

Goulder, Karen

From: Williams, Juls
Sent: 18 May 2017 09:44
To: David Mackay
Subject: RE: IT

Thanks Dave
juls

J P Williams
Residential and Regimes Manager
Custodial & Detention Services
G4s Care and Justice Services (UK) Ltd
Brook House IRC
Perimeter Road South
Gatwick Airport
West Sussex RH6 0PQ

Tel: + 44 (0) 01293 566527

Mob: [REDACTED]

Email: [REDACTED]

www.g4s.com

From: David Mackay
Sent: 18 May 2017 09:37
To: Williams, Juls
Cc: Saunders, Ben; Stephen Skitt; Giraldo-Albelaez, Ramon
Subject: Re: IT

Morning Juls

Have been working with the infrastructure team to try and resolve this issue. I'm currently waiting for the service desk to contact virgin to confirm some details.

Will update you in an hour.

David

Sent from my Samsung Galaxy smartphone.

----- Original message -----

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Date: 18/05/2017 09:27 (GMT+00:00)
To: David Mackay <[REDACTED]>
Cc: "Saunders, Ben" <[REDACTED]>, Stephen Skitt <[REDACTED]>, "Giraldo-Albelaez, Ramon" <[REDACTED]>
Subject: RE: IT

Morning Dave

Where are we this morning with IT or are we still waiting for Unify?

Cheers juls

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From: David Mackay
Sent: 17 May 2017 16:24
To: Williams, Juls
Cc: Saunders, Ben; Stephen Skitt; Giraldo-Albelaez, Ramon
Subject: Re: IT

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I am awaiting unify to get back to me with the configuration of the router so I can update it and test.

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Email: [DPA]

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Goulder, Karen

From: Williams, Juls
Sent: 18 May 2017 10:03
To: Saunders, Ben
Subject: RE: IT

Ben

Just to keep you updated, we have now received our second complaint regarding the IT being closed.

Cheers juls

J P Williams
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From: Saunders, Ben
Sent: 18 May 2017 09:59
To: David Mackay; Williams, Juls
Cc: Stephen Skitt; Giraldo-Albelaez, Ramon; James Phoenix; Roger Taylor ([REDACTED]); Simon Pettifer ([REDACTED])
Subject: RE: IT
Importance: High

Dave,

Thanks for the update and the work you are doing to try to resolve this.

Please let me know if this is going to be an on-going problem as it is causing us operational issues in terms of detainees frustrated that they cannot access important sites, especially those linked with appeals or the removal process. We have received complaints and detainees become suspicious, particularly around charter moves.

James / Roger – I am flagging this with you as this is a serious issue for us to resolve quickly. We have been without detainee internet since Saturday and this poses an operation issue with detainees as well as a contractual (£450 per day) and reputational issue with the Home Office at a time when they are evaluating our bid for the Gatwick contract and we have experienced similar significant issues with detainee internet in recent history.

I'd be grateful for some reassurance that this will be given absolute priority please.

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[REDACTED]

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Goulder, Karen

From: Saunders, Ben
Sent: 17 May 2017 11:05
To: James Phoenix; Haughton, Dan; David Mackay
Cc: Roger Taylor <[REDACTED]> [REDACTED]; Stephen Skitt; Williams, Juls
Subject: RE: FW: IT issues Ticket R-146333

Dave

Just checking you are here at Brook.

We've got an internet issue and are keen to fix it urgently.

Kind regards

Ben

Ben Saunders
Centre Director – Gatwick Immigration Removal Centres
Custodial & Detention Services
G4S Care & Justice Services (UK) Limited
Southside, 105 Victoria Street, London SW1E 6QT

Tel: + 44 (0) 1293 566511

Mob: [REDACTED]

[REDACTED]

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TEAMWORK

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From: James Phoenix
Sent: 16 May 2017 10:55
To: Haughton, Dan; David Mackay
Cc: Roger Taylor <[REDACTED]> [REDACTED]; Saunders, Ben; Stephen Skitt; Williams, Juls
Subject: Re: FW: IT issues Ticket R-146333

Dan,

David Mackay is back from leave tomorrow and is at Brook House.

Dave - Pls can you look at this first thing.

Kind regards

James Phoenix
Head of IT Operations (UK&I)
Mob: [REDACTED]

G4S Regional Management (UK&I) Ltd
Southside, 105 Victoria Street, London SW1E 6QT

On 16 May 2017 at 10:33, Haughton, Dan <[redacted] DPA > wrote:
Morning Roger,

We need some assistance with the above ticket. Our detainee internet access is currently down at Brook House. The computers are operational but cannot connect to the internet. I followed the instruction sent by Virgin Media but could not connect to the router from the internet browser. I am not sure due to administrator access if any local staff would be able to access the router to perform the reset or if the fault is with Virgin as the router lights suggest internet access is present.

This loss of service is concerning as we are failing on our contractual requirements on a daily basis which could potentially lead to incurring penalty points.

Regards

[cid:image003.jpg@01D2CE2F.EE749C10]

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Perimeter Road South
Gatwick Airport
West Sussex
RH6 0PQ

Tel: + 44 (0) 1293 566517

Tel: +[redacted] DPA

Email: [redacted] DPA <mailto:[redacted] DPA >

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From: Haughton, Dan
Sent: 14 May 2017 21:54
To: Timms, Barry; Stephen Skitt; Williams, Juls; Saunders, Ben
Cc: David Mackay
Subject: IT issues

All,

Issues with IT suite Saturday:

- * DCO reported IT suite was not working - no internet connection at 08.45
- * I reset the TH router at 09.10
- * DCO tried IT suite again, still no internet access at 09.40
- * IT helpdesk called at 10.15

- * IT helpdesk responded at 11.03 stating the fault had been logged with Virgin
- * DCO requested to try the IT suite hourly
- * IT helpdesk called back at 11.31 with an update, Virgin found a "noise fault" on the line and had cleared it. Advised to try accessing the internet again and if this did not work to reboot the router again and try to access
- * IT suite was tried again at 11.45 still no access
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- * IT helpdesk returned call at 11.38 to advise they would contact Virgin again
- * Virgin Media responded with some guidance to try and resolve at 1730

Sunday:

- * Guidance from Virgin attached and was attempted at 08.30 but did not resolve
- * IT helpdesk updated - no response

Monday:

- * No access to internet from detainee IT suites
- * Ticket chased - no response

Tuesday:

- * No internet access from detainee IT suites
- * Update from IT helpdesk stating the ticket with Virgin has been re-opened

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Tel: [DPA]

Email: [DPA] <mailto:[DPA]>

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Goulder, Karen

From: Saunders, Ben
Sent: 17 May 2017 14:10
To: David Mackay; James Phoenix; Haughton, Dan
Cc: Roger Taylor <[REDACTED]@DPA>; Stephen Skitt; Williams, Juls
Subject: RE: FW: IT issues Ticket R-146333

Great, thanks Dave.

Kind regards

Ben

Ben Saunders
Centre Director – Gatwick Immigration Removal Centres
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From: David Mackay
Sent: 17 May 2017 11:11
To: Saunders, Ben; James Phoenix; Haughton, Dan
Cc: Roger Taylor <[REDACTED]@DPA>; Stephen Skitt; Williams, Juls
Subject: Re: FW: IT issues Ticket R-146333

Hi Ben

Yes I'm here down at Tinsley as this is where the adsl line comes in for detainee internet.

Will keep you posted.

Regards

David

Sent from my Samsung Galaxy smartphone.

----- Original message -----

From: "Saunders, Ben" <[REDACTED]@DPA>

Date: 17/05/2017 11:04 (GMT+00:00)

To: James Phoenix <[REDACTED]>, "Haughton, Dan" <[REDACTED]>, David Mackay <[REDACTED]>

Cc: "Roger Taylor" <[REDACTED]> <[REDACTED]> <[REDACTED]>, Stephen Skitt <[REDACTED]>, "Williams, Juls" <[REDACTED]>

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Goulder, Karen

From: Saunders, Ben
Sent: 18 May 2017 09:59
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Cc: Stephen Skitt; Giraldo-Albelaez, Ramon; James Phoenix; Roger Taylor; [REDACTED] DPA
Subject: Simon Pettifer [REDACTED] DPA
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Importance: High

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Email: [REDACTED]

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Goulder, Karen

From: Saunders, Ben
Sent: 19 May 2017 13:02
To: David Mackay; Williams, Juls
Cc: Stephen Skitt; Giraldo-Albelaez, Ramon
Subject: RE: IT

Hi Dave,

Any update on our IT issues?

Has the BT engineer arrived?

Kind regards

Ben

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From: David Mackay
Sent: 18 May 2017 13:03
To: Williams, Juls
Cc: Saunders, Ben; Stephen Skitt; Giraldo-Albelaez, Ramon
Subject: RE: IT

Afternoon

I have again gone through the config on the router with Virgin and still no internet.

Virgin have now agreed to send out a BT engineer to site tomorrow to check the line here at Tinsley.

The BT engineer is due at Tinsley between 8 & 13:00 I'm the site contact as I will be on site all day tomorrow.

Regards

David

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Email: [REDACTED]

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Goulder, Karen

From: Stephen Young [REDACTED] DPA
Sent: 13 May 2017 17:32
To: Haughton, Dan
Subject: R-146333 - Brook House Detainee Internet

Hi Dan,

As discussed, please see the below message from Virgin - I've added this note to the ticket for my colleagues to see but sent it separately to you as the formatting may look obscure from the automatic email from the ticket system.

"We tried to call back but the call rang out, can you please try the following to restore service, please first factory reset by holding down the reset button for 30secs, then:

1. Open an internet browser
2. In the Address bar type 192.168.1.1
3. Username: admin
Password: password
4. Click " No, I would like to configure the router myself"
5. Click Advanced > Setup > Internet Setup
6. Click my internet connection requires a Login
7. Login: [REDACTED] IRRELEVANT AND SENSITIVE
Password: [REDACTED] IRRELEVANT AND SENSITIVE
8. Click Apply"

I will add the ticket details onto our handover for today for tomorrow's shift to monitor.

Thanks

Regards,

Stephen Young
IT Operations Analyst

G4S
14 Silver Fox Way, Cobalt Business Park, Newcastle-upon-Tyne, NE27 0QJ

IT Service Desk Contact Details:
Web Portal: <https://itsupport.g4s.com/>
Phone: 0203 322 1322
Email: itsupport@g4s.com