facebook.com/fujitsuuk>>

[cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>

[cid:image004.png@01CDCD78.A2445810]
<<http://www.youtube.com/user/FujitsuUK>>

[cid:image005.png@01CDCD78.A2445810]
<<http://www.linkedin.com/company/fujitsu-uk-and-ireland>>

Fujitsu is proud to partner with
Shelter<<http://www.fujitsu.com/uk/announcements/shelter/index.html>>, the
housing and homeless charity
Reshaping ICT, Reshaping Business in partnership with

FT.com<<http://reshaping-ict.ft.com/>>

P Please consider the environment - do you really need to print this email?

██████████,

As discussed, can you hook up with ██████████ to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

██████████.

From: ██████████ [<mailto:██████████@postoffice.co.uk>]

Sent: 30 January 2015 09:28

To: ██████████

Subject: URGENT ACTION : Accessing Horizon

██████████,

My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

██████████

██████████ I ██████████

2nd Floor, 148 Old Street, London EC1V 9HQ

██████████ Mobex ██████████
██████████@postoffice.co.uk<<mailto:██████████@postoffice.co.uk>>

[Footer 5]

From: Paula Vennells

<██████████@postoffice.co.uk<<mailto:██████████@postoffice.co.uk>>>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies

<██████████@postoffice.co.uk<<mailto:██████████@postoffice.co.uk>>>,

Lesley J Sewell

<██████████@postoffice.co.uk<<mailto:██████████@postoffice.co.uk>>>

Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

1) "is it possible to access the system remotely? We are told it is."

What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.

2) "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Lesley, I need the facts on these - I know we have discussed before but I

haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk <mailto:[REDACTED]@postoffice.co.uk>

Sent from my iPad

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PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.





From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED] <[REDACTED]@uk.fujitsu.com>
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 18:17:10
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Thanks again to everyone. This all provides the reassurance needed for Paula in my view re any Qs that come up on this. If we get more queries on any aspect I will let you know.

[REDACTED]

[REDACTED]

Communications Team

Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 05:50 PM
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED] <[REDACTED]@uk.fujitsu.com>); [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED] <[REDACTED]@uk.fujitsu.com>
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

[REDACTED] / [REDACTED],

[REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

He states :-

Having looked again at the request from Paula, it appears that the fundamentals around this question (remote access) are not understood. I suggest that Paula is briefed along the lines of the following.

- 1) *No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.*
- 2) *Sub-postmasters directly manage user access and password setting locally so system access (to create transactions) are limited to approved local personnel only who are responsible for setting their own passwords. Users are only created following an approval process which requires authorisation by the sub-postmaster. All subsequent transactions are recorded against the id used to log on to the system.*
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Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] @postoffice.co.uk



From: [REDACTED]
Sent: 30 January 2015 17:01
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED],

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Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 15:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

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[REDACTED]

In terms of Q1

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From: [REDACTED] [[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN

Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[REDACTED],

As discussed, can you hook up with [REDACTED] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

[REDACTED].

From: [REDACTED] [[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)]
Sent: 30 January 2015 09:28
To: [REDACTED]
Subject: URGENT ACTION : Accessing Horizon

[REDACTED],

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Cheers,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell <[REDACTED]@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

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Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

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PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187,
registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [REDACTED]
To: [REDACTED]
Subject: RE: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 19:20:00
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

omg

From: [REDACTED]
Sent: 30 January 2015 18:17
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

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[REDACTED]

[REDACTED]

Communications Team

Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 05:50 PM
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> (<[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>; [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

[REDACTED] / [REDACTED],

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Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 17:01
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> ([REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> ([REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED],

I have the bullets that [REDACTED] provided earlier in relation to Q2 :-

Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
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- All change approved formally by change process
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- All access and system segregation, security audited by external PCI auditors for PCI accreditation
- Consequently system stability is high and availability has run consistently above target over many years

I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.

I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security. AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.

[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 15:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

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[REDACTED]

In terms of Q1

-

This question often phrased by Applicants and Second Sight is:

"Can Post Office remotely access Horizon?"

Phrasing the question in this way does not address the issue that is of concern to Second Sight and Applicants. It refers generically to "Horizon" but more particularly is about the transaction data recorded by Horizon. Also, the word "access" means the ability to read transaction data without editing it – Post Office / Fujitsu has always been able to **access** transaction data however it is the alleged capacity of Post Office / Fujitsu to **edit** transaction data that appears to be of concern. Finally, it has always been known that Post Office can post additional, correcting transactions to a branch's accounts but only in ways that are visible to Subpostmasters (i.e. Transaction Corrections and Transaction Acknowledgements) – **it is the potential for any hidden method of editing data that is of concern.**

Can Post Office or Fujitsu edit transaction data without the knowledge of a Subpostmaster?"

Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

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There is no functionality in Horizon for either a branch, Post Office or Fujitsu to edit, manipulate or remove a transaction once it has been recorded in a branch's accounts.

The following safeguards are in place to prevent such occurrences:

- Transmission of baskets of transaction data between Horizon terminals in branches and the Post Office data centre is cryptographically protected through the use of digital signatures.
- Baskets must net to nil before transmission. This means that the total value of the basket is nil and therefore the correct amount of payments, goods and services has been recorded in the basket. Baskets that do not net to nil will be rejected by the Horizon terminal before transmission to the Post Office data centre.
- Baskets of transactions are either recorded in full or discarded in full – no partial baskets can be recorded to the Audit Store.
- All baskets are given sequential numbers (known as Journal Sequence Numbers or JSNs) when sent from a Horizon terminal. This allows Horizon to run a check at the Data Centre for missing baskets (which triggers a recovery process) or additional baskets that would cause duplicate numbers (which would trigger an exception error report to Post Office / Fujitsu).
- All transaction data in the Audit Store is digitally sealed – these seals would show evidence of tampering if anyone, either inadvertently, intentionally or maliciously, tried to change the data within a sealed record.
- Automated daily checks are undertaken on JSNs (looking for missing / duplicate baskets) and on the digital seals (looking for evidence of tampering).

From: [REDACTED] [[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)]

Sent: 30 January 2015 12:42

To: [REDACTED]

Cc: [REDACTED]


Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[REDACTED],

As discussed, can you hook up with [REDACTED] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

[REDACTED].

From: [REDACTED] [[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)]
Sent: 30 January 2015 09:28
To: [REDACTED]
Subject: URGENT ACTION : Accessing Horizon

[REDACTED],

My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ
Mobex [REDACTED]
[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell
<[REDACTED]@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

- 1) "is it possible to access the system remotely? We are told it is."
What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.
- 2) "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

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Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [REDACTED]
To: [REDACTED]
Subject: RE: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 19:20:32
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

omg

From: [REDACTED]
Sent: 30 January 2015 18:17
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]@uk.fujitsu.com
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

Thanks again to everyone. This all provides the reassurance needed for Paula in my view re any Qs that come up on this. If we get more queries on any aspect I will let you know.

[REDACTED]

[REDACTED]

Communications Team

Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 05:50 PM
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED] <[REDACTED]@uk.fujitsu.com>); [REDACTED] <[REDACTED]@uk.fujitsu.com>; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED] <[REDACTED]@uk.fujitsu.com>
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

[REDACTED] / [REDACTED],

[REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

He states :-

Having looked again at the request from Paula, it appears that the fundamentals around this question (remote access) are not understood. I suggest that Paula is briefed along the lines of the following.

- 1) *No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.*
- 2) *Sub-postmasters directly manage user access and password setting locally so system access (to create transactions) are limited to approved local personnel only who are responsible for setting their own passwords. Users are only created following an approval process which requires authorisation by the sub-postmaster. All subsequent transactions are recorded against the id used to log on to the system.*
- 3) *Once a transaction has been completed, there is no functionality (by design) for transactions to be edited or amended. Each transaction is given a unique number and 'wrapped' in a digital encryption seal to protect its integrity. All transactions are then*

posted to a secure and segregated audit server.

- 4) *On approval, there is the functionality to add additional transactions which will be visible and have a unique identifier in the audit trail. This is extremely rare and only been used once since go live of the system in 2010 (March 2010)*
- 5) *Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.*
- 6) *Overall system access is tightly controlled via industry standard 'role based access' protocols and assured independently in annual audits for ISO 27001, Ernst and Young for IAS 3402 and as part of PCI audits.*

I suggest that we take [REDACTED] advice on this and combine that with the Q2. Answer as proposed.

[REDACTED] / [REDACTED] – I'll assume that you are okay with this final position unless I hear differently. [REDACTED] has advised that he is contactable over the weekend, so if you need more information / clarification on any points please direct via me and I'll co-ordinate.

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 17:01
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> ([REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> ([REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

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[redacted]

[redacted] I [redacted]
2nd Floor, 148 Old Street, London EC1V 9HQ
[redacted] Mobex [redacted]
[redacted] @postoffice.co.uk



From: [redacted]
Sent: 30 January 2015 15:50
To: [redacted]
Cc: [redacted]
Subject: RE: URGENT ACTION : Accessing Horizon

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[redacted]

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From: [REDACTED] [[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)]

Sent: 30 January 2015 12:42

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu

Lovelace Road, Bracknell, RG12 8SN

Mob: [REDACTED]

Email: [REDACTED]@uk.fujitsu.com

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



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)



Please consider the environment - do you really need to print this email?

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Thanks,

[REDACTED].

From: [REDACTED] [[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)]

Sent: 30 January 2015 09:28

To: [REDACTED]

Subject: URGENT ACTION : Accessing Horizon

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Cheers,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

Mobex [REDACTED]

[REDACTED]@postoffice.co.uk



From: Paula Vennells <[REDACTED]@postoffice.co.uk>

Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell
<[REDACTED]@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

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Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [REDACTED]
To: [REDACTED]
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 19:22:39
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

I am trying to stop them....:))

[REDACTED]
Communications Team
Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 07:20 PM
To: [REDACTED]
Subject: RE: UPDATE Q1 : URGENT ACTION : Accessing Horizon

omg

From: [REDACTED]
Sent: 30 January 2015 18:17
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]@uk.fujitsu.com; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]@uk.fujitsu.com
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

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[REDACTED]
[REDACTED]
Communications Team
Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 05:50 PM
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]@uk.fujitsu.com <[REDACTED]@uk.fujitsu.com> (mailto:[REDACTED]@uk.fujitsu.com)
<[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]@uk.fujitsu.com <[REDACTED]@uk.fujitsu.com>
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

[REDACTED] / [REDACTED],
[REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

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Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 17:01
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> ([REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)> [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>; [REDACTED]
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I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.

I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security. AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.

[REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]

2nd Floor, 148 Old Street, London EC1V 9HQ

[REDACTED] Mobex [REDACTED]
[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: [REDACTED]
Sent: 30 January 2015 15:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: URGENT ACTION : Accessing Horizon

Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

In terms of the second question, I cannot find anything on the testing carried out. It could very well have been sent to one of my predecessors but I cannot find it anywhere. [REDACTED] are you able to put something together based upon the email you sent [REDACTED]?

[REDACTED]

In terms of Q1

-

This question often phrased by Applicants and Second Sight is:

"Can Post Office remotely access Horizon?"

Phrasing the question in this way does not address the issue that is of concern to Second Sight and Applicants. It refers generically to "Horizon" but more particularly is about the transaction data recorded by Horizon. Also, the word "access" means the ability to read transaction data without editing it – Post Office / Fujitsu has always been able to **access** transaction data however it is the alleged capacity of Post Office / Fujitsu to **edit** transaction data that appears to be of concern. Finally, it has always been known that Post Office can post additional, correcting transactions to a branch's accounts but only in ways that are visible to Subpostmasters (i.e. Transaction Corrections and Transaction Acknowledgements) – **it is the potential for any hidden method of editing data that is of concern.**

Can Post Office or Fujitsu edit transaction data without the knowledge of a Subpostmaster?"

Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

-

There is no functionality in Horizon for either a branch, Post Office or Fujitsu to edit, manipulate or remove a transaction once it has been recorded in a branch's accounts.

The following safeguards are in place to prevent such occurrences:

- Transmission of baskets of transaction data between Horizon terminals in branches and the Post Office data centre is cryptographically protected through the use of digital signatures.
- Baskets must net to nil before transmission. This means that the total value of the basket is nil and therefore the correct amount of payments, goods and services has been recorded in the basket. Baskets that do not net to nil will be rejected by the Horizon terminal before transmission to the Post Office data centre.
- Baskets of transactions are either recorded in full or discarded in full – no partial baskets can be recorded to the Audit Store.
- All baskets are given sequential numbers (known as Journal Sequence Numbers or JSNs) when sent from a Horizon terminal. This allows Horizon to run a check at the Data Centre for missing baskets (which triggers a recovery process) or additional baskets that would cause duplicate numbers (which would trigger an exception error report to Post Office / Fujitsu).
- All transaction data in the Audit Store is digitally sealed – these seals would show evidence of tampering if anyone, either inadvertently, intentionally or maliciously, tried

to change the data within a sealed record.

- Automated daily checks are undertaken on JSNs (looking for missing / duplicate baskets) and on the digital seals (looking for evidence of tampering).

From: [redacted] [[mailto:\[redacted\]@uk.fujitsu.com](mailto:[redacted]@uk.fujitsu.com)]
Sent: 30 January 2015 12:42
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT ACTION : Accessing Horizon

[redacted]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [redacted]
Email: [redacted]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[redacted],

As discussed, can you hook up with [redacted] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

[redacted].

From: [redacted] [[mailto:\[redacted\]@postoffice.co.uk](mailto:[redacted]@postoffice.co.uk)]
Sent: 30 January 2015 09:28
To: [redacted]
Subject: URGENT ACTION : Accessing Horizon

[redacted],

My phone call earlier today refers.

I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.

Cheers,

[redacted]

I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ

Mobex [REDACTED]
[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
Date: 30 January 2015 07:29:00 GMT
To: Mark R Davies <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>, Lesley J Sewell <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

- 1) "is it possible to access the system remotely? We are told it is."
What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.
- 2) "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)

Sent from my iPad

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [REDACTED]
To: [REDACTED]; Lesley J Sewell
Subject: Fw: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 18:41:08
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

[REDACTED]

Good outcome and thanks for pulling all of this together today. Really appreciated.

Have a good weekend.

[REDACTED]
[REDACTED]
Head of IT Services
Post Office Ltd

From: [REDACTED]
Sent: Friday, January 30, 2015 06:17 PM
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]@uk.fujitsu.com; [REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

Thanks again to everyone. This all provides the reassurance needed for Paula in my view re any Qs that come up on this. If we get more queries on any aspect I will let you know.

[REDACTED]
[REDACTED]
Communications Team
Mobile [REDACTED]

From: [REDACTED]
Sent: Friday, January 30, 2015 05:50 PM
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]@uk.fujitsu.com>; [REDACTED]@uk.fujitsu.com); [REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]@uk.fujitsu.com>
Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

[REDACTED] / [REDACTED],
[REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

He states :-

Having looked again at the request from Paula, it appears that the fundamentals around this question (remote access) are not understood. I suggest that Paula is briefed along the lines of the following.

- 1) *No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.*
- 2) *Sub-postmasters directly manage user access and password setting locally so system access (to create transactions) are limited to approved local personnel only who are responsible for setting their own passwords. Users are only created following an approval process which requires authorisation by the sub-postmaster. All subsequent transactions are recorded against the id used to log on to the system.*
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- 5) *Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.*

6) Overall system access is tightly controlled via industry standard 'role based access' protocols and assured independently in annual audits for ISO 27001, Ernst and Young for IAS 3402 and as part of PCI audits.

I suggest that we take [REDACTED] advice on this and combine that with the Q2. Answer as proposed.

[REDACTED] / [REDACTED] – I'll assume that you are okay with this final position unless I hear differently. [REDACTED] has advised that he is contactable over the weekend, so if you need more information / clarification on any points please direct via me and I'll co-ordinate.

Thanks,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] @postoffice.co.uk



From: [REDACTED]
Sent: 30 January 2015 17:01
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell;
Subject: RE: URGENT ACTION : Accessing Horizon

Fine by me. [REDACTED] – let me know if you need me to do anything further

[REDACTED]

From: [REDACTED]
Sent: 30 January 2015 16:59
To: [REDACTED]; [REDACTED]
Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell;
Subject: RE: URGENT ACTION : Accessing Horizon

[REDACTED],
I have the bullets that [REDACTED] provided earlier in relation to Q2 :-

Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

Answer:-

- There is a Joint permanent test team
- Permanent test facilities are in place
- In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
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Thanks,

██████████

██████████ I ██████████

2nd Floor, 148 Old Street, London EC1V 9HQ

██████████ Mobex ██████████
██████████ @postoffice.co.uk



From: ██████████
Sent: 30 January 2015 15:50
To: ██████████
Cc: ██████████
Subject: RE: URGENT ACTION : Accessing Horizon

Hi ██████████ my proposed answer to the first question below (it can be sent in its entirety to ██████████ and she can pick and choose). Though this will need to be signed off by ██████████ as accurate.

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██████████

In terms of Q1

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From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]
Sent: 30 January 2015 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: URGENT ACTION : Accessing Horizon

[REDACTED]
Post Office

Fujitsu
Lovelace Road, Bracknell, RG12 8SN
Mob: [REDACTED]
Email: [REDACTED]@uk.fujitsu.com
Web: <http://uk.fujitsu.com>



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Reshaping ICT, Reshaping Business in partnership with [FT.com](#)

 Please consider the environment - do you really need to print this email?

[REDACTED]

As discussed, can you hook up with [REDACTED] to review what answers have already been provided to second sight as this should form the Post Office response.

Thanks,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@postoffice.co.uk]
Sent: 30 January 2015 09:28
To: [REDACTED]
Subject: URGENT ACTION : Accessing Horizon

[REDACTED]

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Cheers,

[REDACTED]

[REDACTED] I [REDACTED]
2nd Floor, 148 Old Street, London EC1V 9HQ
[REDACTED] Mobex [REDACTED]
[REDACTED] [@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)



From: Paula Vennells <[REDACTED]@postoffice.co.uk>
Date: 30 January 2015 07:29:00 GMT

To: Mark R Davies <[REDACTED]@postoffice.co.uk>, Lesley J Sewell
<[REDACTED]@postoffice.co.uk>
Subject: Urgent: Accessing Horizon

Dear both, your help please in answers and in phrasing those answers, in prep for the SC:

- 1) "is it possible to access the system remotely? We are told it is."
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Thanks, Paula

Paula Vennells
Chief Executive
Post Office Ltd

T: [REDACTED]
[REDACTED]@postoffice.co.uk

Sent from my iPad

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Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

From: [Lesley J Sewell](mailto:Lesley.J.Sewell@postoffice.co.uk) on behalf of [Lesley J Sewell <\[redacted\]@postoffice.co.uk>](mailto:Lesley.J.Sewell@[redacted].postoffice.co.uk)
To: [redacted]
Cc: [redacted]
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 18:46:17
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Thank you [redacted]

I've had some great feedback today on how you personally have supported the Sparrow team.

Well done and great job.

Have a good weekend.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [redacted]@postoffice.co.uk
Direct: [redacted]
Mobile: [redacted]

Sent from my iPad

> On 30 Jan 2015, at 18:41, "[redacted]" <[redacted]@postoffice.co.uk> wrote:

>

> [redacted]

>

> Good outcome and thanks for pulling all of this together today. Really appreciated.

>

> Have a good weekend.

>

> [redacted]

>

> [redacted]

> Post Office Ltd

>

> From: [redacted]

> Sent: Friday, January 30, 2015 06:17 PM

> To: [redacted]; [redacted]

> Cc: [redacted]@uk.fujitsu.com'; [redacted]@uk.fujitsu.com>; [redacted]; Lesley J Sewell; [redacted]

> [redacted]; [redacted]@uk.fujitsu.com'; [redacted]@uk.fujitsu.com>

> Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

>

> Thanks again to everyone. This all provides the reassurance needed for Paula in my view re any Qs that come up on this. If we get more queries on any aspect I will let you know.

>

> [redacted]

>

> Communications Team

> Mobile [redacted]

>

> From: [redacted]

> Sent: Friday, January 30, 2015 05:50 PM

> To: [redacted]; [redacted]

> Cc: [redacted]@uk.fujitsu.com> [redacted]@uk.fujitsu.com)

[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]
[REDACTED]@uk.fujitsu.com>

> Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

>

> [REDACTED] / [REDACTED],

> [REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

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> He states :-

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>

> Thanks,

> [REDACTED]

>

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> 2nd Floor, 148 Old Street, London EC1V 9HQ

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> [REDACTED]
>
> From: [REDACTED]
> Sent: 30 January 2015 16:59
> To: [REDACTED]; [REDACTED]
> Cc: [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)<[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>>> [REDACTED] <[\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)<[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>>); [REDACTED]; Lesley J Sewell; [REDACTED]
> Subject: RE: URGENT ACTION : Accessing Horizon

> [REDACTED],
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> Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

> Answer:-

- > · There is a Joint permanent test team
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> [REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?

> Thanks,

> [REDACTED] I [REDACTED]

> 2nd Floor, 148 Old Street, London EC1V 9HQ
> [REDACTED] Mobex [REDACTED]
> [REDACTED] <[\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>
> [Footer 5]

> From: [REDACTED]
> Sent: 30 January 2015 15:50
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: RE: URGENT ACTION : Accessing Horizon

> Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

>
> In terms of the second question, I cannot find anything on the testing carried out. It could very well have been sent to one of my predecessors but I cannot find it anywhere. [REDACTED] are you able to put something together based upon the email you sent [REDACTED]?

>
> [REDACTED]

> In terms of Q1

>
> This question often phrased by Applicants and Second Sight is:
> "Can Post Office remotely access Horizon?"

> Phrasing the question in this way does not address the issue that is of concern to Second Sight and Applicants. It refers generically to "Horizon" but more particularly is about the transaction data recorded by Horizon. Also, the word "access" means the ability to read transaction data without editing it – Post Office / Fujitsu has always been able to access transaction data however it is the alleged capacity of Post Office / Fujitsu to edit transaction data that appears to be of concern. Finally, it has always been known that Post Office can post additional, correcting transactions to a branch's accounts but only in ways that are visible to Subpostmasters (i.e. Transaction Corrections and Transaction Acknowledgements) – it is the potential for any hidden method of editing data that is of concern.

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> Post Office confirms that neither it nor Fujitsu can edit transaction data without the knowledge of a Subpostmaster.

>
> There is no functionality in Horizon for either a branch, Post Office or Fujitsu to edit, manipulate or remove a transaction once it has been recorded in a branch's accounts.

>
> The following safeguards are in place to prevent such occurrences:

> · Transmission of baskets of transaction data between Horizon terminals in branches and the Post Office data centre is cryptographically protected through the use of digital signatures.

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> · Baskets of transactions are either recorded in full or discarded in full – no partial baskets can be recorded to the Audit Store.

> · All baskets are given sequential numbers (known as Journal Sequence Numbers or JSNs) when sent from a Horizon terminal. This allows Horizon to run a check at the Data Centre for missing baskets (which triggers a recovery process) or additional baskets that would cause duplicate numbers (which would trigger an exception error report to Post Office / Fujitsu).

> · All transaction data in the Audit Store is digitally sealed – these seals would show evidence of tampering if anyone, either inadvertently, intentionally or maliciously, tried to change the data within a sealed record.

> · Automated daily checks are undertaken on JSNs (looking for missing / duplicate baskets) and on the digital seals (looking for evidence of tampering).

>
>
>
> From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]

> Sent: 30 January 2015 12:42

> To: [REDACTED]

> Cc: [REDACTED]

> Subject: FW: URGENT ACTION : Accessing Horizon

>
>
>
> [REDACTED]

> Post Office
> Fujitsu
> Lovelace Road, Bracknell, RG12 8SN
> Mob: [REDACTED]
> Email: [REDACTED]@uk.fujitsu.com<[mailto:\[REDACTED\]@uk.fujitsu.com](mailto:[REDACTED]@uk.fujitsu.com)>
> Web: <http://uk.fujitsu.com>
> [cid:image002.png@01CDCD78.A2445810]<<http://www.facebook.com/fujitsuuk>>
>
> [cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>
>
> [cid:image004.png@01CDCD78.A2445810]<<http://www.youtube.com/user/FujitsuUK>>
>
> [cid:image005.png@01CDCD78.A2445810]<<http://www.linkedin.com/company/fujitsu-uk-and-ireland>>
>
> Fujitsu is proud to partner with Shelter<<http://www.fujitsu.com/uk/announcements/shelter/index.html>>, the housing and homeless charity
> Reshaping ICT, Reshaping Business in partnership with FT.com<<http://reshaping-ict.ft.com/>>
> P Please consider the environment - do you really need to print this email?
> [REDACTED],
>
> As discussed, can you hook up with [REDACTED] to review what answers have already been provided to second sight as this should form the Post Office response.
>
> Thanks,
>
> [REDACTED].
>
> From: [REDACTED] [[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)]
> Sent: 30 January 2015 09:28
> To: [REDACTED]
> Subject: URGENT ACTION : Accessing Horizon
>
> [REDACTED],
> My phone call earlier today refers.
>
> I need some urgent information as per Paula's note please. Apologies if you've had this before but I'm not aware of the history on this – just point me in the direction of who has that answer and I'll pursue accordingly.
>
> Cheers,
> [REDACTED]
>
> [REDACTED] I [REDACTED]
>
> 2nd Floor, 148 Old Street, London EC1V 9HQ
> [REDACTED] Mobex [REDACTED]
> [REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
> [Footer 5]
>
> From: Paula Vennells <[REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>
> Date: 30 January 2015 07:29:00 GMT
> To: Mark R Davies <[REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>, Lesley J Sewell <[REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>
> Subject: Urgent: Accessing Horizon
> Dear both, your help please in answers and in phrasing those answers, in prep for the SC:
>
> 1) "is it possible to access the system remotely? We are told it is."
> What is the true answer? I hope it is that we know this is not possible and that we are able to explain why that is. I need to say no it is not possible and that we are sure of this because of xxx and that we know this because we have had the system assured.
> 2) "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"

>
> Lesley, I need the facts on these - I know we have discussed before but I haven't got the answer front of mind - too many facts to hold in my head! But this is an important one and I want to be sure I do have it. And then Mark, to phrase the facts into answers, plus a line to take the conversation back up a level - ie., to one of our narrative boxes/rocks.

>
> Thanks, Paula

>
> Paula Vennells
> Chief Executive
> Post Office Ltd

>
> T: [REDACTED]
> [REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

> Sent from my iPad

>
> _____
> *****

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> *****

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> Fujitsu (FTS) Limited, registered in England No 03808613, registered office 22 Baker Street, London W1U 3BW.

>
> PFU Imaging Solutions Europe Limited, registered in England No 1578652, registered office Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

>
> Fujitsu Telecommunications Europe Limited, registered in England No 2548187, registered office Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YU.

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> <image003.png>

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> <image005.png>

> <image006.png>

From: [REDACTED] on behalf of [REDACTED] <[REDACTED]@postoffice.co.uk>
To: [Lesley J Sewell](mailto:Lesley.J.Sewell@[REDACTED]); [REDACTED]
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon
Date: 30 January 2015 18:59:55

Much appreciated.

[REDACTED] from FJS and [REDACTED] have been great though and made it easier for me.

Thanks,
[REDACTED]

----- Original Message -----

From: Lesley J Sewell
Sent: Friday, January 30, 2015 06:46 PM Coordinated Universal Time
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

Thank you [REDACTED]

I've had some great feedback today on how you personally have supported the Sparrow team.

Well done and great job.

Have a good weekend.

L

Lesley J Sewell
Chief Information Officer
Post Office Ltd

Email: [REDACTED]@postoffice.co.uk
Direct: [REDACTED]
Mobile: [REDACTED]

Sent from my iPad

> On 30 Jan 2015, at 18:41, "[REDACTED]" <[REDACTED]@postoffice.co.uk> wrote:

>

> [REDACTED]

>

> Good outcome and thanks for pulling all of this together today. Really appreciated.

>

> Have a good weekend.

>

> [REDACTED]

>

> Post Office Ltd

>

> From: [REDACTED]
> Sent: Friday, January 30, 2015 06:17 PM

> To: [REDACTED]; [REDACTED]
> Cc: [REDACTED]@uk.fujitsu.com' <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]

> [REDACTED]; [REDACTED]; [REDACTED]@uk.fujitsu.com' <[REDACTED]@uk.fujitsu.com>

> Subject: Re: UPDATE Q1 : URGENT ACTION : Accessing Horizon

>

> Thanks again to everyone. This all provides the reassurance needed for Paula in my view re any Qs that come up on this. If we get more queries on any aspect I will let you know.

> [REDACTED]
> [REDACTED]
> Communications Team
> Mobile [REDACTED]

> From: [REDACTED]
> Sent: Friday, January 30, 2015 05:50 PM
> To: [REDACTED]; [REDACTED]
> Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED] <[REDACTED]@uk.fujitsu.com>
> [REDACTED] <[REDACTED]@uk.fujitsu.com>; [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]; [REDACTED]
> [REDACTED] <[REDACTED]@uk.fujitsu.com>
> Subject: UPDATE Q1 : URGENT ACTION : Accessing Horizon

> [REDACTED] / [REDACTED],
> [REDACTED] has had a look at your answer to Q1. And thinks there's too much detail for Paula – this was written for a different type of audience. He has captured the same points but in a more appropriate format :-

> He states :-
> Having looked again at the request from Paula, it appears that the fundamentals around this question (remote access) are not understood. I suggest that Paula is briefed along the lines of the following.

- > 1) No transaction data is held locally in any branch. Transactions are completed and stored in a central database and copies of all data is sent to a secure audit database.
- > 2) Sub-postmasters directly manage user access and password setting locally so system access (to create transactions) are limited to approved local personnel only who are responsible for setting their own passwords. Users are only created following an approval process which requires authorisation by the sub-postmaster. All subsequent transactions are recorded against the id used to log on to the system.
- > 3) Once a transaction has been completed, there is no functionality (by design) for transactions to be edited or amended. Each transaction is given a unique number and 'wrapped' in a digital encryption seal to protect its integrity. All transactions are then posted to a secure and segregated audit server.
- > 4) On approval, there is the functionality to add additional transactions which will be visible and have a unique identifier in the audit trail. This is extremely rare and only been used once since go live of the system in 2010 (March 2010)
- > 5) Support staff have the ability to review event logs and monitor, in real time, the availability of the system infrastructure as part of standard service management processes.
- > 6) Overall system access is tightly controlled via industry standard 'role based access' protocols and assured independently in annual audits for ISO 27001, Ernst and Young for IAS 3402 and as part of PCI audits.

> I suggest that we take [REDACTED] advice on this and combine that with the Q2. Answer as proposed.

> [REDACTED] / [REDACTED] – I'll assume that you are okay with this final position unless I hear differently. [REDACTED] has advised that he is contactable over the weekend, so if you need more information / clarification on any points please direct via me and I'll co-ordinate.

> Thanks,

> [REDACTED]

> [REDACTED] I [REDACTED]
> [REDACTED]
> 2nd Floor, 148 Old Street, London EC1V 9HQ
> [REDACTED] Mobex [REDACTED]
> [REDACTED]@postoffice.co.uk

> [Footer 5]

>

> From: [REDACTED]

> Sent: 30 January 2015 17:01

> To: [REDACTED]; [REDACTED]; [REDACTED]

> Cc: [REDACTED] <[REDACTED]@uk.fujitsu.com> ([REDACTED]@uk.fujitsu.com); [REDACTED]; Lesley J Sewell; [REDACTED]; [REDACTED]

> Subject: RE: URGENT ACTION : Accessing Horizon

>

> Fine by me. [REDACTED] – let me know if you need me to do anything further

>

> [REDACTED]

>

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

> [REDACTED]

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> [REDACTED]

> [REDACTED]

> [REDACTED]

> I have the bullets that [REDACTED] provided earlier in relation to Q2 :-
> Q. "you have said this is such a vital system to the Post Office, what testing do you do and how often? When was the last time?"
>
>
>
> Answer:-
>
> · There is a Joint permanent test team
>
> · Permanent test facilities are in place
>
> · In constant use to test enhancements and maintenance releases (software upgrades, patching etc)
>
> · All code regression tested to ensure stability of the environment
>
> · All change approved formally by change process
>
> · Processes (change, release etc) audited annually by Ernst and Young as part of IAS 3402 standard
>
> · All access and system segregation, security audited by external PCI auditors for PCI accreditation
>
> · Consequently system stability is high and availability has run consistently above target over many years
>
> I suggest that any words in association to the above are primarily to make the above flow, and they are the facts. I am happy to reconstruct the above into sentences but don't want to dilute the facts provided.
>
> I propose that we provide [REDACTED] with the answer to Q.1) as you have stated below (I have already agreed that content with [REDACTED], Info. Security. AND the bullets provided by [REDACTED] to Q2. so that the final article is crafted by a Comms expert.
> [REDACTED] / [REDACTED] / [REDACTED] – are you all okay with this or do you need me to do anything else ?
>
> Thanks,
> [REDACTED]
>
> [REDACTED] I [REDACTED]
>
> 2nd Floor, 148 Old Street, London EC1V 9HQ
> [REDACTED] Mobex [REDACTED]

> [REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

> [Footer 5]

>

> From: [REDACTED]

> Sent: 30 January 2015 15:50

> To: [REDACTED]

> Cc: [REDACTED]

> Subject: RE: URGENT ACTION : Accessing Horizon

>

> Hi [REDACTED] my proposed answer to the first question below (it can be sent in its entirety to [REDACTED] and she can pick and choose). Though this will need to be signed off by [REDACTED] as accurate.

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>

> [REDACTED]

>

> In terms of Q1

>

> This question often phrased by Applicants and Second Sight is:

> "Can Post Office remotely access Horizon?"

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>
>
> From: [REDACTED] [mailto:[REDACTED]@uk.fujitsu.com]
> Sent: 30 January 2015 12:42
> To: [REDACTED]
> Cc: [REDACTED]
> Subject: FW: URGENT ACTION : Accessing Horizon
>
>
>
> [REDACTED]
> Post Office
> Fujitsu
> Lovelace Road, Bracknell, RG12 8SN
> Mob: [REDACTED]
> Email: [REDACTED]@uk.fujitsu.com<mailto:[REDACTED]@uk.fujitsu.com>
> Web: <http://uk.fujitsu.com>
> [cid:image002.png@01CDCD78.A2445810]<<http://www.facebook.com/fujitsuuk>>
>
> [cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>
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> [cid:image004.png@01CDCD78.A2445810]<<http://www.youtube.com/user/FujitsuUK>>
>
> [cid:image005.png@01CDCD78.A2445810]<<http://www.linkedin.com/company/fujitsu-uk-and-ireland>>
>
> Fujitsu is proud to partner with Shelter<<http://www.fujitsu.com/uk/announcements/shelter/index.html>>, the housing and homeless charity
> Reshaping ICT, Reshaping Business in partnership with FT.com<<http://reshaping-ict.ft.com/>>
> P Please consider the environment - do you really need to print this email?
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> Cheers,
> [REDACTED]
>
> [REDACTED] I [REDACTED]
>
> 2nd Floor, 148 Old Street, London EC1V 9HQ
> [REDACTED] Mobex [REDACTED]
> [REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>
> [Footer 5]
>
>
> From: Paula Vennells <[REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>
> Date: 30 January 2015 07:29:00 GMT

> To: Mark R Davies <[REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>, Lesley J Sewell <[REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>>

> Subject: Urgent: Accessing Horizon

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>

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>

> Thanks, Paula

>

> Paula Vennells

> Chief Executive

> Post Office Ltd

>

> T: [REDACTED]

> [REDACTED]@postoffice.co.uk<[mailto:\[REDACTED\]@postoffice.co.uk](mailto:[REDACTED]@postoffice.co.uk)>

>

> Sent from my iPad

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