

Witness Name: Katrina Brooks
Statement No.: WITN07250100
Dated: 16th March 2023

POST OFFICE HORIZON IT INQUIRY

FIRST STATEMENT OF Katrina Brooks

I, Katrina Brooks, will say as follows...

INTRODUCTION

1. I am a former employee of Fujitsu and held the position of Product Support Engineer on the Horizon System Helpdesk.
2. This witness statement is made to assist the Post Office Horizon IT Inquiry (the '**Inquiry**') with the matters set out in Rule 9 Request dated 20 January 2023 (the '**Request**')

BACKGROUND

3. I have been asked to set out details of roles held whilst employed by Fujitsu on the Horizon Account.

4. In respect of my positions, I can confirm I started employment on the Horizon Helpdesk as a Horizon System Helpdesk Advisor (HSD) from May 2000. Taking calls from postmaster & postmistresses to help with navigation/horizon transactional queries. The Horizon training kit was available to use on the helpdesk when taking calls. After a period of time I moved onto the Horizon Incident Team still within the Horizon Helpdesk for which my task was checking the correct information was in calls from frontline agents with regard to software/hardware, so that the call could then be reassigned to the correct route for investigation. Hardware calls would be reassigned to engineering team for engineers to attend to check or replace the part of equipment. Software calls would be reassigned to the software team ensuring any error messages or error codes were logged in the call. I can't recall any specific error messages but we had KELs (known error log) documents to follow. After a period of time I held the position of Product Support Engineer – supervising a team of agents with their daily tasks/call logging-hardware, software & network queries.

5. I am not sure of the dates for various roles that I held during my time with Fujitsu – starting from May 2000 – to June 2014.

6. In my view HSH/HSD provided adequate help and support to postmasters and postmistresses when they called the helpdesk.

Statement of Truth

I believe the content of this statement to be true.

Signed: **GRO**

Dated: 16th March 2023