

CONVERTING A BUDGET DEFICIT INTO AN INNOVATION SURPLUS

— X MEDIA

John Edgar

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- PACKAGE BUSINESS
- CONSUMER
- TECHNOLOGY
- IT SERVICES

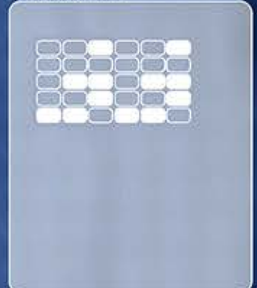
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NETWORKING

WORK SEARCH 



AGENDA

i) TODAY'S POSTAL
SERVICE

ii) WHAT THE BUSINESS
NEEDS FROM I.T.

iii) ANSWERING THE CALL

iv) OUR FUTURE



WE ARE PART OF A \$1,300,000,000,000 INDUSTRY

USPS IS INVESTING IN NEW CAPABILITIES TO BETTER SERVE CUSTOMERS, AND COMPETE EFFECTIVELY IN THE MAILING AND SHIPPING BUSINESS.

THE POWER OF USPS I.T.

I.T. SUPPORTS ONE OF THE LARGEST AND MOST EFFICIENT LOGISTICS AND DELIVERY NETWORKS IN THE UNITED STATES

 **837 MILLION**
IN ONLINE REVENUE

 **10 BILLION**
TRANSACTIONS PER DAY

 **38 BILLION**
IN MAIL PIECE POSTAGE ANNUALLY

 **75TH MOST VISITED**
WEBSITE IN THE UNITED STATES

 **100,000**
EVENTS PER SECOND

 **618,000**
POSTAL USERS

 **1.05 BILLION**
USPS.COM UNIQUE
VISITS 2013

 **37,000**
USPS LOCATIONS

5 SOLUTION
CENTERS


2 DATA
CENTERS


1,121 USPS IT 
EMPLOYEES

THE POWER OF USPS I.T.

I.T. SUPPORTS ONE OF THE LARGEST AND MOST EFFICIENT LOGISTICS AND DELIVERY NETWORKS IN THE UNITED STATES

PACKAGE BUSINESS

11 SCANS PER PACKAGE

310M SCAN EVENTS PER DAY

55M TRACKING QUERIES DAILY

3.2B PACKAGE DELIVERY EVENT COUNTS

310,000 HANDHELD SCANNERS

AVERAGE TOTAL DAYS TO NORMAL DELIVERY (SHIPPED ON MONDAY)

USPS
1.79 DAYS

COMPETITOR 1
2.21 DAYS

COMPETITOR 2
2.75 DAYS

AVERAGE COST TO SHIP (2LB. PACKAGE TO RESIDENCE)

USPS
\$ 7.34

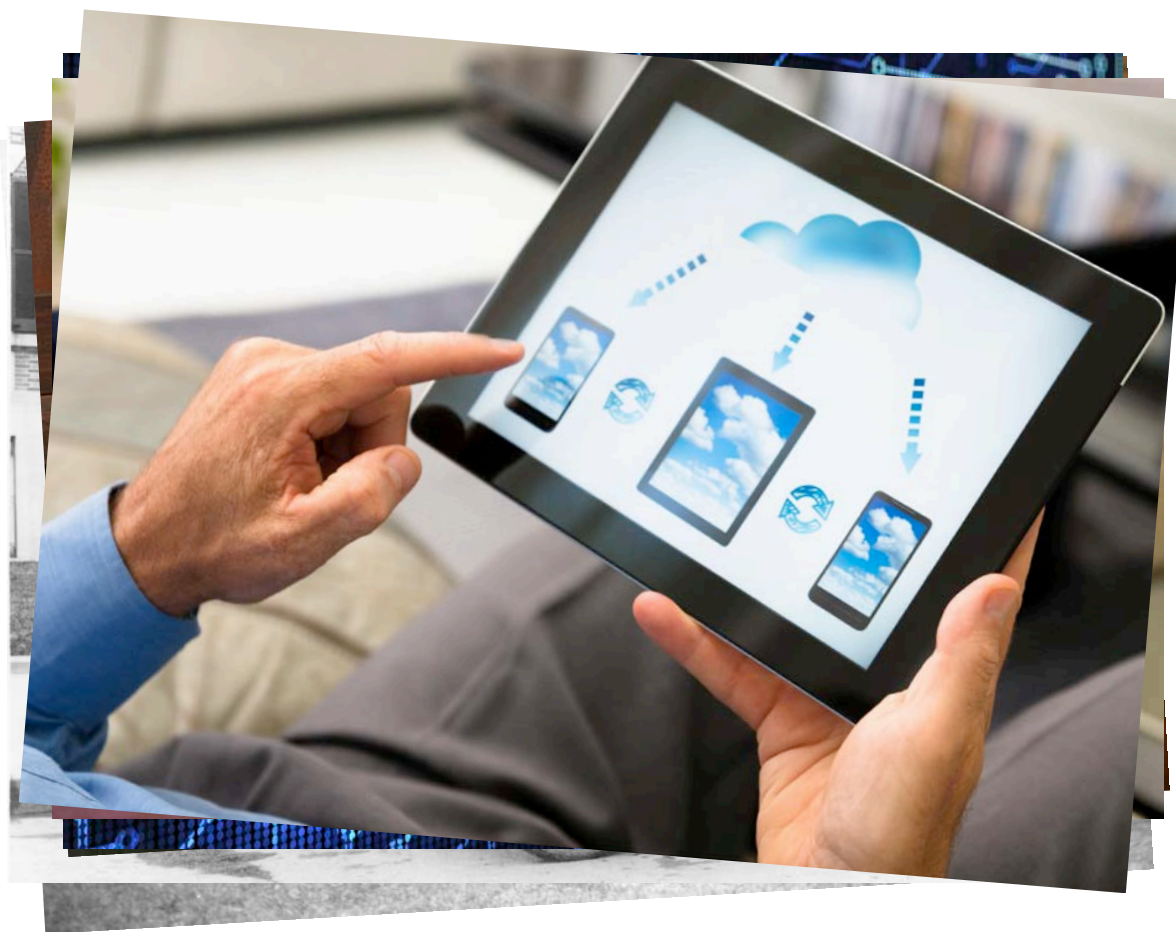
COMPETITOR 1
\$10.40

COMPETITOR 2
\$10.45



**I.T. IS ONE OF THE 1ST RESPONDERS TO THE
EVER-CHANGING BUSINESS**

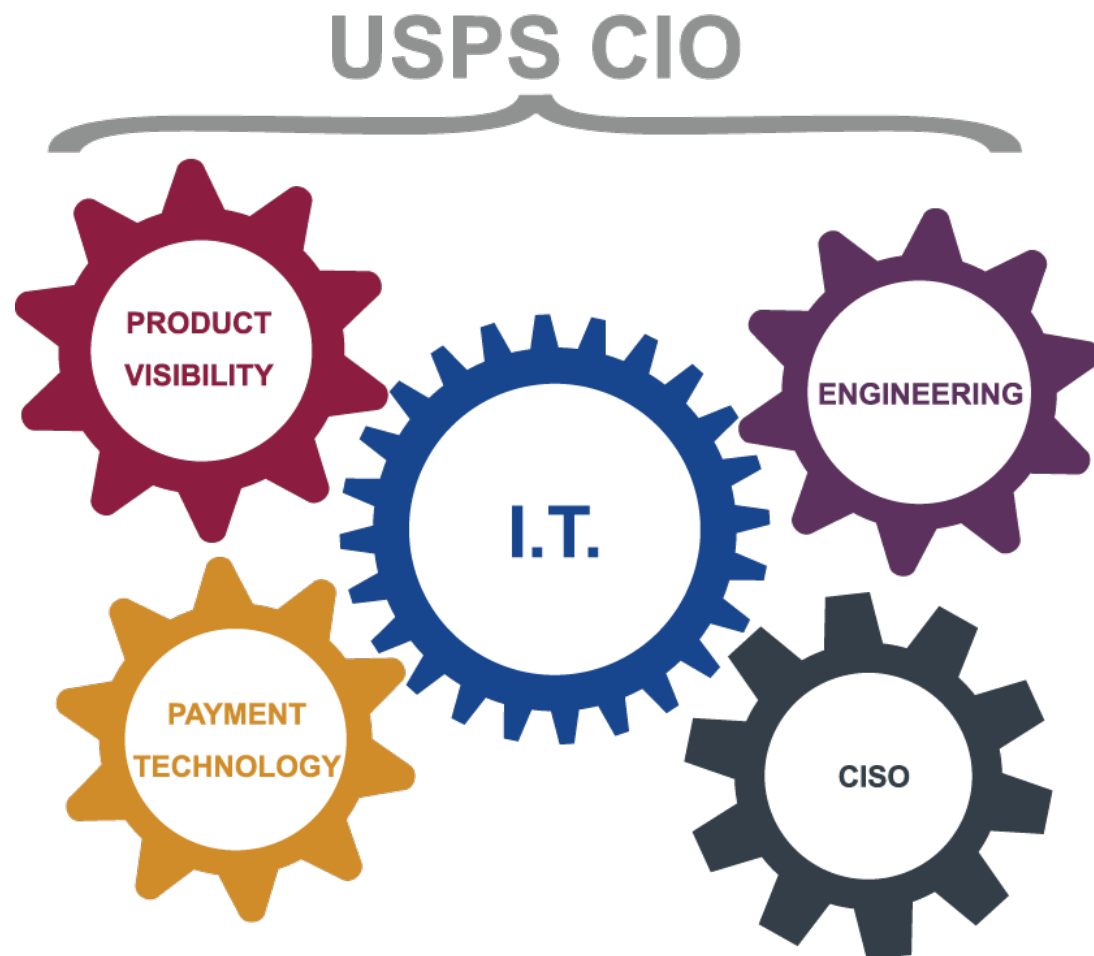
A DYNAMIC ORGANIZATION: USPS ADAPTS AND STAYS RELEVANT AS DISRUPTIVE TECHNOLOGY CHANGES THE WAY WE DO BUSINESS



COLLABORATION = INNOVATION

“THE SYNERGY,
PARTNERSHIP,
COLLABORATION, AND
INNOVATIVE IDEAS OF ALL
FIVE CIO PARTNERS AND
THEIR ABILITY TO DELIVER
DEFINES THE CIO AND ITS
VALUE TO THE BUSINESS.”

—JIM COCHRANE, USPS CIO



**WHAT THE BUSINESS
NEEDS FROM I.T.**

WHAT DOES THE BUSINESS NEED FROM I.T.?

- ENHANCE CUSTOMER EXPERIENCE
- GENERATE REVENUE
- INCREASE EFFICIENCY
- IMPROVE SERVICE



WHAT DO WE NEED TO BE?

- Agile
- Cost Effective
- Integrated
- Simple
- Measurable
- User Focused
- Adaptive
- Fast

ANSWERING THE CALL

SERVICE DELIVERY, TRANSPARENCY,
AND PARTNERSHIP

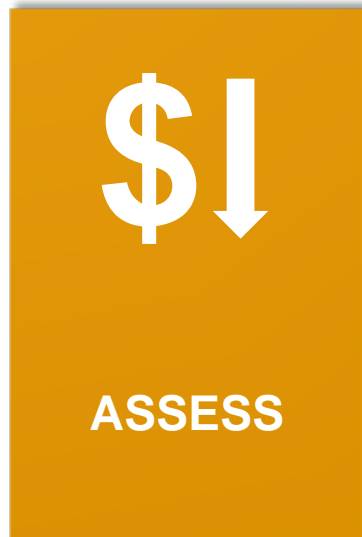
I.T. YESTERDAY



PLANNING FOR CHANGE



JOURNEY TO ITaaS



INCREASE I.T. OPERATIONAL EXCELLENCE (AGILITY, EFFICIENCY AND SIMPLICITY)

SERVICE ORIENTED PLATFORM

SATISFIED CUSTOMERS



OUR FUTURE

EXPANDING SERVICES ACROSS USPS



ROADMAP

AUTOMATION & ORCHESTRATION

SERVICE CATALOG & SCORECARDS

SOCIAL IT

**INCIDENT, PROBLEM, KNOWLEDGE, CHANGE, &
CONFIGURATION MANAGEMENT, EMPLOYEE SELF SERVICE**

HOW WE DELIVER

- **AGILE**
- **EFFICIENT**
- **FLEXIBLE**
- **RESPONSIVE**
- **RELEVANT**

★ THE AMAZING ★
SPIDER-MAN 2

DELIVERED BY



WATCH THE COMMERCIAL



THANK YOU

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