

- **Help Desk**

- Gathers specific information
- Troubleshoots issue
- Escalates issue to appropriate Tier 2 (Development Leads)
- Coordinates activities with initiator through closure of ticket:
  - Customer Confirms Issue Resolved, or
  - External Trouble Report (ETR) is logged

- **Production Issue (ETR) Logged**

- Determine workaround, if feasible
- Prioritize ETRss
  - Financial/SOX Impact
  - Operational Impact
  - Temporary workaround available
- Schedule Correction
  - Next Scheduled Release, if possible
  - Future Release
  - Emergency Patch, if required

- ***PostalOne!* MTAC User Group #1 (weekly meetings)**
  - Average attendance is between 75-100
  - Share the current list of active and inactive issues
  - Prioritizes the new ones
- **Established new *PostalOne!* Improvement Team**
  - Has been working on address internal issues
  - Now will expand and work with Industry members of UG #1 to prioritize backlog of external issues
- **Cross-functional Integration at USPS**
  - Multiple recurring meetings every week between Finance, SOX, PPTS, and IT
  - Review and Prioritize Issues/Resolutions
  - Issues are actively committed to upcoming releases and patches

Active/Inactive	Priority	Total
Active	Critical	20
	High	37
	Medium	29
	Low	5
<b>Active Total</b>		<b>91</b>
Inactive	(None)	2
	Critical	47
	High	51
	Medium	20
	Low	2
<b>Inactive Total</b>		<b>122</b>
<b>Grand Total</b>		<b>213</b>

Count of Production		12-Jun	12-Aug	12-Oct	
Priority	(None)	31.0.0	31.1.0	32.0.0	Grand Total
Critical	1	6	3	10	20
High	14	11	1	11	37
Medium	13	7		9	29
Low	4			1	5
<b>Grand Total</b>	<b>32</b>	<b>24</b>	<b>4</b>	<b>31</b>	<b>91</b>

- Focus is on the Critical and High priorities
- IT has analyzed/developed a solution for 65% of active issues
- Will continue to analyze the remaining issues with the intent to get them committed to an upcoming release or patch