knowledge17

WORK at LIGHTSPEED™

Delivering Unprecedented Transparency with the Holiday Dashboard at USPS

KATHY WARNAAR
IT Performance Achievement
United States Postal Service

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servicenow

KATHY WARNAAR

IT Performance Achievement, United States Postal Service



Experience: 30+ years in professional IT experience, including 11 years of visionary executive IT leadership at USPS

Expertise: Data Center, Database Technologies, Project Management, Process Re-engineering

Achievements: Led the development of the CIO Dashboard, Bright Spots Dashboard, Parts Ordering, and Supply Management Applications

Current Projects: Enterprise Dashboard

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AGENDA

- USPS as a Business
- Why?
- The Holiday Dashboard
- Future

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USPS AS A BUSINESS

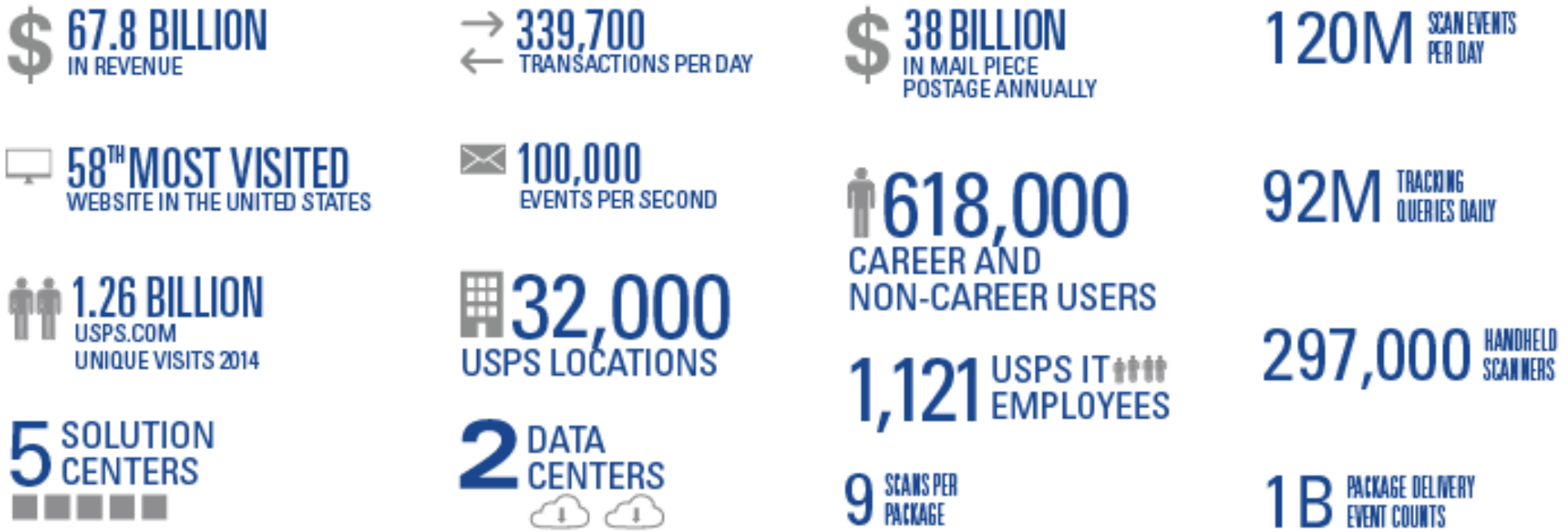
WE ARE PART OF A $1,300,000,000,000 INDUSTRY

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

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USPS AS A BUSINESS

IT SUPPORTS ONE OF THE LARGEST AND MOST EFFICIENT LOGISTICS AND DELIVERY NETWORKS IN THE UNITED STATES



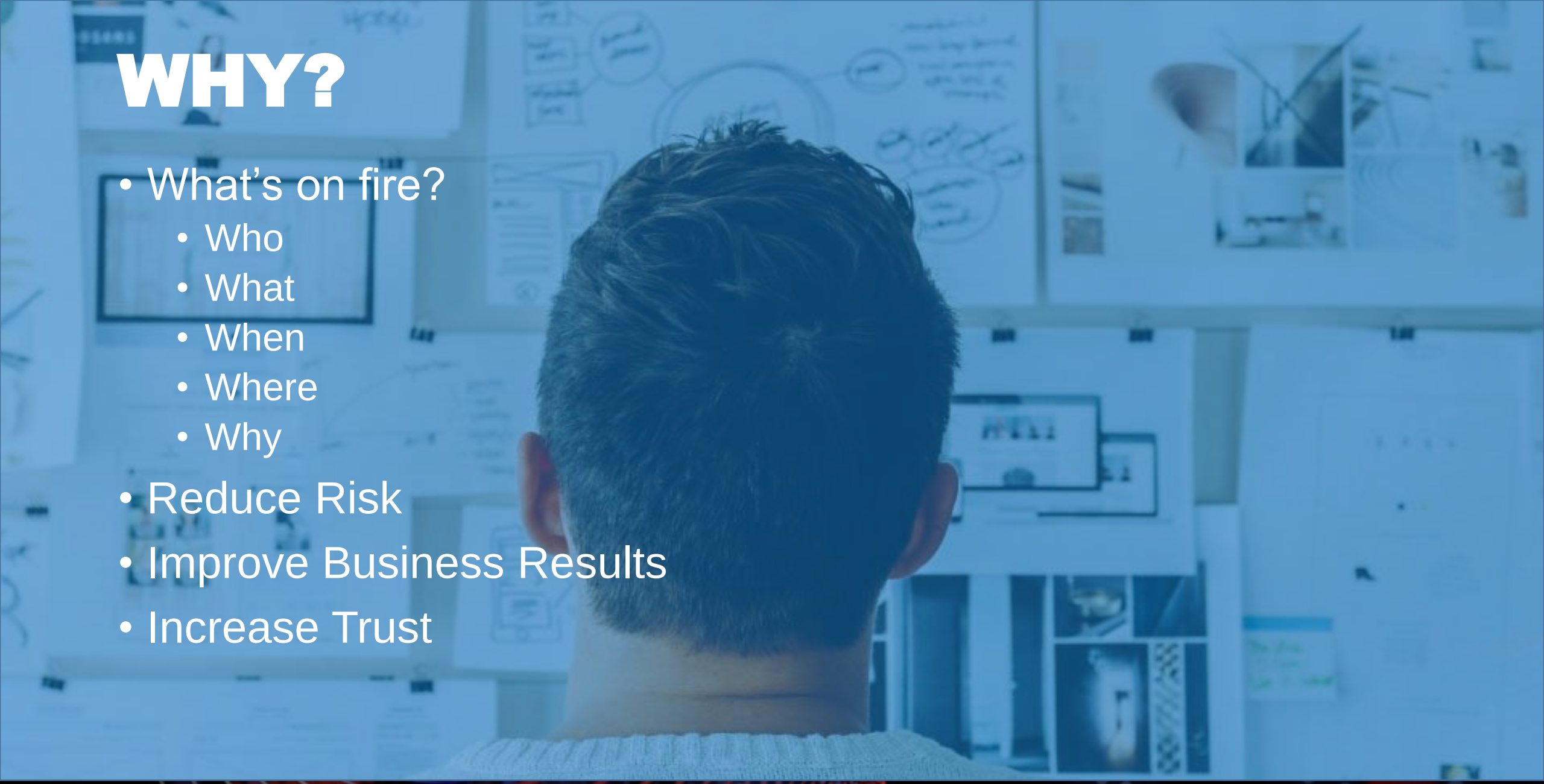
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WHY?

- What's on fire?
  - Who
  - What
  - When
  - Where
  - Why
- Reduce Risk
- Improve Business Results
- Increase Trust



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LSS AT USPS

SORT

STRAIGHTEN

SHINE

STANDARDIZE

SUSTAIN

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SORT-ING ”IT” OUT

The Five Ss of LSS

- Large volume of ”critical” incidents
- Every service is equal
- Unclear business impacts



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STRAIGHTEN UP

The Five Ss of LSS

- Business critical service definition
  - i.e. Moving the Mail, Revenue, Delivery, Customer Experience
- Unclear business impact
- Service availability
  - Metrics
  - SLAs
  - KPIs

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BRIGHT AND SHINE

The Five Ss of LSS

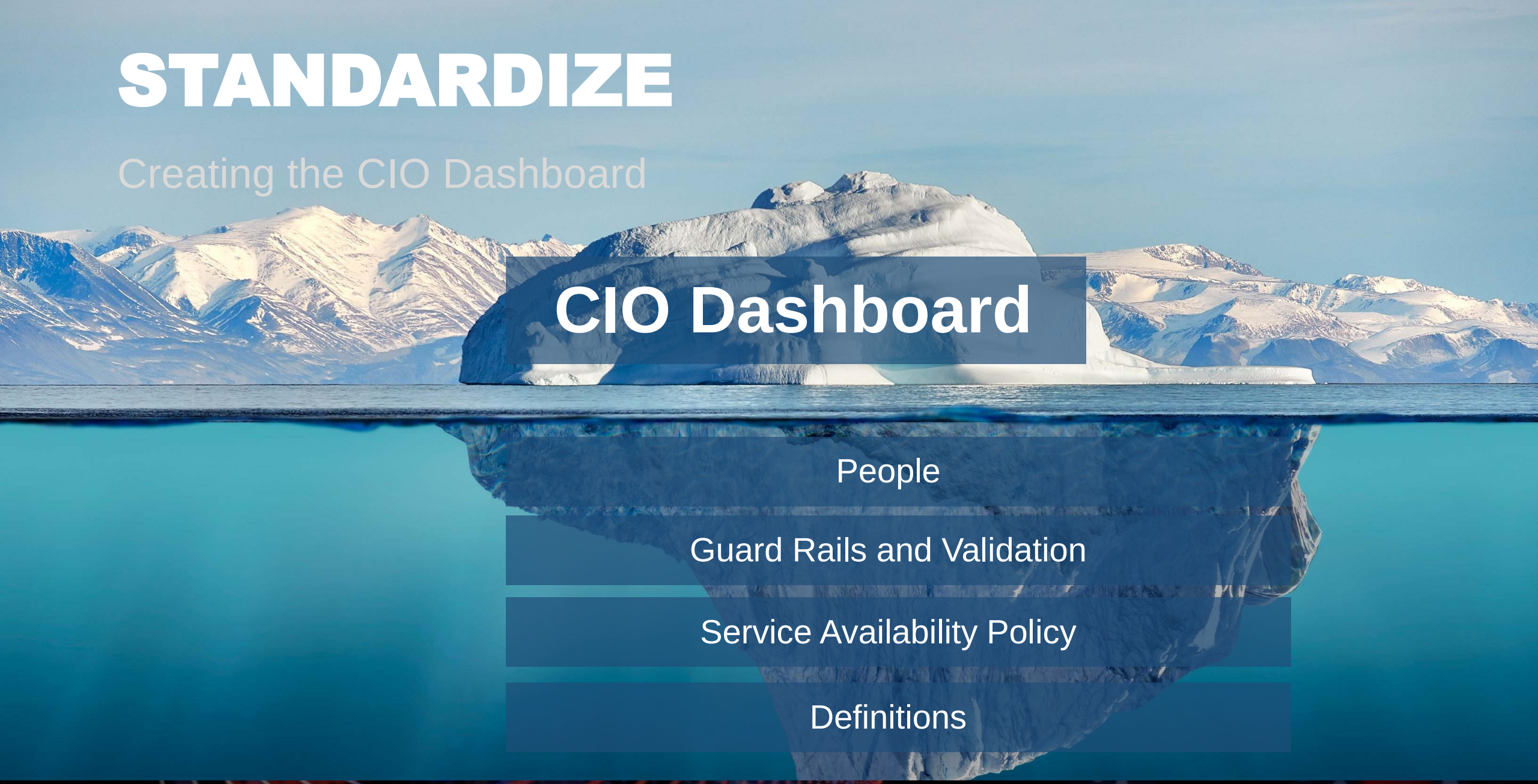
- Process Compliance
- Messaging
- What are business critical services?
  - Large volume of ”critical” incidents



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STANDARDIZE

Creating the CIO Dashboard



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WHY?

- ✓What's on fire?
  - ✓Who
  - ✓What
  - ✓When
  - ✓Where
  - ✓Why
- ✓Reduce Risk
- ✓Improve Business Results
- ✓Increase Trust

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STANDARDIZE

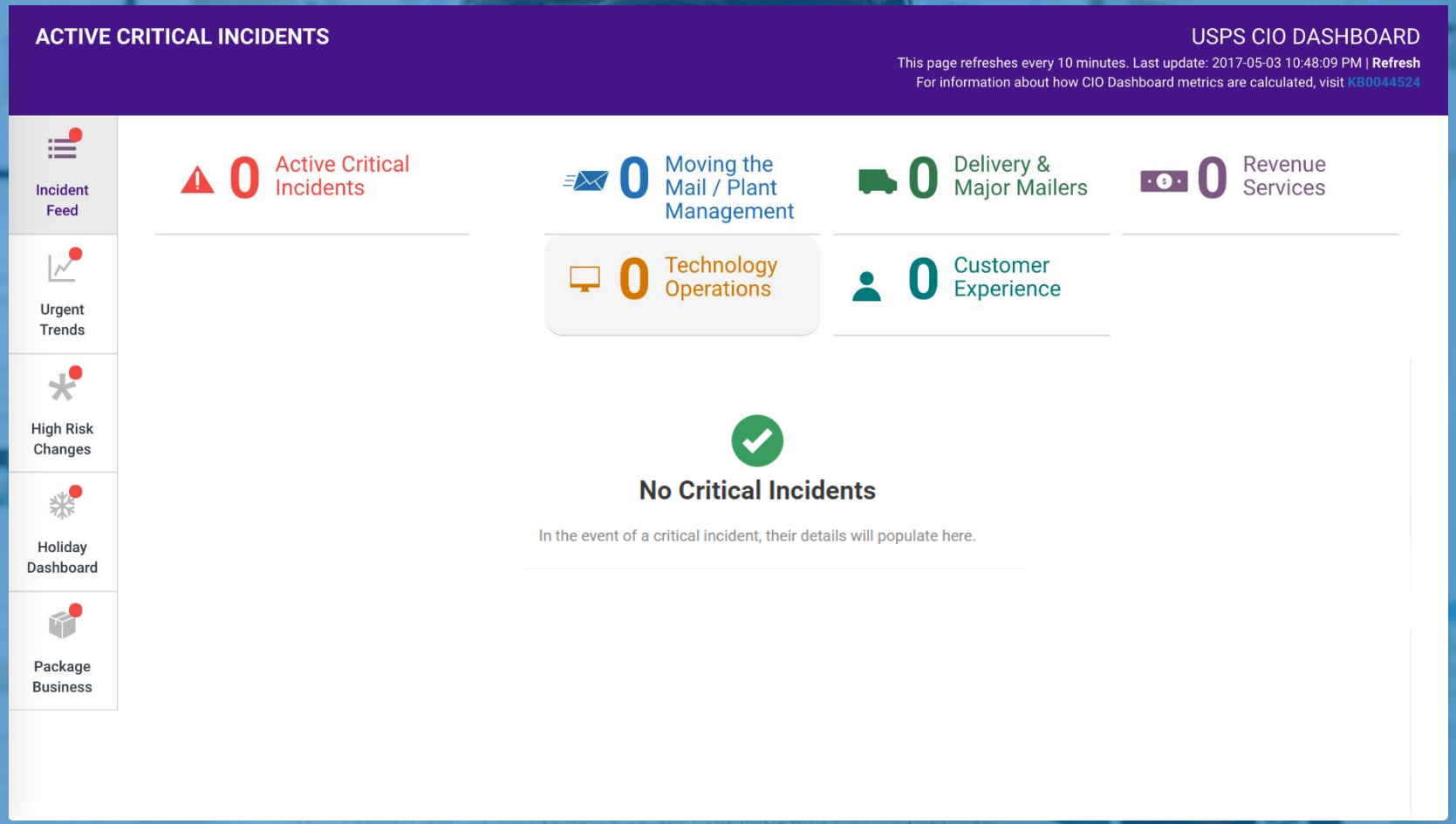
What's on fire?



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STANDARDIZE

What's on fire?



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STANDARDIZE

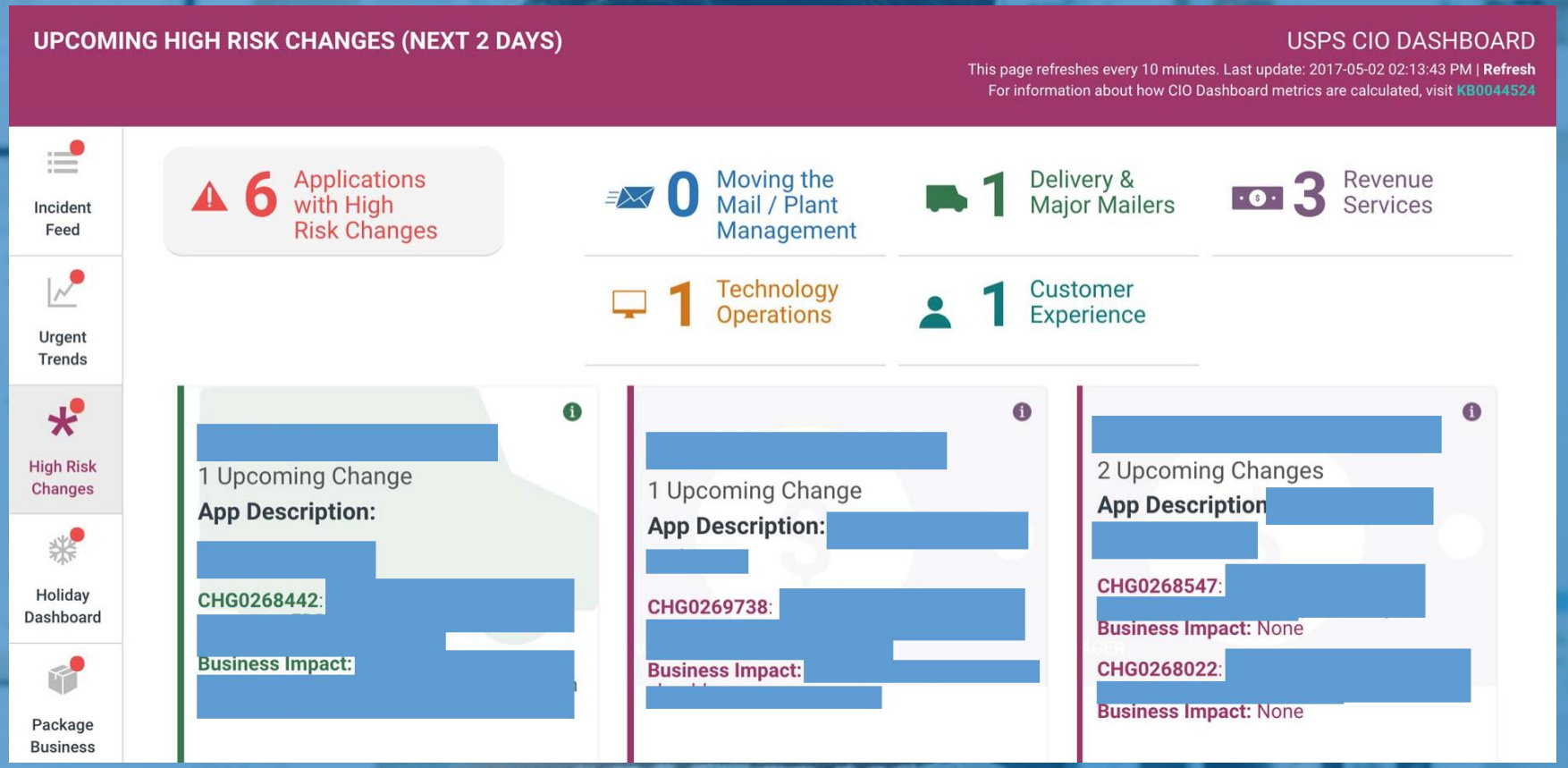
Reduce Risk – Looking Back



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STANDARDIZE

Reduce Risk – Looking Forward

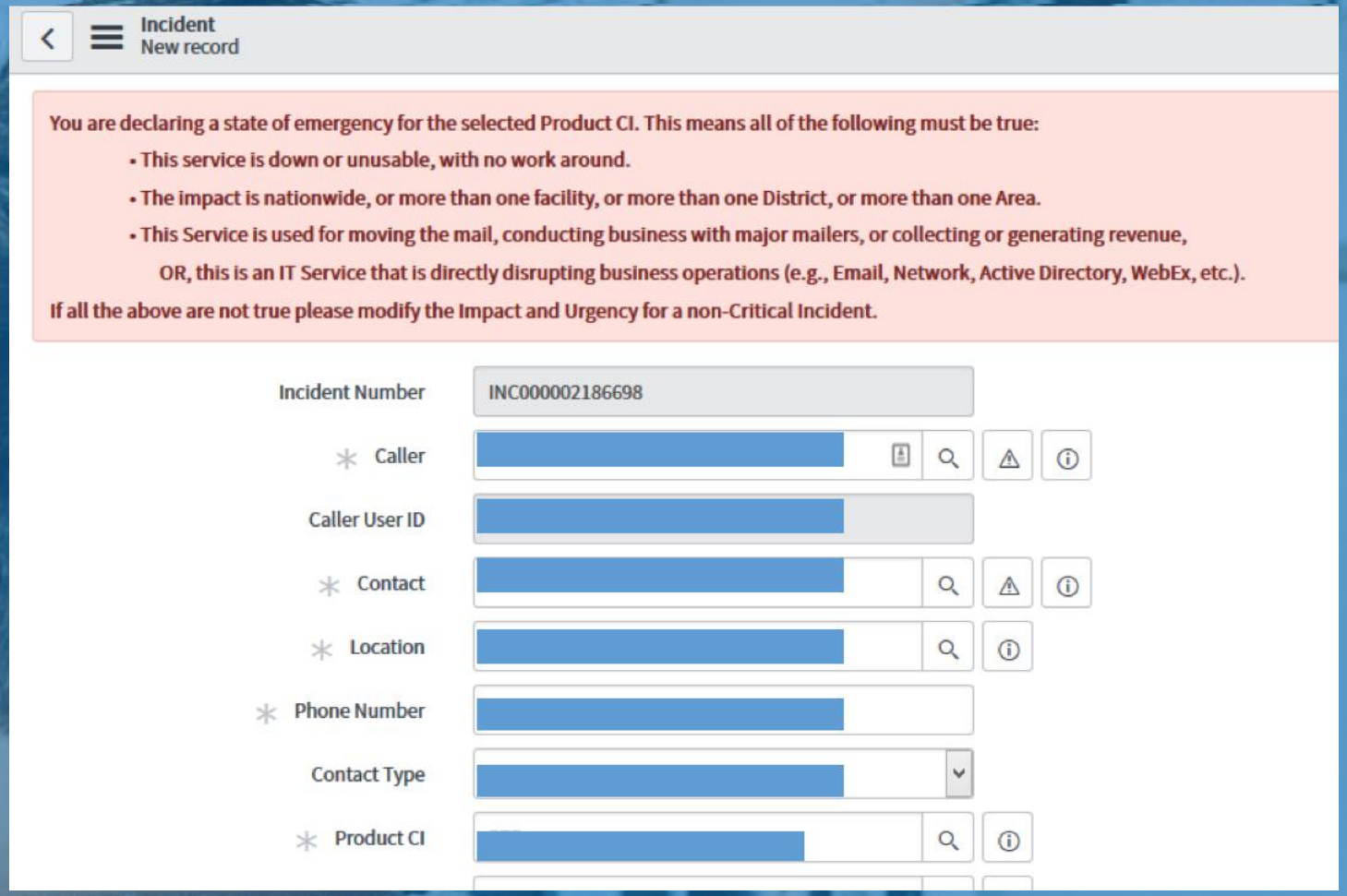


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STANDARDIZE

Process Compliance

- **Guard Rails**
- **Who**
- **What**
- **When**
- **Where**
- **Why**

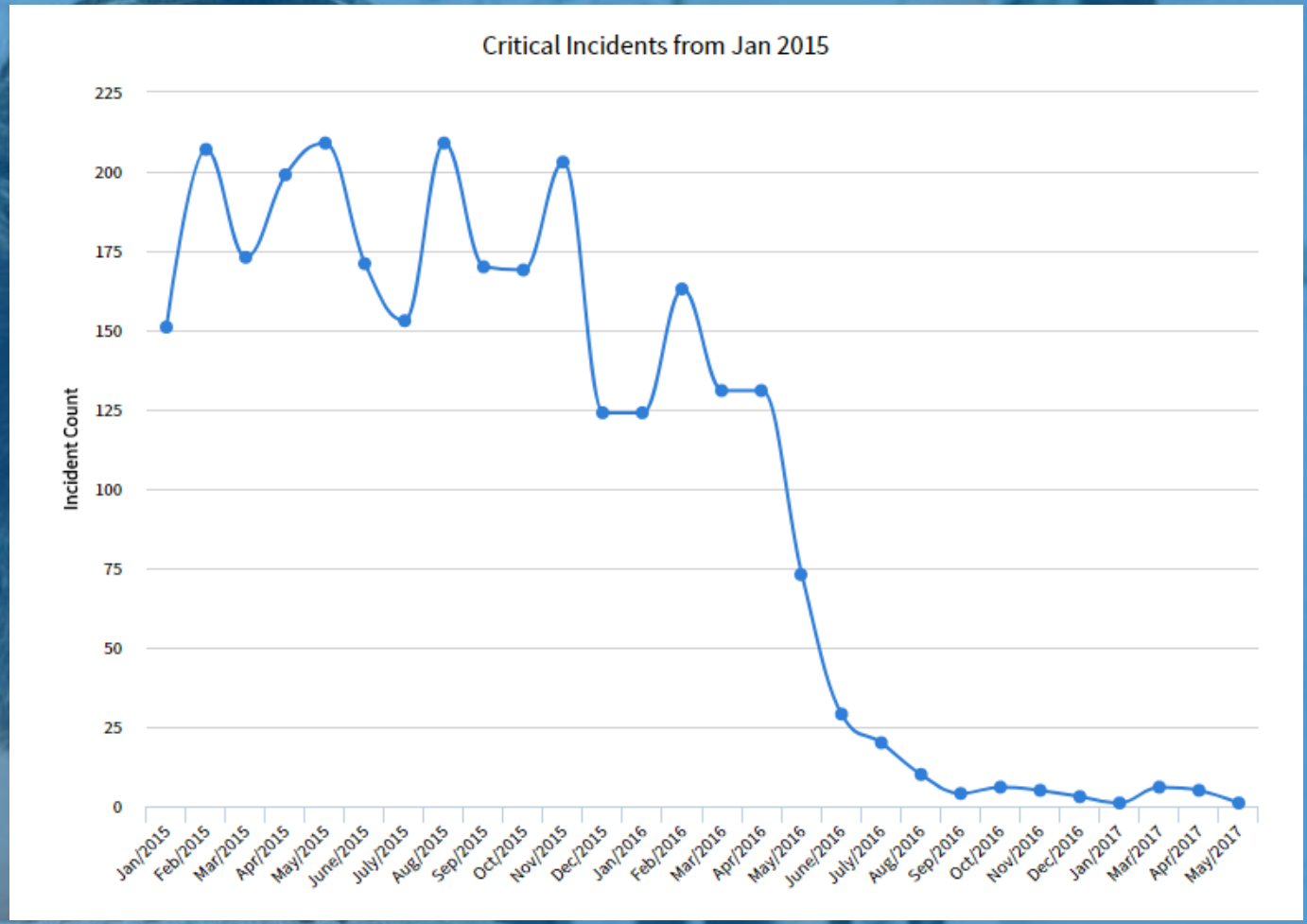


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STANDARDIZE

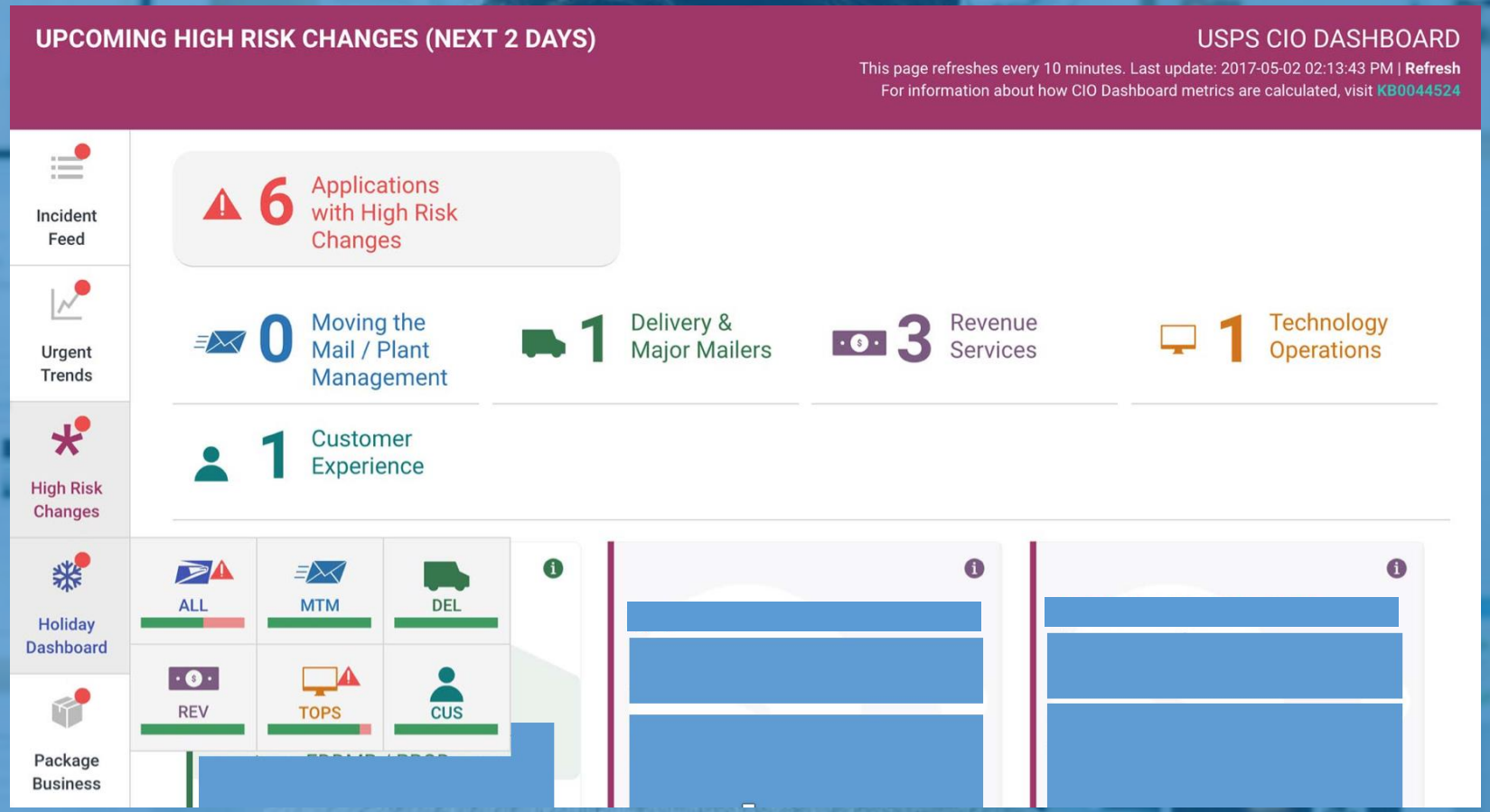
Process Compliance

- **Guard Rails**
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- **Why**



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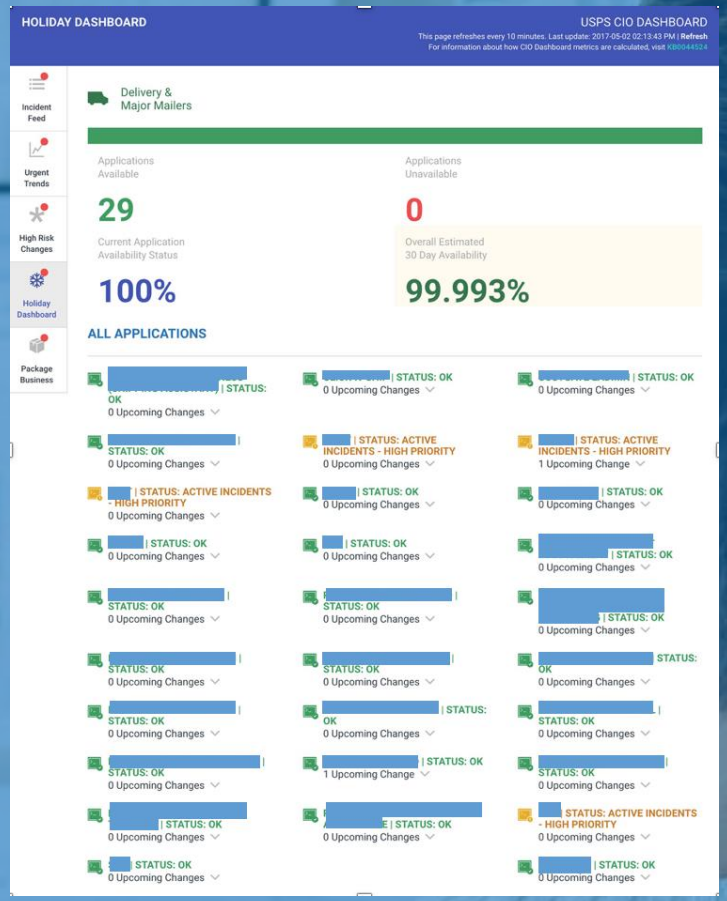
SUSTAIN THE GAIN



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SUSTAIN THE GAIN

HOLIDAY DASHBOARD

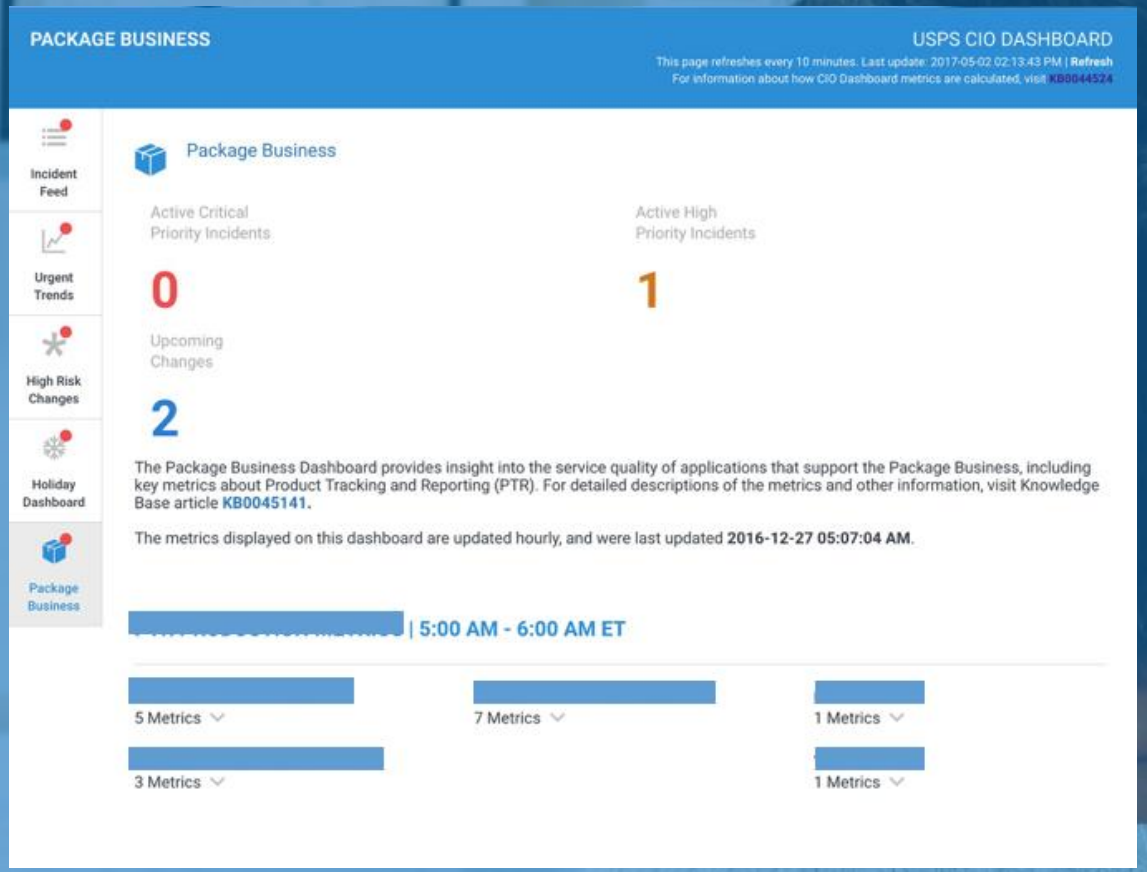


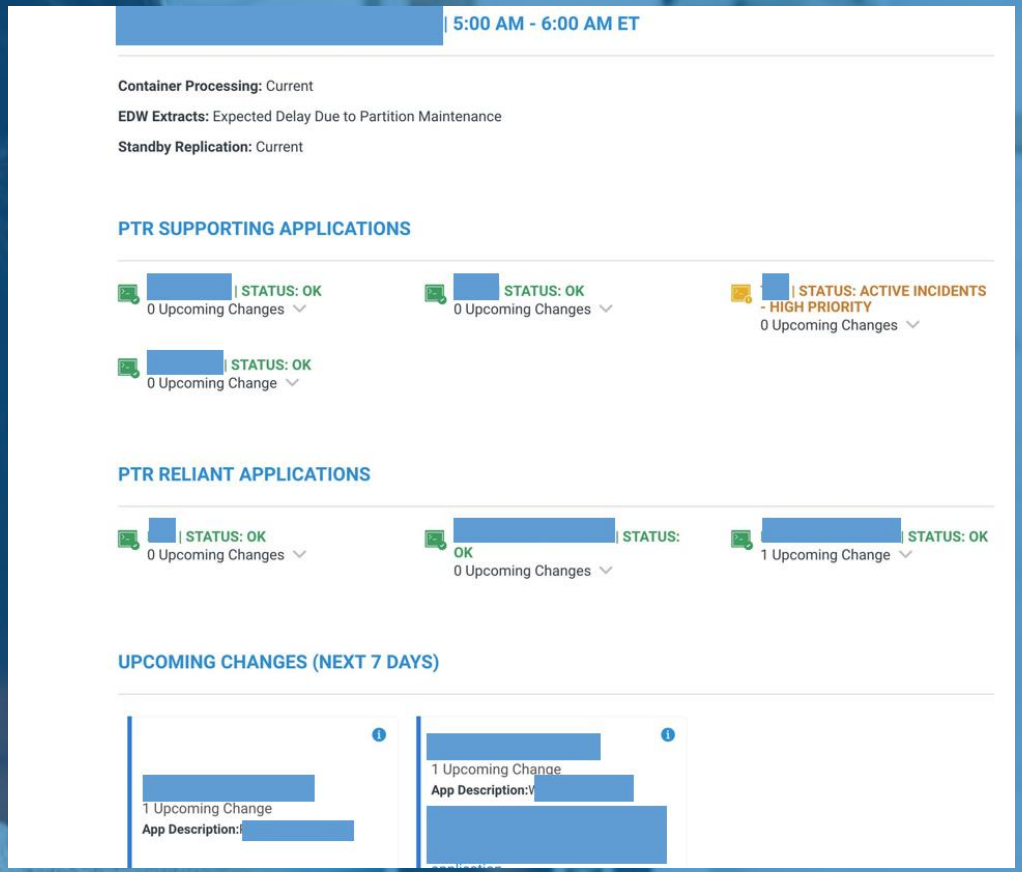


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SUSTAIN THE GAIN

PACKAGE BUSINESS

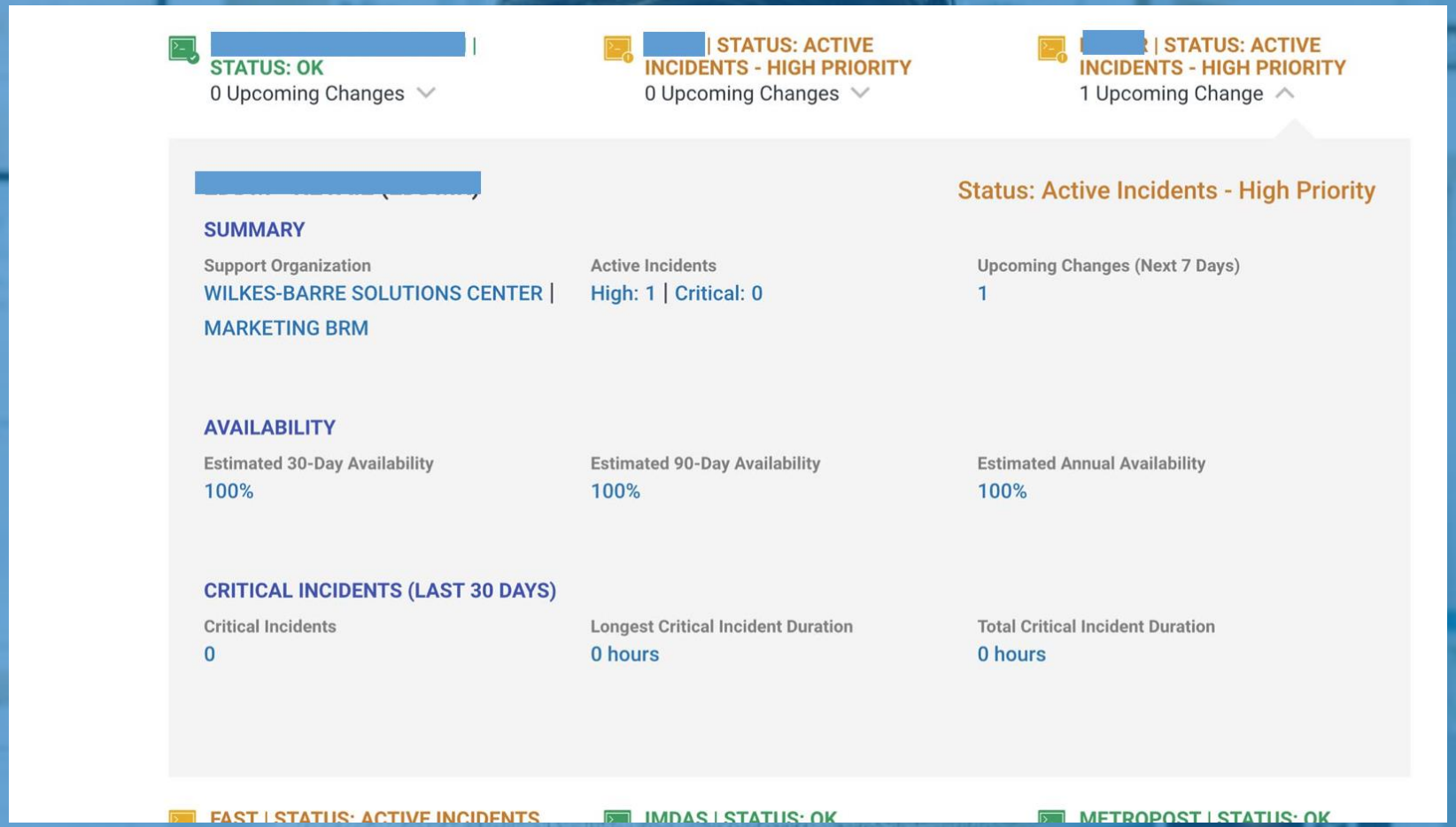




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SUSTAIN THE GAIN

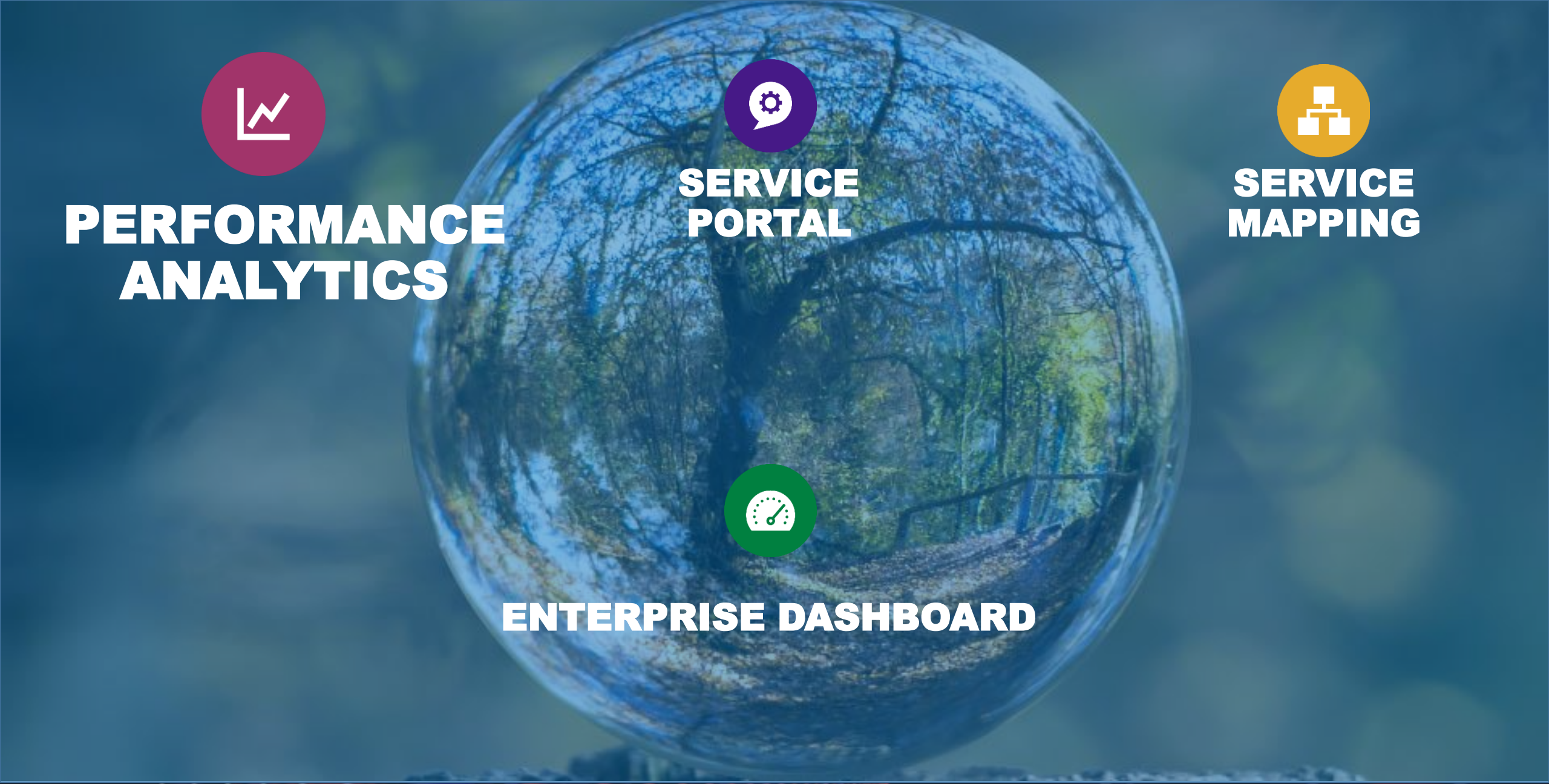
PACKAGE BUSINESS



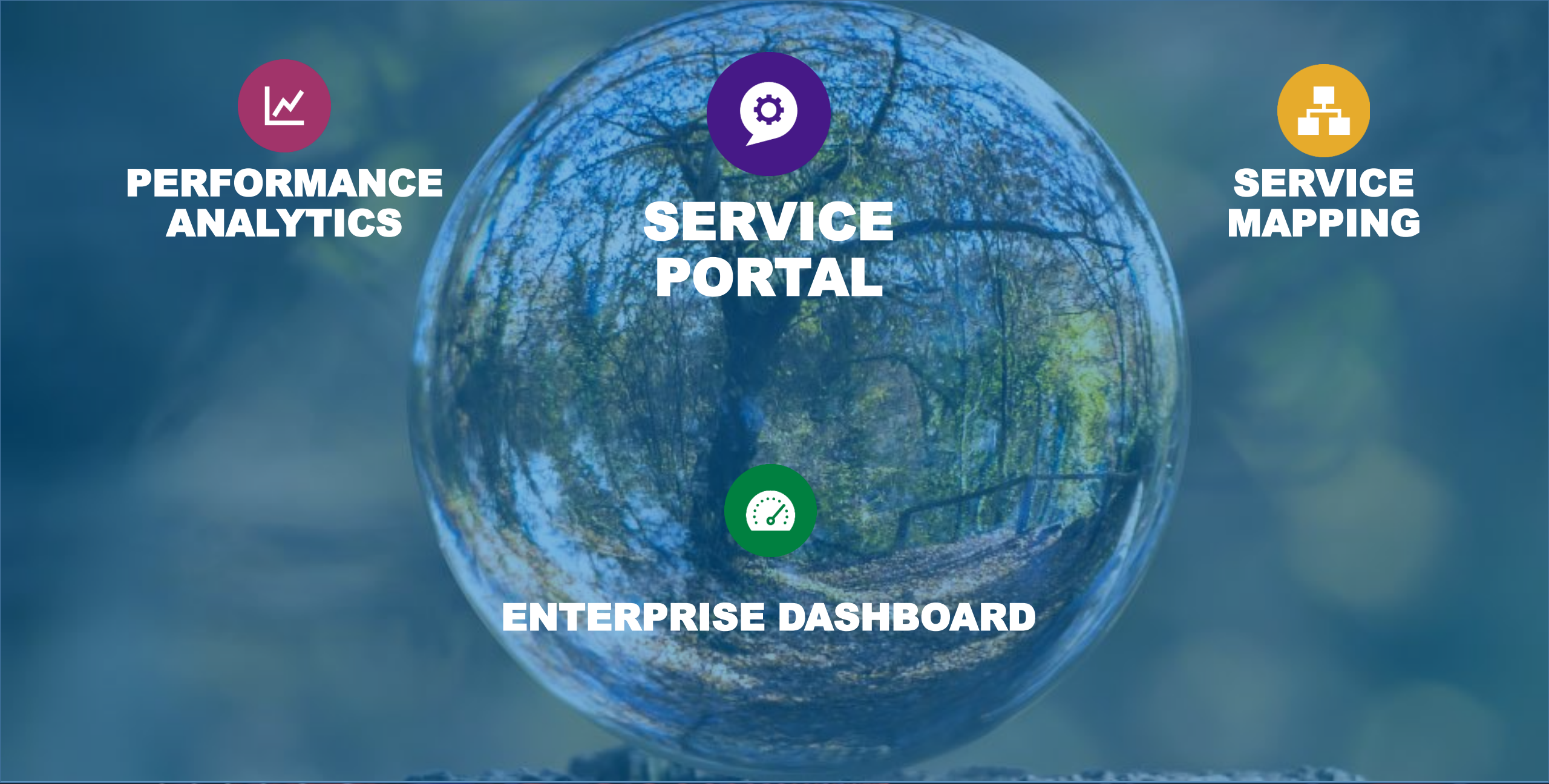
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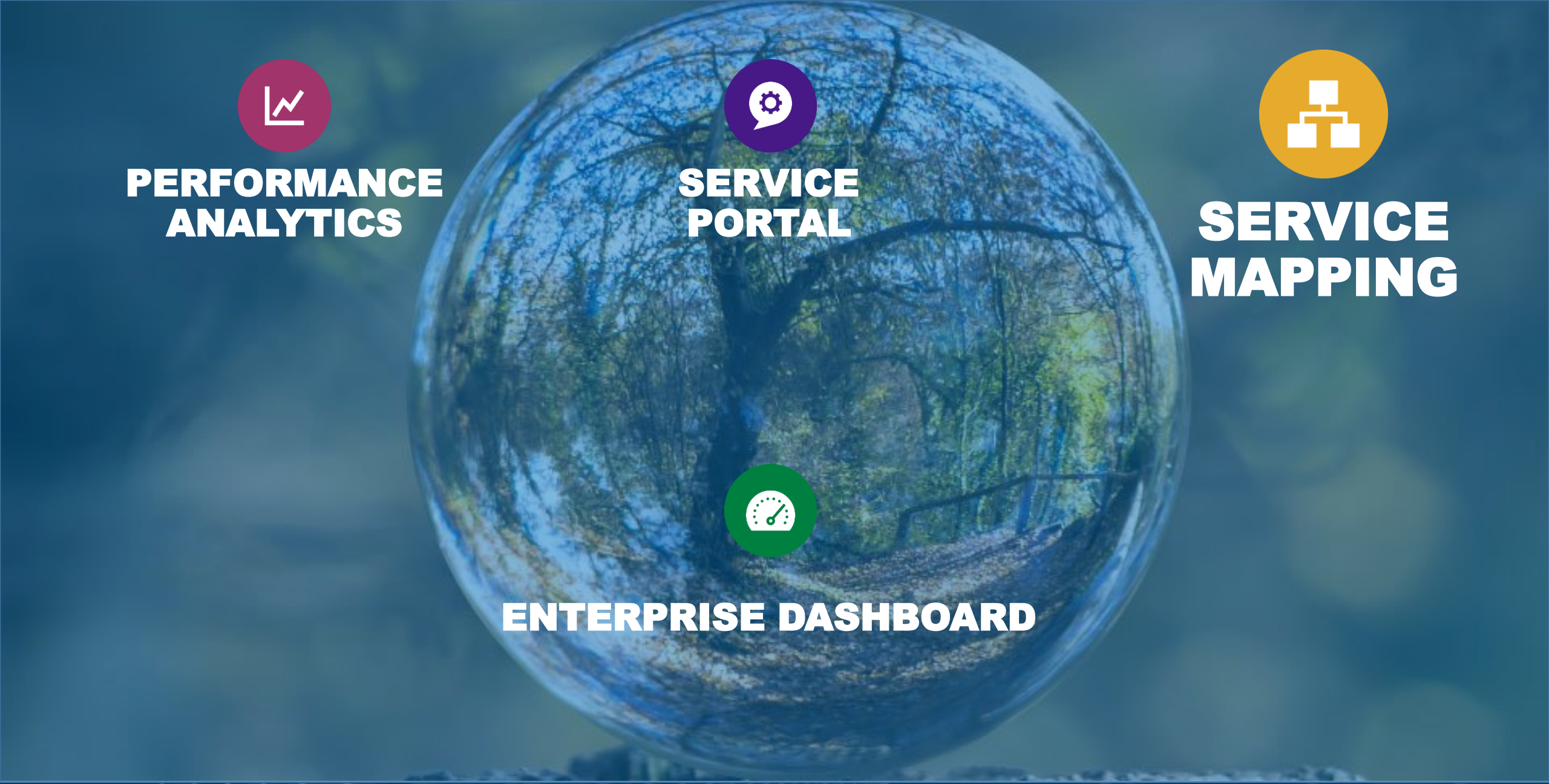
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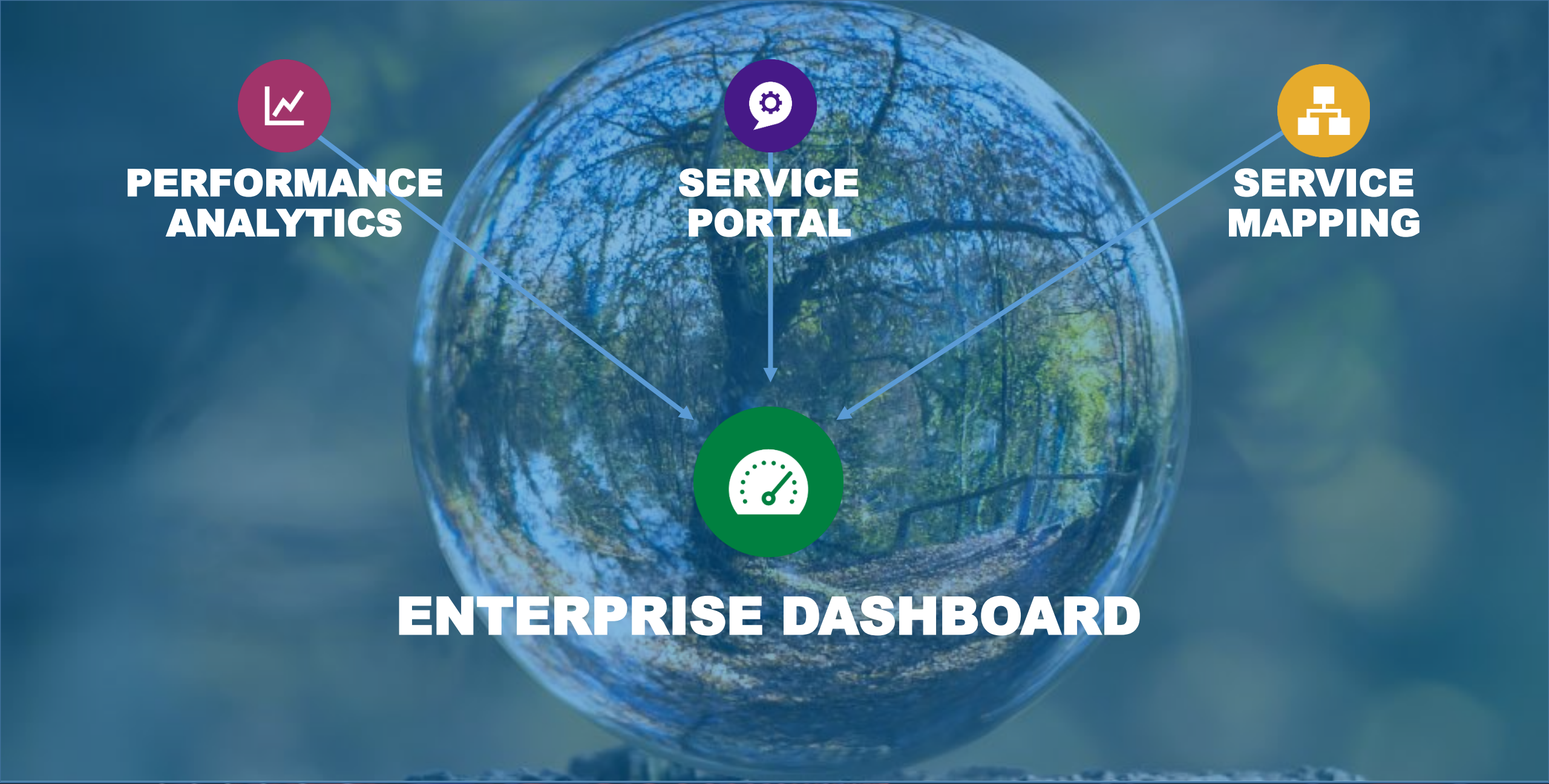
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SUGGESTIONS

- **Use** your own business acumen for the first engagement
- **Listen** to your stakeholders to improve value and grow your business acumen
- **Leverage** the Now platform for a professional, mobile, real-time solution, delivered quickly

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TOP TAKEAWAYS

1.
2.
3.

- IT can drive organizational change and behavior through useful and actionable information, especially when using performance analytics
- Transparency engenders trust and compliance
- Business results are measurable and moveable
- Use and grow your business acumen

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

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Manager, IT Performance Achievement

USPS

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