



# Improving Federal Digital Service Delivery

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United States Postal Service

# COVID Test Kits

885<sup>+</sup> M

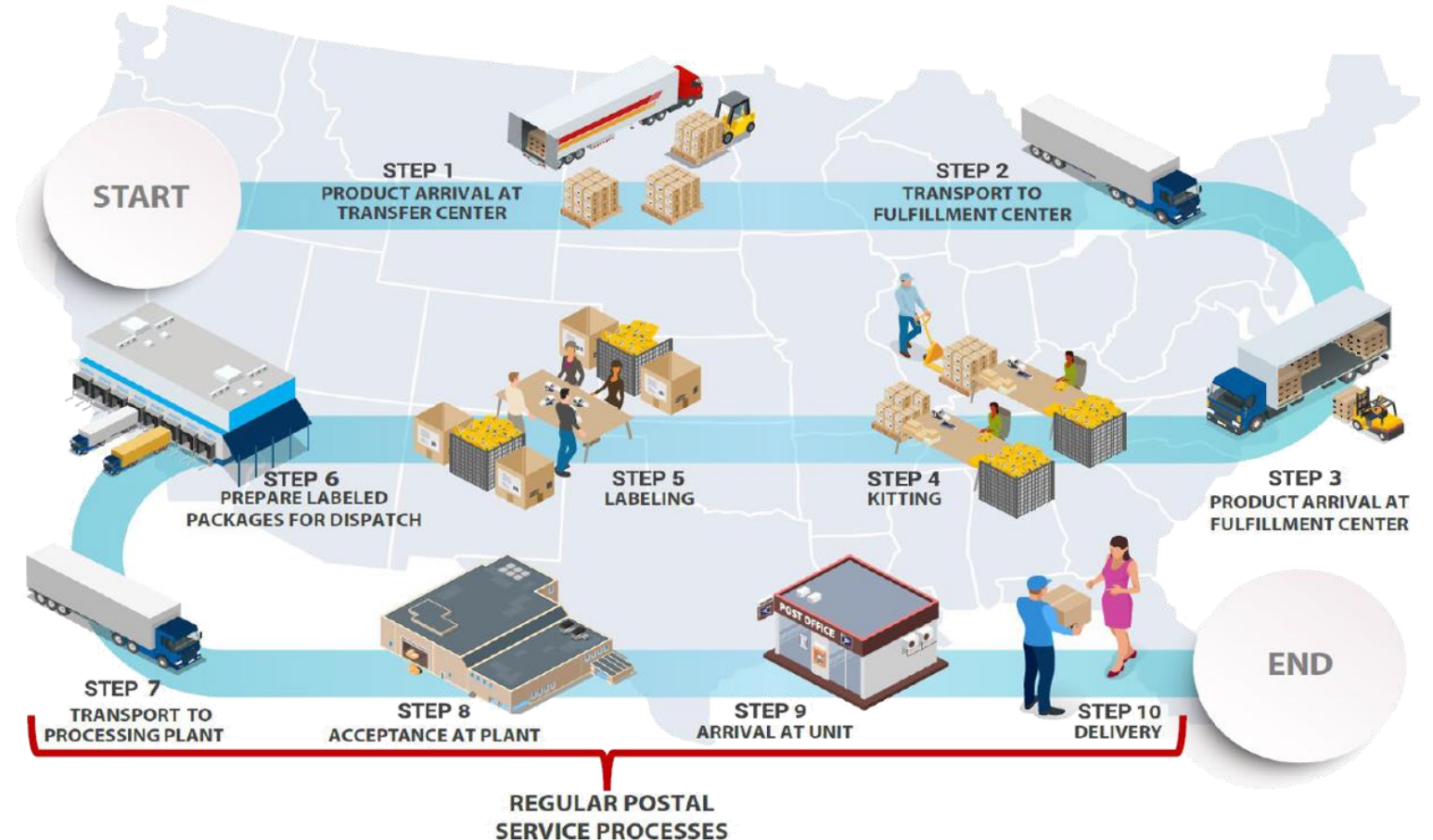
To more than 90M American households across the country

1.2

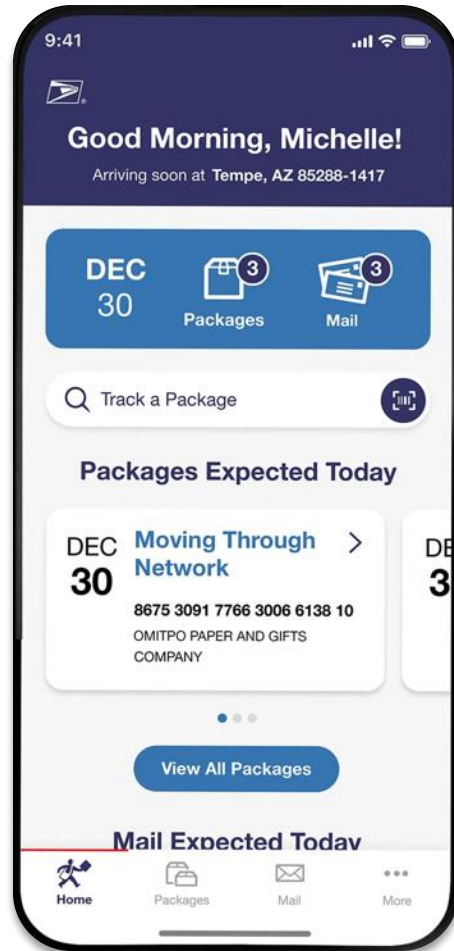
Average days to deliver a test kit package from shipment to delivery

96.6%

On-time service performance



# Informed Delivery



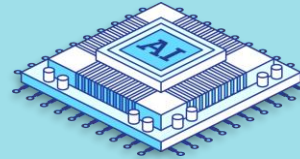
# Data Journey



**Data Catalog**



**Real-time  
Streaming**



**AI/ML**



**Citizen  
Experience**

# AI Use Cases



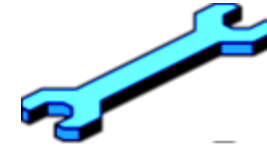
**Logistics  
Optimization**



**Customer  
Care**



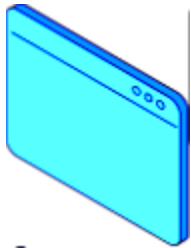
**Customer  
Sentiment  
Analysis**



**Maintenance  
Assistance**



**AI-Assisted Training  
Courses**



**Augmented  
Development**



**IT Lifecycle**



**Web Risk  
Analysis**



**Fraud  
Detection**