Witness Name: John Edward Paul Newitt

Statement No.: WITN08050100

Dated: 20|03|20 23

POST OFFICE HORIZON IT INQUIRY

FIRST WITNESS STATEMENT OF JOHN EDWARD PAUL NEWITT

I, John Edward Paul Newitt, will say as follows

INTRODUCTION

1. I am a former employee of Fujitsu and held the position of CM Tools Support Manager until I retired in October 2003.

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 dated 23 January 2023 (the "**Request**").

BACKGROUND

3. I have been asked to provide details of my professional background and role on the Horizon IT Project.

4. In respect to my professional background,

   I.   I worked for ICL (and its predecessors and subsidiaries) throughout by career apart from a 6-month gap in 1984.

II.   I joined ICL as a programmer in 1965 and worked on several IT systems.

III.   In 1969, I moved to Swansea to assist DVLC in the Centralised Vehicle Licensing System. I was a Chief Programmer leading about 12 staff, both customer and ICL.

IV.   In 1974, I returned to Reading and worked on several small projects, leading up to development manager of an accounting package. When this was acquired by another company, I went with the package but re-joined ICL after 6 months.

V.   From 1984, I managed the development of accounting packages for local government.

VI.   In about 1996, I joined the Horizon IT Project and remained on it until I retired in 2003.

VII.   I was a member of the British Computer Society.

5. In respect of my role on the Horizon IT Project, I need to first state that it is almost 20 years since I left the project upon retirement, so my recollection is somewhat vague. I joined the project in its early stages in about 1996. When I left, my role was defined as CM Tools Support Manager. In this, I was responsible for providing technical support and training to about 300 internal users for the PinICL and PCMS tools.

KEL system

6. I have been asked questions regarding the KEL system.

7. I have no knowledge of the KEL system. I don't recall that it was dealt with within my team.

PinICL and PEAK systems

8. I have been asked to provide my views on the PinICL and PEAK systems and their adequacy in managing active service tickets, together with how service tickets were controlled.

9. In respect to the PinICL and PEAK systems, I have no knowledge of the PEAK system; it is possible that it was introduced after my retirement as there were initial discussions on a replacement of PinICL. In my time, I think that most incidents recorded in PinICL were generated by internal test teams.I do not recall the term "service tickets". I do not recall the mechanism of how external incidents were entered into PinICL but it might have been by SSC. As a tool, I don't think that PinICL distinguished the source of the incident, internal or external. Teams were able to generate lists of outstanding critical incidents and I recall that these were considered at daily meetings of a senior team. I cannot recall any issues being raised by members of this daily team of the inadequacy of the information provided by PinICL.

10. In respect to the control of service tickets, as stated above, I do not recall the term.

SSC

11. I have been asked various questions regarding the SSC.

12. In respect to all these, I was not a member of SSC. From what I recall in my last few months, we had discussions with the SSC on their taking over the responsibility for the support of PinICL and rewriting it. I cannot provide any further information on the SSC.

Identification and rectification of bugs, errors or defects

13. I have been asked to comment on matters dealing with certain bugs in the Horizon system.

14. In respect to these matters, my role did not involve dealing with specific bugs unless they were within the PinICL system itself. At no time was I involved in specific external (i.e. customer) bugs which are the subject of this inquiry.

Remote access

15. I have been asked to comment on my use of remote access.

16. In respect to this, I think that the only remote access I used was to access emails; I rarely worked at home as my manager did not agree with it. I might do it when ill or if I needed some uninterrupted time to write a document. I did not access any SSC systems.

General

17. I have been asked about advice and assistance to SPMs, causes of problems with using the IT system and what changes could have been made to improve the advice and assistance.

18. In respect to these questions, I had no dealings with SPMs. Nor can I recall any discussions within Fujitsu concerning problems being experienced by the SPMs.

Statement of Truth

I believe the content of this statement to be true.

Signed: GRO

Dated: 20/03/2023