



# Lessons learned from *Bates v Post Office* in an increasingly software dependent world: “Bugs, errors and defects”

As businesses process and store increasingly vast volumes of data, so the reliability and robustness of their IT infrastructure becomes increasingly critical. The recent decision in *Bates and others v Post Office Ltd* is a salutary reminder that IT the systems in place can be far from infallible.

## ISSUES

---

### Issue 2: The governance of IT systems - a board level issue

6 April 2020

Lessons learned from *Bates v Post Office* in an increasingly software dependent world: “Bugs, errors and defects”

In the latest judgment in the legal dispute *Bates v Post Office*, the judge was tasked with determining both the extent to which the ‘operation’ of the system employed by the Post Office across its post-master network was robust, and the effective cause of the electronic accounting shortfalls that had affected a number of Post Office branches.

---

### Issue 1: The need for “robustness” and what this means

30 March 2020

Lessons learned from *Bates v Post Office* in an increasingly software dependent world: “Bugs, errors and defects”

As businesses process and store increasingly vast volumes of data, so the reliability and robustness of their IT infrastructure becomes increasingly critical. The recent decision in *Bates and others v Post Office Ltd* is a salutary reminder that IT the systems in place can be far from infallible.

---