

# **Technology Update**

## **USPS Leadership Forum For Stakeholders**

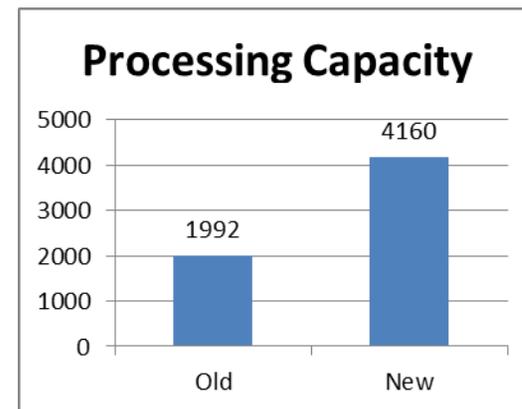
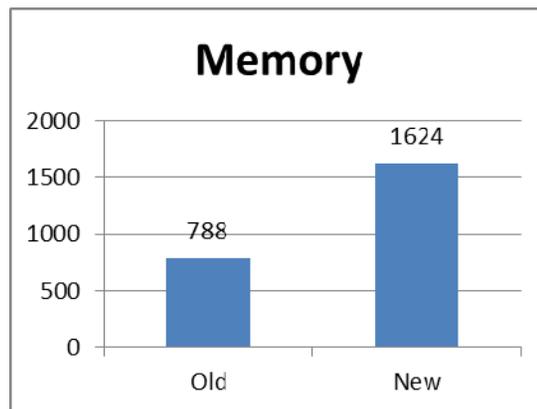
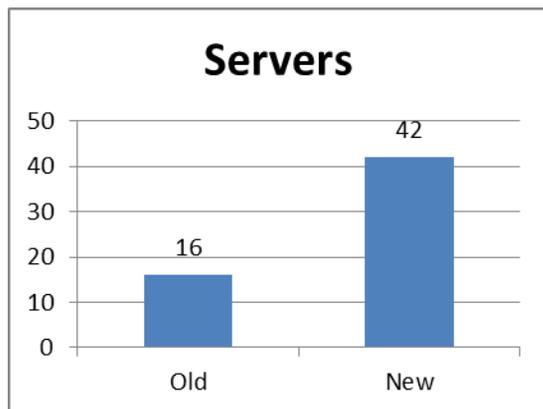
**August 14, 2012**

**John Edgar**

# Agenda

- Previous areas of focus
  - Technical infrastructure improvements
    - Update on 8/5 technology upgrade
  - Measuring system availability/performance
- Industry concerns
- New areas of focus
  - Release scope & scheduling
  - Improvements in quality & testing
  - Performance improvement workgroup

# Technical Infrastructure Improvements



- Hardware refresh complete – capacity doubled in 2012
- Commercial Off the Shelf (COTS) software upgraded – major database technology upgrade completed on 8/5
- Portions of the application rewritten to simplify

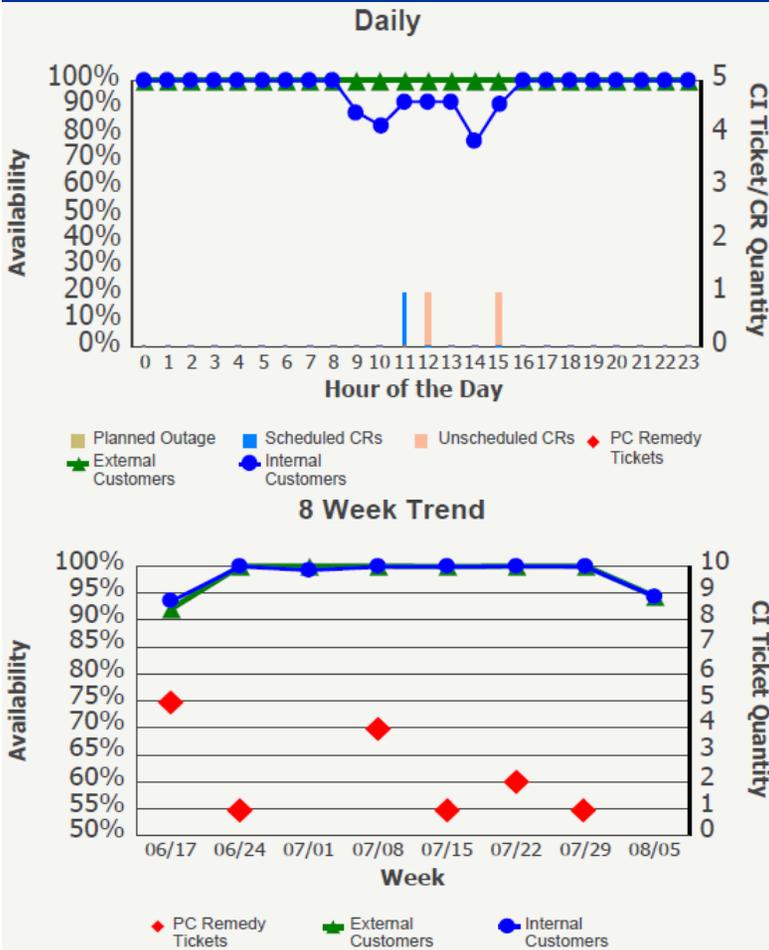
# Update on major technology upgrade

- PostalOne! database upgraded to Oracle11g on 8/5
- Extended outage scheduled from 6 PM Saturday, August 4, 2012, through noon CT Sunday, August 5, 2012
- Upgrade completed 4 hours early
- Mailers experienced intermittent outages and backup of eDoc processing on Monday and Tuesday
  - Applied Oracle patch
  - Performance has stabilized
- **Two year PostalOne! infrastructure modernization program complete**



# Measuring system availability/performance

**USPS Office of the CIO Daily Flash Report-Application Availability**



- Enterprise Systems Monitoring (ESM) group monitors 24x7x365
- Provides incident management/escalation when monitoring alarms detected
- New CIO Daily Flash reporting provides visibility in to availability/outages
- Monitoring expansion to other measurable processes being defined

# Industry Concerns

*"Users will never buy into Full Service Intelligent Mail by 2014, with the instability that is part of the major frustration of trying to use a system that is plagued with downtime and work-arounds....."*

[www.intelisent.com/postalaffairsblog](http://www.intelisent.com/postalaffairsblog) – May 29, 2012

*"every time this happens we need to revert to paper statements.... that creates additional work for both mailer and for the DMU clerks in entering the data. In addition the mail pieces are receiving the Full Service discount however they will not be available for any of the Full Service benefits ....."*

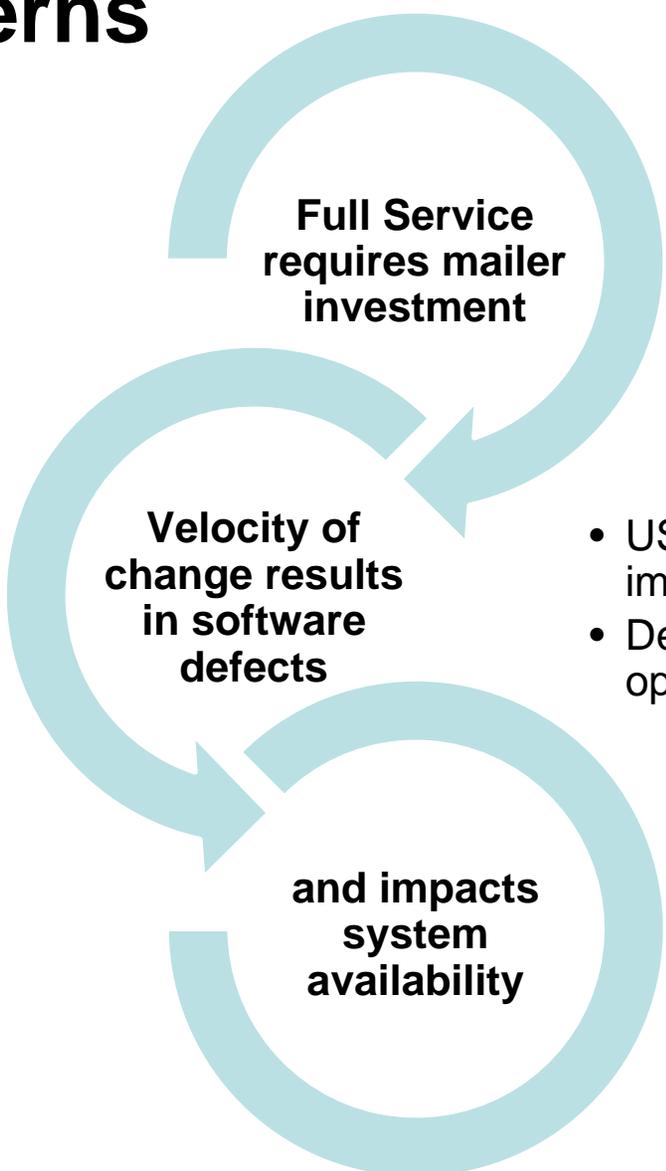
eMail from mailer - May 30, 2012

*"The PostalOne June release went very well from all of the reports I am seeing. The Known Issues listed above, which was sent out to the PostalOne user group, is a short list. There are a lot of people working very hard at the Postal Service on these releases. The Postal Service is going to eventually have to scale them back a bit so that they can be adequately managed....."*

[www.intelisent.com/postalaffairsblog](http://www.intelisent.com/postalaffairsblog) – June 12, 2012

*"I don't understand why you keep changing the system instead of fixing the things that would make it easier to use AND also make it work consistently (no outage)."*

eMail from BMEU clerk – June 13, 2012



**Full Service  
requires mailer  
investment**

- Mailers must invest in their systems

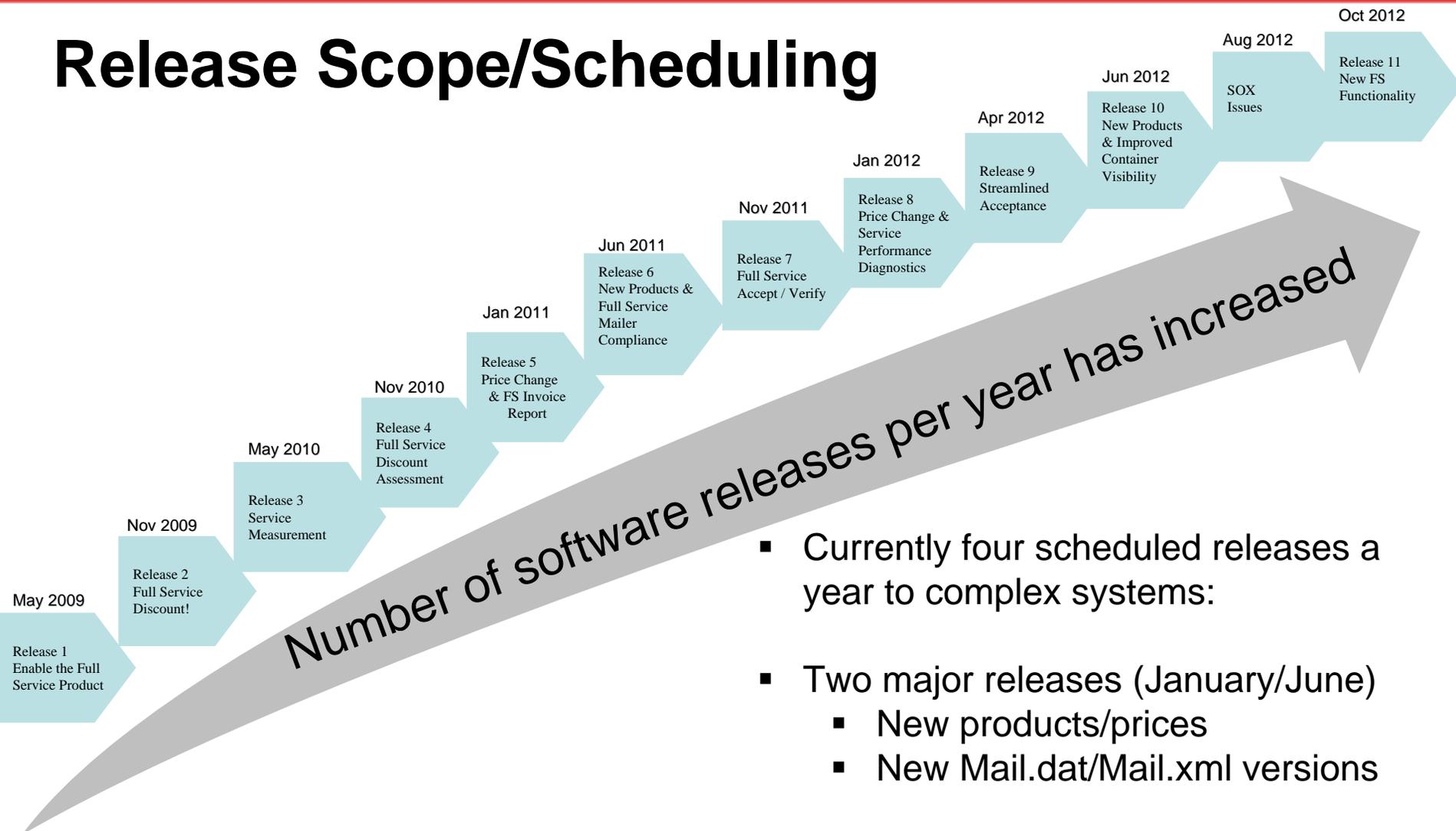
**Velocity of  
change results  
in software  
defects**

- USPS changes also impact mailer systems
- Defects impact mailer operations

**and impacts  
system  
availability**

- Unplanned outages impact mailers

# Release Scope/Scheduling



- Currently four scheduled releases a year to complex systems:
- Two major releases (January/June)
  - New products/prices
  - New Mail.dat/Mail.xml versions
- USPS looking to move to three scheduled releases a year

# Release scope & scheduling (cont'd)



- Release management and change control processes strengthened to prioritize and streamline release content
- New tollgate process added for BNS, Baseline, Design, Release, and Close-out milestones to ensure VP level involvement
- For major (January/June) releases scope will be limited to price change, specification changes, and new products

# Improvements in quality & testing

- Testing strategy enhanced to include new requirements as well as regression of existing functionality, end-to-end, and other testing necessary to accept the release into production
- Increase stakeholder involvement including defined roles and responsibilities for the development and approval of test plans, execution of testing, and review and approval of results
- Increase industry participation in Customer Acceptance Testing and provide more production-like test environment

# Performance improvement workgroup

- Workgroup created in July 2012
- Meetings (telecons) every two weeks
- First MTAC face-to-face meeting will be August 16<sup>th</sup> from 1 - 3PM
- Membership/Interest growing and has been very helpful in gaining detailed industry perspectives

## Initial Industry Participants

<u>Name</u>	<u>Company</u>
Sharon Harrison	AT&T
Randy Randall	AT&T
Michael Tate	Bank of America
Pat Rawls	Bank of America
Rob Arnish	Bank of America
David Gorham	CSG Systems
Rose Flanagan	DataMail
George Rader	DST
Angelo Anagnostopoulos	Gray Hair Software
Cameron Bellamy	Gray Hair Software
Lisa Miller	Gray Hair Software
Charley Howard	Harte Hanks
John Sexton	PBPS
Steve Krejcik	PBPS
Dave Robinson	Pitney Bowes
Linda Gustason	Quad Graphics
Jim Morton	Quad Graphics
Kim Mauch	Satori Software
Stuart McAllister	Total System Services

## Next Steps

- Incorporate results of Performance Workgroups into ongoing improvement planning
- Soliciting bids for independent assessment of PostalOne! system to help determine next areas of improvement
- Shift some development focus to address problems versus solely new functionality
- Expand system monitoring for more representative view of mailer usage
- Expand system availability efforts to reduce planned downtime for systems leveraging technical refreshes