



April 27, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Site Technical Assessment Review (Audit Number 22-199-R24)
Recommendation 10

Representatives of the Office of the Inspector General (OIG) and USPS management met again on March 7, 2026, to discuss management's disagreement with recommendation number 10 as stated in the January 11, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation number 10 which read as follows from the January 25, 2024, final audit report:

Recommendation #10

We recommend the Senior Director Division [REDACTED] Operations, [REDACTED] develop and implement a standard operating procedure for managing passwords that includes changing passwords and monitoring them for unauthorized disclosure at the [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:

Management will update the password management language in the MPE Cybersecurity Standard to address password usage in kiosk mode. The language will clarify the policy for password exceptions.

Target Implementation Date: 10/31/2026

Responsible Official: VP Engineering Systems, and VP, Chief Information Security Officer.

Sincerely,

E-SIGNED by AMIT CHOLKAR
on 2026-04-27 10:57:04 EDT

Amit Cholkar
Vice President, Engineering Systems

E-SIGNED by HEATHER.L DYER
on 2026-04-27 09:57:55 EDT

Heather Dyer
Vice President, Chief Information Security Officer

cc: Corporate Audit & Response Management

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