

Witness Name: Carl Hunt

Statement No.: WITN07010100

Dated: [18 / 3] 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF CARL HUNT

I, Carl Hunt, will say as follows...

1. I started working at ICL in 2000 and worked there until 2001, ICL became part of Fujitsu Services during this time. I was employed permanently by ICL who contacted me through a recruitment agency. My job title was Horizon System Helpdesk Advisor, 1st line support. I progressed to 2nd line support during my time employed there.
2. When I started, we received 2 weeks training on the Horizon System, from memory there was 8 of us on the course, the training was thorough, given by a training specialist. After this initial training we were paired with a qualified HSH agent, receiving on the job training before dealing with enquiries direct from post masters etc ourselves.
3. On an average day we would receive calls from post office staff requiring guidance on such things as being shown the route how to sell tv licence on the system, we had a system available to us in the office so we could assist easier and better. We could not log onto their account, however. We

performed things such as password resets. For technical/software issues we were unable to resolve we passed these onto 2nd line support for further investigation. On Wednesdays we worked a longer day as this was the Post Office balance day. Later on a Wednesday we would assist in postmasters balancing their system, a lot of postmasters and mistresses reported they had never really touched a computer in their life previously so were a bit lost so some calls could take over an hour to assist but this was fine from our viewpoint. If balance calls were beyond our limitations of help we passed on to a group called Peritas, these people were brought into the office on a Wednesday only, as balance specialists, I think they had some kind of freelance arrangement.

4. When I was 2nd line support, I spent less time taking calls but more time resolving issues passed to our team, be they software or suspected software issues and things such as system not communicating for whatever reason. Any calls we couldn't resolve were mainly passed to the next line of support (rim team).
5. To assist us we had a horizon system ourselves in the office, supervisors who you could go etc.
6. The management structure was pretty relaxed, that's how I saw it after previous places I had worked. On a personal level I tried to give as much assistance as possible and believe my colleagues did, there was a culture

where we wanted to help as I recall 21 years from my time there. It was a new desk when I started and thus seemed a willingness to help.

7. There were no bugs as far as I can recall on the system, but 3rd line support would be better placed to confirm this.

Statement of Truth

I believe the content of this statement to be true.

Signed:

GRO

Dated:

18/3/23