



March 18, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Corporate Information Security Office Workforce (Audit Number 22-194-R23) Recommendations 1 and 2

Representatives of the Office of the Inspector General (OIG) and USPS management met again on February 26, 2026, as a part of the established audit disagreement resolution process to discuss management's disagreement with recommendations 1 and 2 as stated in the September 27, 2023, management response in the subject audit report.

As a result of the meeting and a series of follow-up discussions, an agreement was reached pertaining to recommendations 1 and 2 which read as follows from the September 29, 2023, final audit report:

Recommendation #1

We recommend the Vice President, Chief Information Security Officer, in coordination with the Vice President, Organization Development, establish and document a workforce plan that describes key recruitment, retention, and performance measurement activities. At a minimum, the plan should address strategic priorities, include workforce goals and objectives, identify stakeholder roles and responsibilities, and define a process for periodic review and updates.

Recommendation #2

We recommend the Vice President, Chief Information Security Officer, develop a process to track employee and contractor training and certifications to monitor progress toward addressing the skills gaps identified in periodic skills assessments.

The status of the recommendations will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close these recommendations management agrees to take the following actions:

Management will continue to perform periodic skill assessments of on roll employees to ensure they have the necessary skills to perform project requirements. Management requests closure of both recommendations upon issuance of the OIG's audit resolution agreement letter based on evidence of implementation provided.

Target Implementation Date: 04/30/2026

Responsible Official: VP, Organization Development, VP Chief Information Security Officer

Sincerely,

E-SIGNED by HEATHER.L DYER
on 2026-03-18 16:47:10 EDT

Heather Dyer
Vice President, Chief Information Security Officer

E-SIGNED by JENNIFER.D UTTERBACK
on 2026-03-18 17:41:29 EDT

Jennifer Utterback
Vice President, Organization Development

cc: Corporate Audit & Response Management