

A photograph of a postal sorting machine. The machine is filled with various mail items, including a red and yellow envelope with the text "Your Immediate Attention is Required" and "Consumer Reports", a white envelope with "Windows 95" and "Photos in Imaging", and a blue and yellow envelope with "Do I NEED TO FILL THIS OUT?". The machine has several numbered compartments, with "87" and "84" visible. A red light is visible on the left side of the machine. A blue text overlay is centered over the image.

Isaac Cronkhite
Vice President, Enterprise Analytics
United States Postal Service

USPS MISSION

**CONNECTING & INFORMING
CITIZENS & COMMUNITIES**

**HELPING BUSINESSES
CONNECT & GROW**



SERVICE

RELIABLE, CONVENIENT, AFFORDABLE, UNIVERSAL and SECURE

Bind the Nation

240 years of rendering postal services to all communities.

Aligning Technology & Information Insights with USPS Business Goals



**Relentlessly
Focus on
the
Customer**



**Equip,
Engage &
Empower
USPS
Employees**



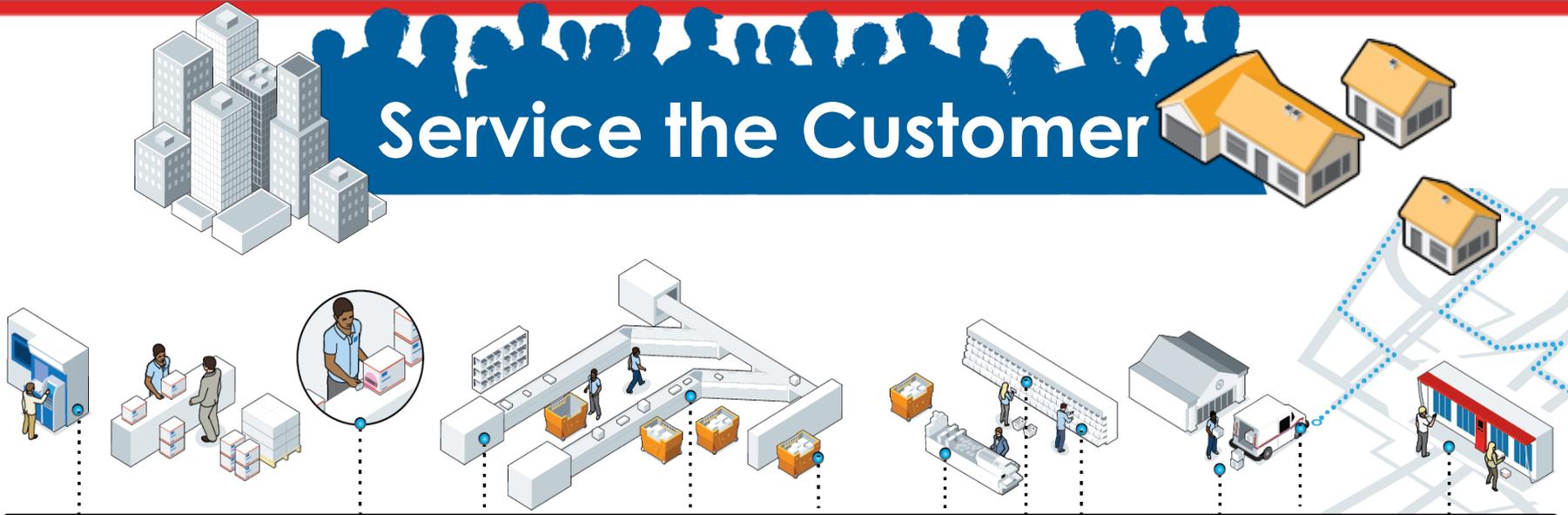
**Innovate
to Deliver
Value**



**Invest
in our
Future**

4 PMG Strategic Focus Areas

Service the Customer



ACCEPT

→ PROCESS

→ TRANSPORT

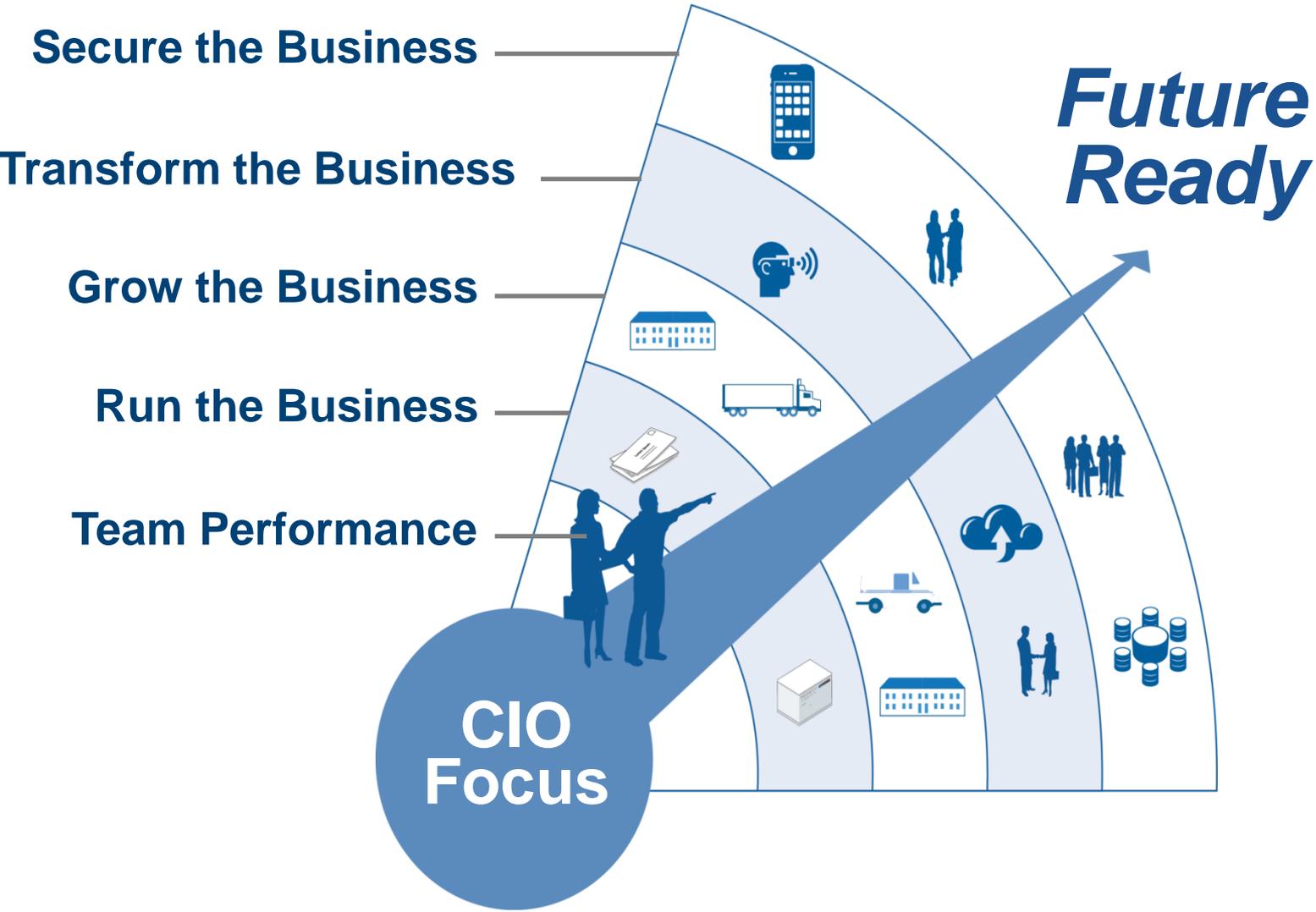
→ DELIVER

Information AND Technology

CIO Strategic Framework



Chief Information Officer
Kristin Seaver



CISO
Gregory Crabb



VP Engineering
Mike Amato



VP Enterprise Analytics
Isaac Cronkrite



VP Information Technology
Jeff Johnson



**VP Mail Entry and Payment
Technology**
Pritha Mehra

Chief Information Office Initiatives

USPS Financial Stability

**Enhance
Customer
Value**

**Provide the platform
for new products
and services along
with a stronger
customer
experience**

**Transform
Business
Value**

**Be the catalyst for
significant
business process
improvements**

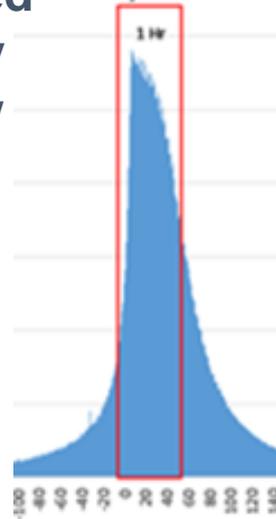
**Secure
and
Enable**

**Protect
infrastructure,
information and
assets to maintain
trust and
confidence**

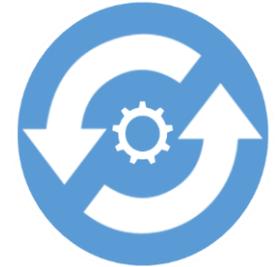
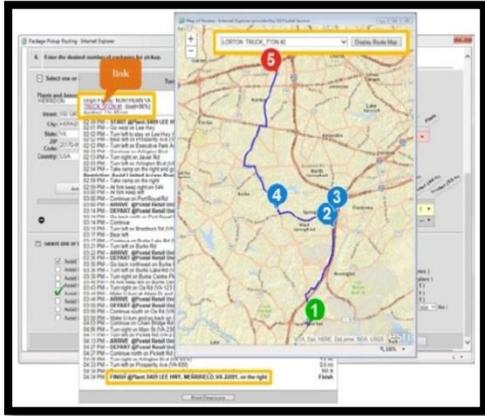


Customized Delivery

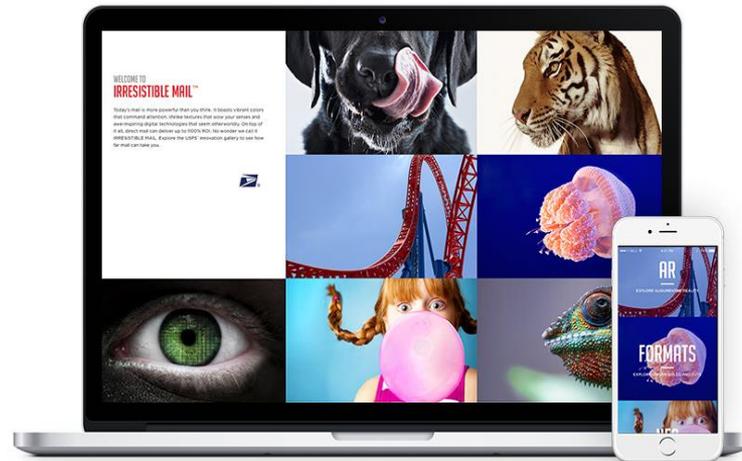
**Expected
Delivery
Window**



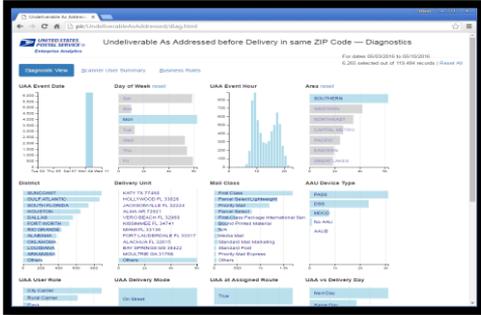
Bundle Visibility



**Enhance
Customer
Value**



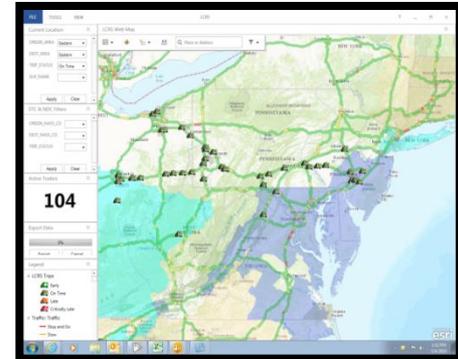
Data Visualization



Predictive Workload



Geospatial Analytics



**Transform
Business
Value**

Innovation➤





Cyber Security
STRENGTH IN NUMBERS

**Be prepared;
forewarned is
forearmed.**

Data Breach Investigations Report
Verizon, 2016

Top 5 Threat Actions

In Incidents Involving Credentials:

- Hacking & Stolen Credentials
- Malware & Export Data
- Malware & C2
- Social & Phishing
- Malware & Spyware

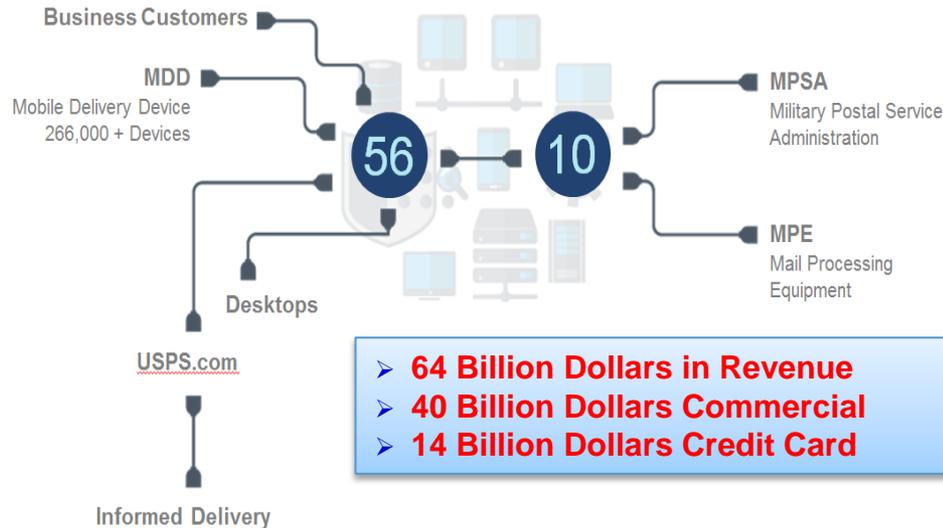
82% of threat actors can compromise a network in minutes

40% of the time, Law Enforcement discovers breaches - more often than any other discovery method.

32% of breaches happen through POS devices in retail environments

89% of breaches are financially motivated

Administrative Mail Processing Network



Business Enablers

OLD ← → NEW

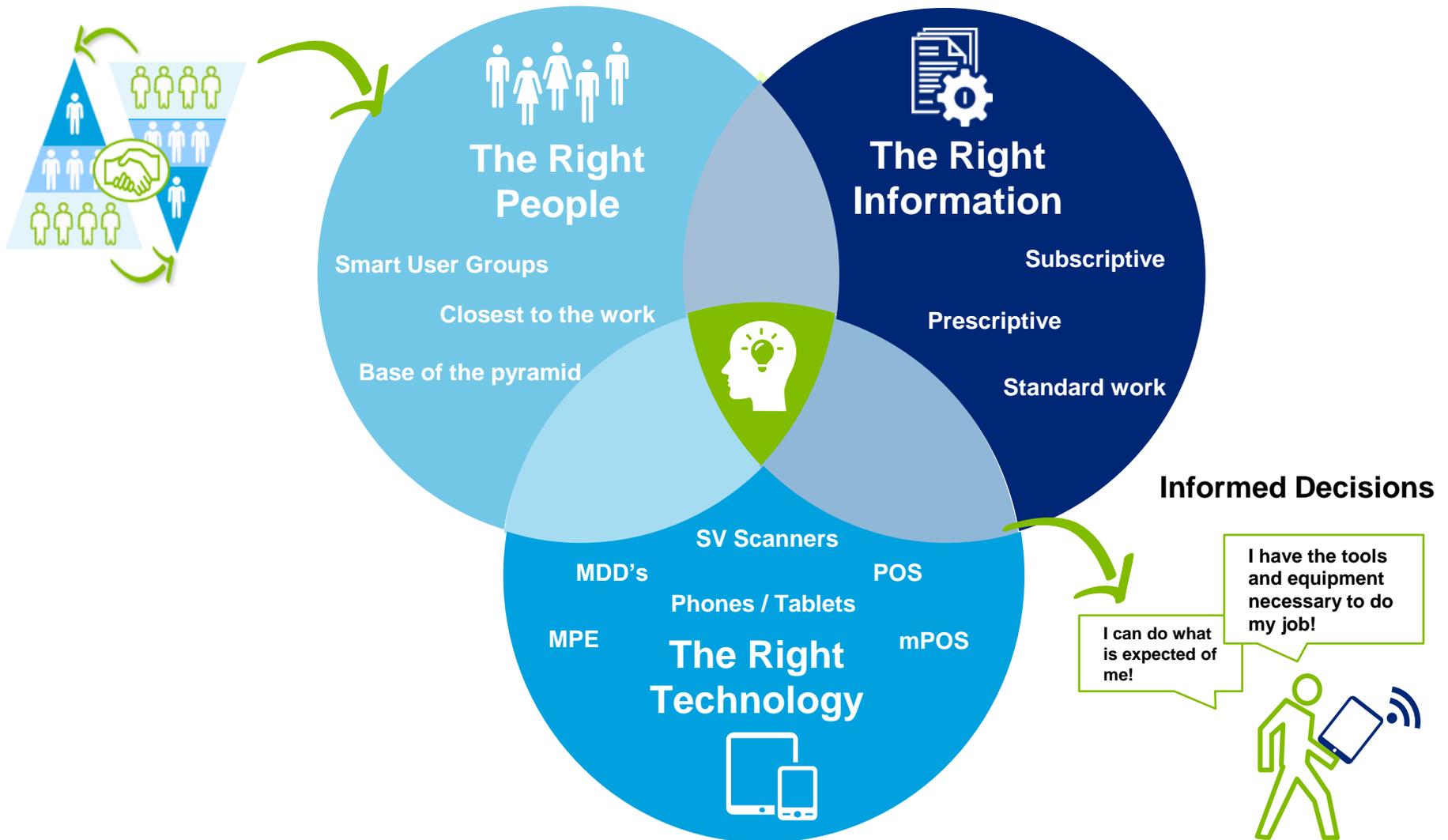
- AS805 Policy to NIST Standards
- Certification & Accreditation to Authorization & Accreditation Software
- CIRT to Cyber Security Operations Center
- Understaffed to Fully Staffed
- Underprepared to Skill Enhanced Staff through CISO Academy

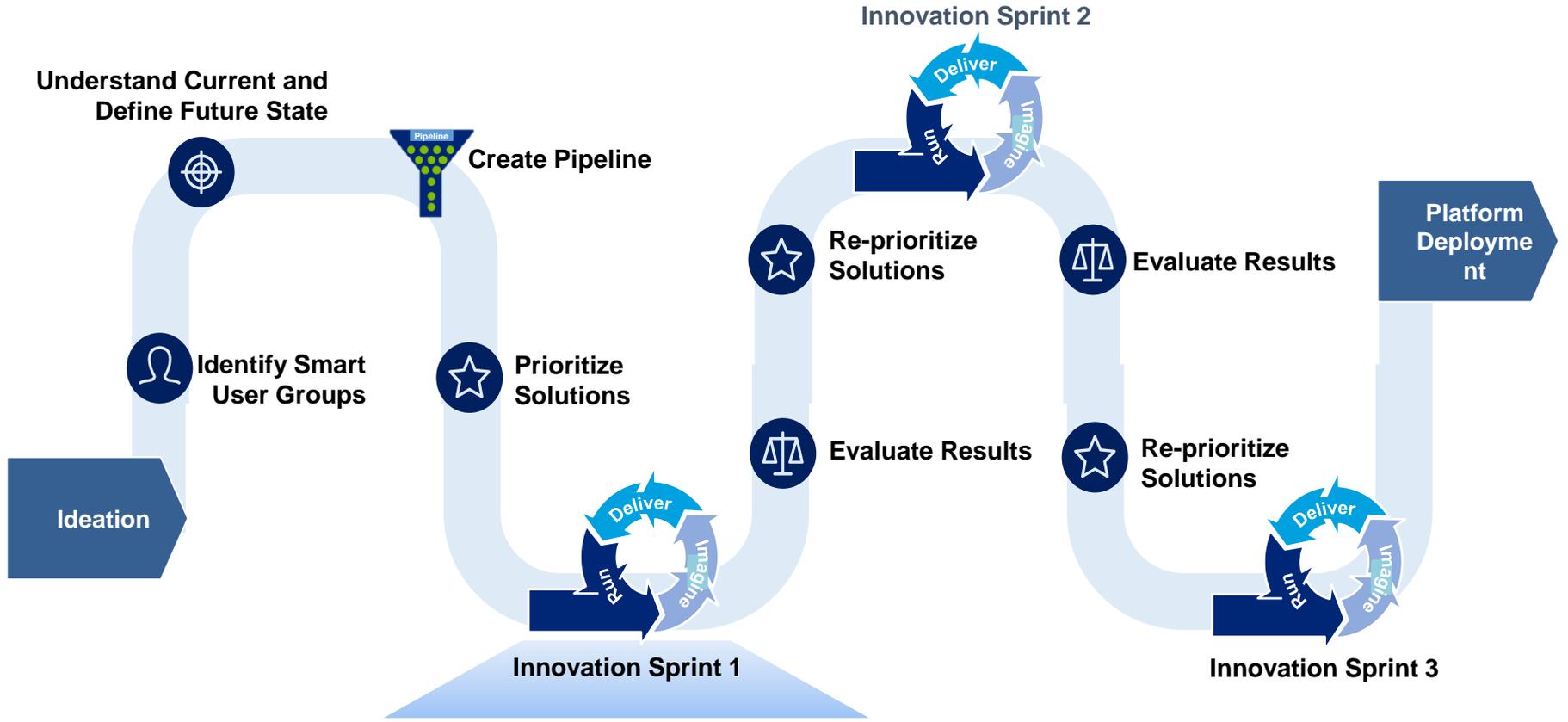
- Desktop Computing
- Software Developer
- Network Administrator
- All Staff





Informed Mobility enables the power of information in the hands of people.





Innovation Lifecycle

Imagine

Sense– Expose needs and identify critical experiences

Frame– Contextualize opportunities to prioritize commitments

Deliver

Validate– Ideas are tested against stakeholder expectations to solidify commitments

Define– Establish requirements, scope, milestones, and resources

Run

Scale– Build, launch, and deliver the value proposition

Operate– Evaluate and improve the effectiveness of operational pillars





Failed Volume Trend by Delivery Date Display Select

IV Informed Visibility
The single source for all your mail visibility needs



Undeliverable As Addressed before Delivery in same ZIP Code — Diagnostics

For dates 09/16/2016 to 09/22/2016
35 selected out of 117,609 records | ds | R

Diagnostic View **User Summary** Report Notes

Show 10 entries

Search: Copy

Area	District	Location	ZIP	Delivery Route	Scanner ID	User ID	User Name	Parcel Count	Parcel Details
NORTHEAST	CONNECTICUT VALLEY	WOLCOTT CT	06716	6716C081	15027D878A	00000000000		35	

Filters down to route level
Summary tab with scanner and user ID
Link to piece level details including scan events and address

UAA Event	Date	Parcel ID Code	Mail Class	Shipper	Client	UAA vs Delivery Day	Scan Detail
	09/19/2016	9361289688090072201063	Parcel Select	AMAZON COM INC	AMAZON SC / BDL5	Next Day	



Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
DELIVERED, GARAGE OR OTHER LOCATION AT ADDRESS	01	09/20/2016	16:18	WOLCOTT, CT 06716	Scanned	MDD 15027D878A (interface type - wireless)	Scanned by route 6716C081	09/20/2016 15:21:39	Facil 0887
UNDELIVERABLE AS ADDRESSED	05	09/19/2016	18:04	WOLCOTT, CT 06716	Scanned	MDD 15027D878A (interface type - wireless)	Scanned by route 6716C081	09/19/2016 17:15:38	
OUT FOR DELIVERY	OF	09/19/2016	08:35	WOLCOTT, CT 06716	System Generated			09/19/2016 08:00:41	

Destination Address Information

Address: 26 DI SANTO DR
City: WOLCOTT
State: CT
5-Digit ZIP Code: 06716
4-Digit ZIP Code add on: 1733
Delivery Point Code: 26
Record Type Code: Street Record
Delivery Type: Residential, Sidewalk

Menu Worklist
New/FAQ
Statistics: (refresh tool)

10199 | 037 | 041 | 141 | 10451-475839 | 10451-475839 | 0 | 7 | 1 | #1 Sep 16 12:45:47 | 14397100.STP | 112
10199 | 036 | 006 | 146 | 10451-475839 | 10451-475839 | 0 | 7 | 1 | #1 Sep 16 16:51:02 | 14687451.STP | 112

More Than Seven Days (Up to Twenty One Days, Uncheck then Submit to Return to Seven Days)

SERVICE PERFORMANCE MEASUREMENT

SCORES & IMPACTS

- Report Explorer
- End-to-End Performance
- Lane Performance
- Performance Trend
- State Scores
- ZIP3 Performance Beta
- ZIP3 Performance

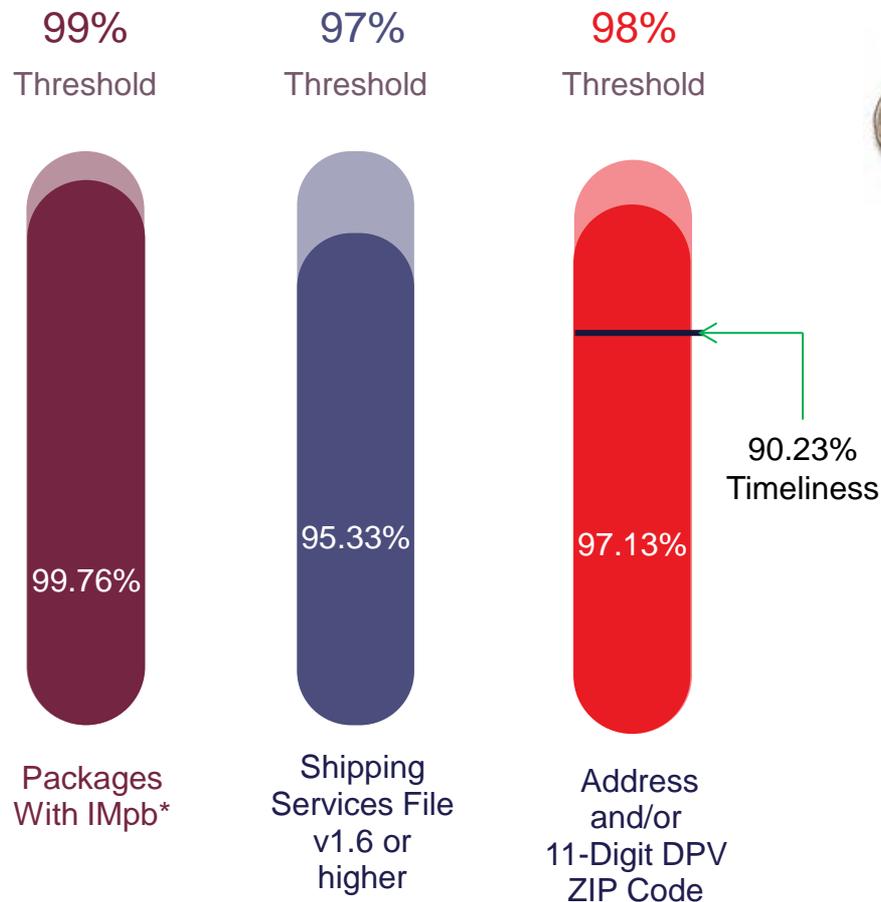
SCANNING & VISIBILITY

- Report Explorer
- Sampling Metrics
- Sampling Detail
- DES2 Scan Performance

DIAGNOSTICS & TOOLS

- First Mile Diagnostics
- Service Performance Processing
- Last Mile Diagnostics
- First Class Pair Analysis
- Parcels Pair Analysis
- Handling Unit Diagnostics
- SV Late Container Analysis
- Priority Mail Express Diagnostics
- Remittance Mail Analysis
- COA Cycle Time
- PARS Cycle Time
- UAA Diagnostics
- Bus Closed at Resid. Addr.
- Reference Data Status

Current IMpb Compliance Metrics



Source: Product Tracking & Reporting

*Commercial parcels only

Note: Timeliness not factored into performance

Address Quality



Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:

- Operational efficiency
- Enables personalized features such as My USPS
- Avoids operational costs (Manual scheme lookup/PRES Keying)
- Improves deliverability

Shipping Services File Quality



Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:

- Supports timely postage payment and revenue assurance
- Enhances tracking and customer experience
- Provides digital awareness of packages that will be delivered by USPS
- Facilitates better workload planning
- Eliminates need for manual counts
- Enables better analytics, insights, decisions

Barcode Quality



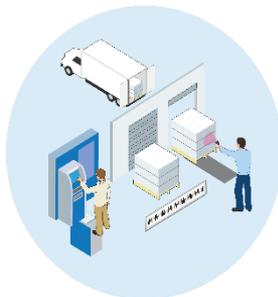
Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:

- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings



SWP



Full Service Assessments
Nov, 2016

Business Solution Centers

Scan, Weigh, Pay: Sept. 22
Proper Installation of APBS Scales at all Sites



Automated Package Verification

United States Postal Service
Postage Statement—First-Class Mail and First-Class Package Service

Post Office: Note Mail Arrival Date & Time (Do Not Round-Stamp)

Use this form for First-Class Mail and First-Class Package Service.

Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent (If other than permit holder)	Telephone	Name and Address of Mail Owner (If other than permit holder)
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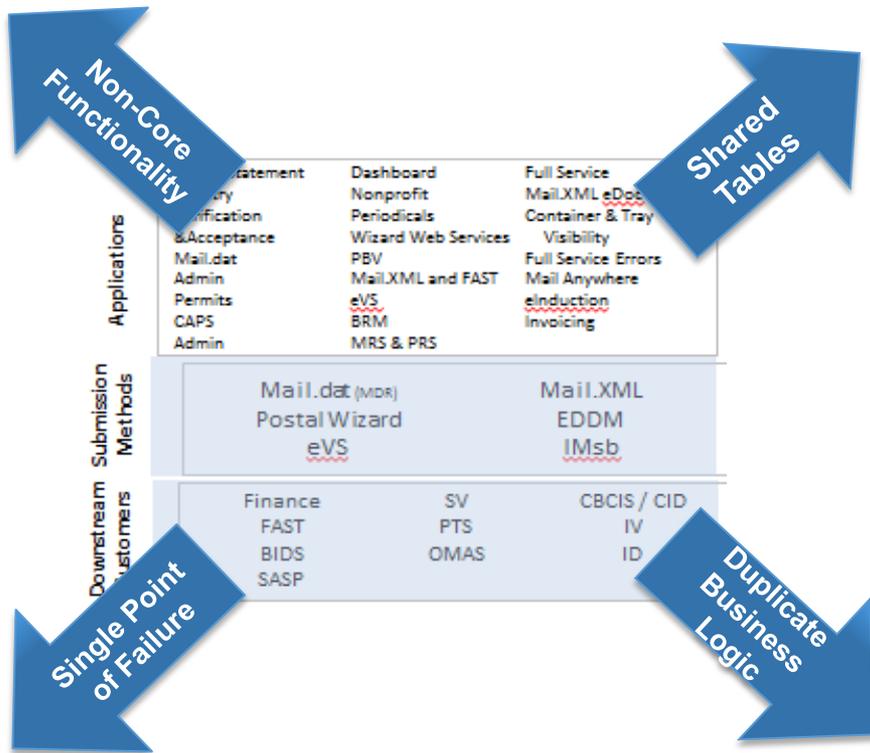
Jan 22 2017 Price Change



Induction and Seamless Acceptance

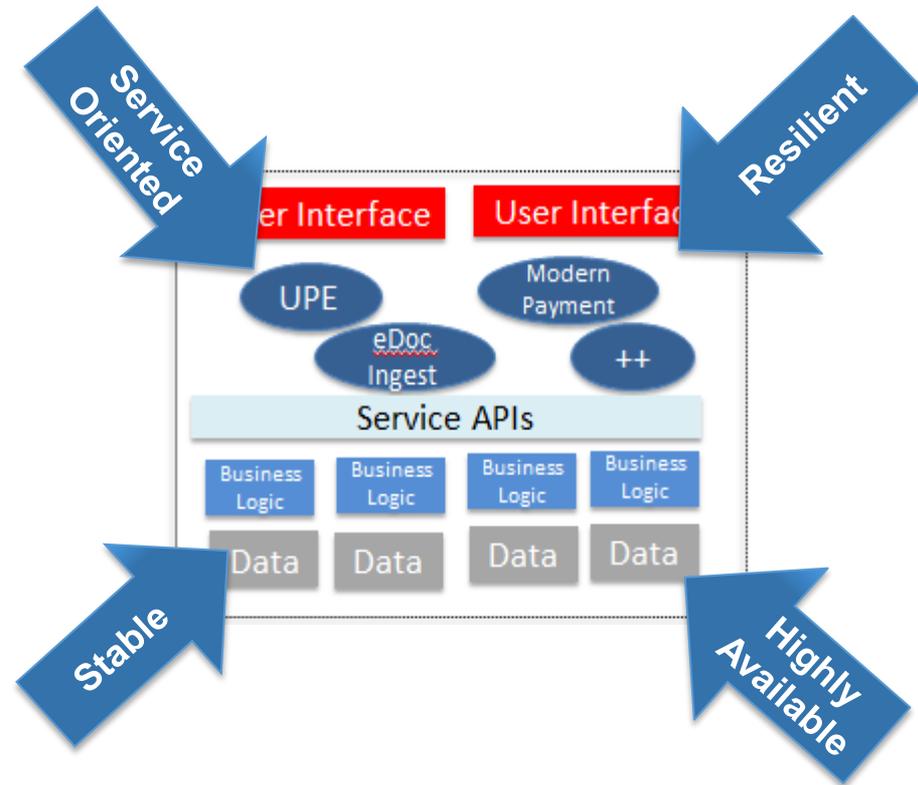
Challenges

Multiple applications added over time and organized as one monolithic system



Defining Path Forward

Evolve to resilient Service Oriented Architecture with modular components while maintaining service during transition



Virtual Reality
Augmented
Intelligence

Robotics
Automation
Autonomous

Access
Convenience
Privacy
Security

Predictive
Analytics

Wearables and Mobile
In the workplace

Automated
Business
Processes

Cloud
computing and
Storage

Disruptive Innovations & Industry Trends

Do we **see**?

How will we
adapt our
business
processes?

Can we **flex**
the workforce
accordingly?

What is our
plan for
Innovation?

Can we
keep **pace**?

Will we **lead, leave, lag** or **be left** behind?

Thank You



Discussion

