

Witness Name: Neville Brian Gallacher

Statement No: WITN07260100

Date: 16 March 2023

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF *NEVILLE BRIAN GALLACHER*

I, *NEVILLE BRIAN GALLACHER*, will say as follows:-

INTRODUCTION

1. I am a former employee of Fujitsu Services Limited (**Fujitsu**). I left Fujitsu in 2017 and I am currently retired.
2. This witness statement is made to assist the Post Office Horizon IT Inquiry (the **Inquiry**) with the matters set out in the Rule 9 Request provided to me on 1 February 2023 (the "**Request**"), to the extent I have or had direct knowledge of such matters. I was assisted in preparing this statement by Morrison Foerster, who represent Fujitsu in the Inquiry.

3. The topics set out in the Request concern events that occurred between 5 and 23 years ago. However, many of the topics in the Request relate to the work of the Horizon System Helpdesk/Horizon Service Desk (**HSH/HSD**). I did not work directly with the HSH/HSD and my knowledge of these topics is therefore limited.
4. I have set out my best recollection of events in this statement. While I have tried my best to recall these events, due to the time that has passed, there are areas where my recollection is unclear or limited.

BACKGROUND

5. I joined the civil service in June 1989 as an Administrative Assistant and transferred to Virtual Machine Environment (**VME**) Operations in June 1990. I was a computer operative responsible for printers, computer tapes, and some aspects of IT mainframe support. In 1991 the Information Technology Service Agency (**ITSA**) was formed and was the primary IT arm of the civil service. My role meant that I was now part of ITSA. Sometime around 1993 I transferred to UNIX support as a Customer Support Specialist, still within ITSA, providing support for various Department of Social Security (**DSS**) UNIX servers. In August 1995 I became an Executive Officer, still primarily focusing on supporting UNIX operating systems.
6. ITSA was outsourced to ICL in 1996. My job title changed to Technical Support Specialist although it was still the same role. In January 1997 I moved to a more general UNIX Support team for the DSS accounts to support a much larger distributed estate. The DSS had a large number of UNIX servers/services scattered around the country in DSS offices and, if there were issues with these units, the Distributed System Support team would be contacted to resolve the

problem. We were not a helpdesk – we were a step back from that, providing specialist technical support. This would also involve monitoring software updates to the various UNIX systems.

7. I moved to the Management Support System team (the **MSS**) for the DSS accounts in about 1999, and in 2000 I was brought on to the Pathway project. I remained a Technical Specialist at various levels, working on the Post Office Account until I left Fujitsu in 2017.
8. I have a BTEC Higher National Certification in Computing from the University of Central Lancashire. In 1999, I achieved a Microsoft Certified Systems Engineer certification, which allowed me to work with different operating systems (such as Windows).

TECHNICAL SUPPORT

9. The Pathway project in our area consisted of MSS and the System Management Group (**SMG**). MSS were responsible for support and SMG for development. I started off working in support, and at some point (I cannot recall exactly when), I moved to the development team.
10. My technical support role in the MSS involved supporting the Tivoli Management Framework (**TMF**) system after it had been integrated into Horizon. TMF was a system which allowed administrators to manage large numbers of remote locations or devices. There were multiple administrator roles across different teams within Fujitsu such as SECAUD (Security Auditor), SECMAN (Security Manager), SMCTECH (SMC Technician), SMCTEAM (SMC Teamleader) SMCNT (SMC Operating system), SMCDBA (Database Administrator). These roles were all

defined and setup prior to my move to the project and were designed to restrict access to required areas only and provide a full audit trail.

11. I attended various courses on the TMF system as part of my initial training for this role. I did not receive any training on using the Horizon counter application as it wasn't accessed by MSS/SMG. One of the main aspects of TMF was software distribution to central servers and Post Office counters – software would be received from the Release Management team and packaged and distributed to the required platform via the Tivoli product.
12. The MSS was not responsible for the software that was being distributed or installed on the counters. The software would come packaged to us as a bundled unit from the Release Management team and we would deliver it to the counters via TMF - we did not deal with its contents.
13. We also provided support to the Systems Management Centre (**SMC**), which was responsible for monitoring the “distribution engines” (which pushed software out to the counters) during the allocated distribution windows (usually between 8.30pm and 6am, when the Post Offices were closed). The SMC would contact the MSS if they spotted any issues preventing distribution and we would point them to the technical solution. Any IT system can have glitches but in general, from the perspective of the MSS, the system was operating as we expected.
14. We would also occasionally provide support to the SMC in relation to issues being experienced on the counters and central servers but this was usually restricted to advising them of the appropriate team to pass the call to. Calls by postmasters to the HSH/HSD about these issues would not be passed to me.

15. I used the Peak system to log progress updates for problems that came to me through the SMC. These Peaks were then either closed or updated and passed to other teams. However, the Peaks I dealt with were never from postmasters – I only ever dealt with Peaks that were passed to me by the SMC, although information from a postmaster may sometimes have been added to the call by the SMC. These Peaks may have originated from calls to the SMC by other management teams further up the chain or by a postmaster to the HSH/HSD, which was passed to the SMC. I never dealt with postmasters directly. I remember hearing about PowerHelp and PinICL systems but they were never something that I dealt with.
16. Occasionally I would write or contribute to a Known Error Log (**KEL**) to explain how or why something technical was occurring, and these KELs were made available to the support teams. These could also be attached to call records. The purpose of a KEL was to provide a solution that could resolve the problem until such time as a software solution could be released, as the software solution had to be designed, developed and tested before it could be implemented. I would also sometimes be involved in resolving incidents not relating to Tivoli, such as Oracle errors and Disk space errors.
17. As part of the MSS support team I had access to certain aspects of the live system, specifically the Windows NT Operating System, via the Tivoli toolset. This was needed as the various management support systems need managing as well, i.e. Disk space management, monitoring relay servers, database administration etc. Access to the live system via Tivoli was tightly regulated and audited using unique logins, passwords, and keycard access to the room where the MSS sat. Our

access to systems was to the NT operating system only, not the applications. We could not change any transactional data on the counter and did not have access to transaction data. We also did not have access to the counter applications – only the Windows NT operating system.

SMG DEVELOPMENT TEAM

18. At some point (I cannot remember exactly when) I transferred from working in the support team to working in development for the System Management Group (“**SMG**”), who worked alongside the MSS. The development team focused on integrating management suites, which is essentially a collection of software, and looking at whether we could offer more tools to the SMC – this was a bit more forward-looking than the work done by the support team. I solely worked in development for the SMG and was not involved with the live support team. My role in development involved creating some Tivoli tools to help other teams remotely manage some aspects of the servers such as stop/start processes, retrieve log files, check connectivity etc. through an audited Tivoli account.

HSH/HSD

19. The Inquiry has asked me to describe my experiences working on the HSH/HSD and whether in my view the HSH/HSD provided adequate support to postmasters. As I mentioned above, I did not work directly with the HSH/HSD. There may have been times where I indirectly provided support to these teams

through my work with the SMC or via the Peak system, but I cannot recall any specific examples of this.

BUGS, ERRORS AND DEFECTS

20. In the Request, the Inquiry has asked me whether I was aware of any bugs, errors or defects within the Horizon system.

21. Given the nature of my position I was aware of general issues within the Horizon system, as these would be assigned to my team to resolve. I do not recall these being unusual or alarming in comparison to other systems I had previously worked with. In instances where my team were struggling to resolve an issue, we could raise a trouble ticket with a team at Tivoli who would assist in providing technical support, but we did not need to do this often. Whilst some items were more complex than others, I do not recall being aware of issues that couldn't be, or weren't, resolved.

Statement of Truth

I believe the content of this statement to be true.

Signature

GRO

Dated:

16/3/2023