
From: Long Stephen[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=LONGS]
Sent: Wed 01/06/2011 10:55:00 AM (UTC)
To: Tait Duncan[**GRO**] Bounds Gavin[**GRO**]
Cc: Tasarkan Zara[**GRO**]
Subject: Post Office Account - Ernst & Young Audit

Duncan/Gavin,

The audit referred to in Mike Young's mail was part of the annual audit carried out on Post Office by the Royal Mail Group auditors Ernst & Young. The following summarises the main observations as they relate to Fujitsu.

Ernst & Young observations (March 2011)

Ernst & Young recognised in their audit that Post Office had reaped considerable commercial benefit from Fujitsu's shared services model; however, Ernst & Young's expectations were for Fujitsu to evidence controls that are designed to govern named individuals.

In general, Ernst & Young were satisfied with the robust user management processes for HNG-X system access. However, observations were made of the user management processes, specifically with regard to the segregation of duties between developer and system administrator roles. It was also recommended that a review of privilege access is undertaken and that the processes around user management are strengthened.

The findings of the audit have been discussed at the monthly Executive Review and a joint Audit Governance Board has been convened to manage the remedial activity through to completion. Fujitsu are currently working with Post Office to evaluate the controls of the audit standard recommended by Ernst & Young (SAS70 - a US-based standard) and are considering encompassing some of these controls, if they add value, to the remit of the existing ISO 27001 certification.

Recommendation Summary

High

- Improve governance of outsourcing application management
- Segregation of duties within the manage change process
- Strengthen the change management process
- Review of privileged access

Medium

- Implement periodic user access reviews and monitoring controls
- Strengthen the User Administration Process

Low

- Improvements to logical security settings
- Strengthen the password parameters
- Review of generic privileged accounts
- Improvements to the problem and incident management process

We are currently organising the meeting with Paula and Mike; obviously I will provide a fuller brief in good time for that meeting.

Regards,

Stephen

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