



Rick Sturges, SN-CN
Education Officer



Jim Iannacchino, OM-IN
Assistant Education Officer

USPS/ABC System Issue Resolution

Based on recent experience with course reporting for Hilton Head Sail and Power, several key actions are necessary in the current system. Details on the issues will be supplied on request.

The key action items are as follows:

1. Any courses or seminar reported as deleted, whether by inadvertently action or system issues, need to be reinstated within a week to ten days of request to do so.
2. Within a week of completion, courses/seminars need to be closed out, moved to history and all individual training records updated as appropriate.
3. Given recent reported results, and course/seminar history summaries have to be considered as inaccurate.
4. A clear systemic approach to reporting issues needs to be developed and rigorously followed. This approach needs to identify key people in the resolution process. Reported issues need to be acknowledged via email to the originator, followed up on/corrected and closed out with email to the originator. If issues are not resolved within a week of report, the delay needs to be reported via email to the originator and periodic updates need to be given as work progresses.

These key actions provide confidence to the originator that the issues are moved to resolution and, more importantly, to the USPS membership that the system is sound and operational. Loss of confidence in systems leads to loss of interest in continuing in a leadership position and, ultimately, to loss of membership