

Witness Name: Stephen John Wiseall

Statement No: WITN03960100

Dated: 3 April 2023

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## POST OFFICE HORIZON IT INQUIRY

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### FIRST WITNESS STATEMENT OF Stephen John Wiseall

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I, Stephen John Wiseall, will say as follows

#### INTRODUCTION

1. I was the Acceptance manager for the for the HNG-X Programme in 2010, this covered what at the time was Release 2 that followed the first HNG-X release. I was fulfilling this role on a temporary basis for a few months until a permanent Post Office employee was identified to replace me.  
As per my earlier communication, I was not and have never been an employee of Post Office Ltd, I was working for Post Office as a permanent employee of a services supplier named Acutest Ltd – a test consultancy who provided testing services for Post Office for HNG-X and other programmes.
2. From September 2006 until early 2010 I was a Test Analyst working on the HNG-X programme. Again, this was as a permanent employee of a services supplier named Acutest Ltd.



3. Prior to starting with Post Office I had 6 years testing experience. As part of my employment with Acutest (while working with Post Office) I also completed the ISTQB / BCS Intermediate Software Testing Certificate.
4. I did not receive specific training for these roles, however internally Acutest had a programme of training and development that I attended covering various aspects of testing, change management and the use of testing tools.

### **DESIGN OF HNG-X**

*I have been asked to consider FUJ00002113, FUJ00002114, FUJ00002229, FUJ00002245, FUJ00002420, FUJ00003498 and FUJ00003499*

5. My recollection is that I did not have any input into their creation and did not personally review these documents and provide feedback. Part of my role as a test analyst prior to 2010 was to coordinate document reviews across the Joint Test Team (made up of Post Office and Acutest test resource), consolidate feedback comments and share with the document owners. Post 2010 as part of my role as Acceptance Manager I was again responsible for coordination and ensuring that team members fed back comments in a structured way.

Note that I no longer worked on the HNG-X programme when the document FUJ00002420 was issued on 12-JUL-2011, I finished with Post Office in early 2011.

6. I do not have anything to comment on within these documents.



7. From memory the 'Post Office Ltd - Test Analysis' were the Joint Test Team made up of Post Office permanent employees and consultants provided by Acutest Ltd.

My recollections are that the Acutest team members focused on testing the front end point of sale system and non-functional aspects (including performance).

This team was not involved in the design of HNG-X but was responsible for test analysis, test preparation and test execution. The team would have also raised defects when actual behaviour deviated from expected behaviour and then any retesting following defect fixes – all prior to the initial rollout of HNG-X.

From memory the Post Office part of the team focussed more on the backend and reporting parts of HNG-X, but as I was not as close to their day to day activities, I am unable to remember their detailed responsibilities.

8. Given my roles and the time I worked with Post Office I had a basic knowledge of how some parts of HNG-X operated – the majority being the front end point of sale system.
9. My recollection is that I personally received a number of demonstrations of HNG-X, these were largely in the form of handovers of functionality from the Fujitsu teams.



I also remember a demonstration done in the model office by Post Office staff covering basic operations and transactions.

These were only ever high level and their aim was not so that I could be a user of HNG-X.

### **DEVELOPMENT AND ACCEPTANCE OF HNG-X**

*I have been asked to consider POL00033102, POL00033107 and POL00033109*

10. A. I am unable to provide any further information than that included in these documents.

B. I am unable to provide any further information than that included in these documents.

C. My role as the Acceptance Manager was to support the collation, presentation and review of the contents of this document to the Acceptance Board for that board to then decide on progress.

11. My recollection is that Post Office put a lot of effort (there was a sizable, dedicated team responsible for this) into the requirements that defined HNG-X, both in terms of the use cases that defined the functional aspects and other requirements that defined the other aspects of the system. Again, my recollection is that there were changes to the requirements over time following feedback from both Fujitsu, the Joint Test Team and other teams within Post Office.

12. Given my knowledge of HNG-X, the breadth of functionality and complexity of the system I'm not able to provide comment on how well the HNG-X system



functioned. I'm not in a position to comment on the pilot scheme as I was not involved in that programme activity.

13. I personally do not remember feeling pressure to ensure that the migration to HNG-X happened within a short time frame, however I was not involved in the decisions involving the migration to HNG-X or the actual migration itself.

### **BUGS / ERRORS / DEFECTS**

*I have been asked to consider FUJ00081564*

14. I do not remember this document so cannot comment on who produced it.

Note that the version shared is very difficult to read/navigate as it spans 360 pages but only around 10 of these appear to have content.

15. I cannot comment on this as I do not remember this document or being involved in this forecasting.

*I have been asked to consider POL00001493, POL00001499, POL00001509, POL00001521, POL00001556, and POL00039627.*

16. I cannot add anything additional to what is included in the bugs/errors/defects extracts that have been shared.

17. Given the scope of my role in HNG-X I am unable to comment on this.

18. From memory my interaction with the PEAK system was to set the Quality Centre (QC) defects to be sent across to PEAK once it was agreed as a



Fujitsu defect. There was a two-way synchronisation in place between QC and PEAK so that both tools always had the latest information. I don't believe I ever had access to PEAK directly, only to QC where I made the updates to send the defects to PEAK.

Note that QC was the test management tool used across the programme to manage testing activity such as test execution and defects.

19. As I did not have access or use PEAK, I cannot comment on this. I also had no visibility of service tickets that were added directly into PEAK, only PEAK incident updates for those that originated from and were synchronised with QC

*I have been asked to consider POL00032629 and POL00032633*

20. I cannot remember the details of these two defects or if they were resolved before a final draft was issued.

21. I assume this refers to "...two requirements GLB-2214 / 5219 which are showing as failed in QC but have no defects. Again, Steve is to progress these." I cannot remember the details of these two requirements with no defects or how the issue was progressed.



**HORIZON LITIGATION**

22. I do not have any recollection of these bugs from my time working on the HNG-X programme.

23. I was not aware of any additional issues that arose that I could add to this.

**REFLECTIONS**

24. I believe that I carried out my role with diligence and personally have no specific things I would have done differently.

25. I do not know enough about the scandal as a whole so cannot comment on this.

26. I have no specific points to raise on this.



**Statement of Truth**

I believe the content of this statement to be true.

Signed: **GRO**

Dated: 3<sup>rd</sup> APRIL 2023



**Index to First Witness Statement of Stephen Wiseall**

<b>No.</b>	<b>URN</b>	<b>Document Description</b>	<b>Control Number</b>
1.	FUJ00002113	Specification: HNG-X Branch and Counter Reports dated 14.10.2009	POINQ0008284 F
2.	FUJ00002114	Specification: HNG-X Receipts, Slips and Labels dated 14.10.2009	POINQ0008285 F
3.	FUJ00002229	Specification: HNG-X Branch and Counter Reports v2.0 dated 12.07.2010	POINQ0008400 F
4.	FUJ00002245	Specification: HNG-X Receipts Slips and Labels v3.0 dated 08.09.2010	POINQ0008416 F
5.	FUJ00002420	Specification: HNG-X Branch and Counter Reports v3.0 dated 12.07.2011	POINQ0008591 F
6.	FUJ00003498	Specification: HNG-X AP and ADC Receipts v1.0 dated 24.10.2009	POINQ0009669 F
7.	FUJ00003499	Specification: HNG-X Banking, Debit Card and ETopUp Receipts and Texts v1.0 dated 15.10.2009	POINQ0009670 F
8.	POL00033102	Acceptance Report for HNG-X Release 2 dated 09.07.2010	POL00033102
9.	POL00033107	Acceptance Report for HNG-X Release 2 dated 14.07.2010	POL-0030042
10.	POL00033109	Acceptance Report for HNG-X Release 2 dated 15.07.2010	POL-0030044
11.	FUJ00081564	Date above is an estimate - based on some of the data in this excel dated 01.02.2011	POINQ0087735 F
12.	POL00001493	PEAK ticket date 04.12.2009	VIS00002507
13.	POL00001499	PEAK ticket - log of an incident dated 04.03.2009	VIS00002513
14.	POL00001509	PEAK ticket - log of an incident from the incident management system dated	VIS00002523
15.	POL00001521	PEAK ticket - log of an incident from the incident management system dated	VIS00002535



16.	POL00001556	PEAK ticket - log of an incident from the incident management system dated 02.12.2009	VIS00002570
17.	POL00039627	Email to Jon Thompson re HNG_X_Release 1 Defect dated 28.04.2010	POL-0036111
18.	POL00032629	Acceptance Report for HNG-X Acceptance Gateway 3 (v.0.1) – DRAFT dated 28.10.2009	POL-0029564
19.	POL00032633	Acceptance Report for HNG-X Acceptance Gateway 3 (v.0.2) – DRAFT dated 02.11.2009	POL-0029568