
From: Bains Rajbinder [/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BAINSR]
Sent: Mon 17/06/2013 9:44:46 AM (UTC)
To: Brooke Zara [GRO]; Dunks Andy [GRO]
Subject: RE: G-119: Fraud Software Trial - Queries

Hi Zara,

They get the following;

ARQ's - 720 p/a
ARQ's for Litigation - 250 p/a
Query Days for ARQ's - 17,000 p/a

They are still within there limit.

Thanks
Raj

From: Brooke Zara
Sent: 17 June 2013 10:42
To: Bains Rajbinder; Dunks Andy
Subject: RE: G-119: Fraud Software Trial - Queries

Hi Raj,

Ok, that's great: how many queries do they get per year, and how many do they have left?

Many Thanks,

Zara Brooke

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From: Bains Rajbinder
Sent: 17 June 2013 10:37
To: Brooke Zara; Dunks Andy
Subject: RE: G-119: Fraud Software Trial - Queries

Hi Zara,

Pete Jobson is correct POL have a contracted limit of audit queries that they can request for the year and they are still within this - if they want us to pull back any transaction data then they request needs to come to us via Maureen Moors at POL.

Thanks
Raj

From: Brooke Zara
Sent: 14 June 2013 14:38
To: Bains Rajbinder; Dunks Andy
Subject: FW: G-119: Fraud Software Trial - Queries
Importance: High

Hi SecOps,



I've had a query from POL regarding some data extracts that have been run for CT1231 'Security Analytics- data extracts'. The question they have is if they (POL/Detica) identify some transaction types to be suspicious and want to investigate / analyse those further, what would we require from POL/Detica to get the data corresponding to those particular transaction types for a period which extends beyond last 62 days?

Pete Jobson thought that POL have a contracted limit of audit queries that are "pre-paid" and that if they exceed this limit then they have to negotiate for more. Are you able to confirm what the agreed BAU process is?

Many Thanks,

Zara Brooke

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From: Jobson Pete
Sent: 13 June 2013 15:52
To: Brooke Zara
Subject: FW: G-119: Fraud Software Trial - Queries
Importance: High

Zara

I think that the answer to these questions is:

- 1) Me or Gareth Jenkins – I may be on hols for the last week June and 1st week July
- 2) Raj Bains and Andy Dunks (SecOps team) are responsible for Audit extracts. You will have to check with them. My understanding is that POL have a contracted limit of audit queries that are “pre-paid” and that if they exceed this limit then they have to negotiate for more. I think they have quite a few left in the bag this year so they should be ok. Speak to the SecOps team to find out what the agreed BAU process is.

In addition, you need to poke Saurabh as to when he wants his next extract – remember it needs setting up early – I may be on hols for the last week June and 1st week July

Pete - Work: [REDACTED] Mobile: [REDACTED]

From: Saurabh Raman [REDACTED]
Sent: 13 June 2013 14:48
To: Brooke Zara
Cc: Jobson Pete; Newsome Pete; Saurabh Raman
Subject: G-119: Fraud Software Trial - Queries
Importance: High

Hi Zara,

I have a couple of things that I need to discuss.

- 1) Detica clarification queries: We identified as part of CR that there would be some queries from Detica after they have had a chance to look at the data extracts provided to them. Could you please let me know how and to whom to raise these queries? If I need to set up a conference call, whom do I need to invite for the same?
- 2) Historic Data: It is understood that Fujitsu maintains 62 days worth of data and the older data gets archived. I am aware that Fujitsu is able to track some cases for Post Office from the archived data. My query is if we have identified some transaction types to be suspicious and want to investigate / analyse those further, what would you require from us to get the data corresponding to those particular transaction types for a period which extends beyond last 62 days.

Please do let me know if you need clarification on any of the points mentioned above.

Thanks & regards,
Saurabh

Saurabh Raman | Project Manager

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