



February 26, 2026

LAURA LOZON  
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Technology, Infrastructure, and Systems Security Review (Audit Number 24-133-R25) Recommendation 11

Representatives of the Office of the Inspector General (OIG) and USPS management met again on February 18, 2026, to discuss management's disagreement with recommendation number 11 as stated in the March 13, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation number 11 which read as follows from the March 21, 2025, final audit report:

**Recommendation #11**

We recommend the Senior Director, Maintenance Operations, install surge protectors for access control systems and [REDACTED] in the [REDACTED] and [REDACTED]

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

To close this recommendation management agrees to take the following actions:

If [REDACTED] was deployed with surge protectors, and those surge protectors are on a route, management will ensure backup surge protectors are installed. A list of [REDACTED] that were deployed with battery backup surge protection was provided to the OIG.

Management submitted tickets through the USPS ticketing system for surge protectors for ePACs readers at the audited locations.

Management requests closure with issuance of the OIG's audit resolution agreement letter.

Target Implementation Date: 03/31/2026

Responsible Official: Senior Director, Maintenance Operations

Sincerely,

E-SIGNED by GARY.K COUCH  
on 2026-02-26 13:18:48 EST

Kevin Couch  
Senior Director, Maintenance Operations

cc: Corporate Audit & Response Management

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This document contains sensitive information that has been redacted for public release. These redactions were coordinated with USPS and agreed to by the OIG.

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