



*-- Synergy for Service in Today's Government --*

## **Government Customer Support Community Update**

**April, 2009**

Please share this free monthly with others who serve Government's customers, and visit us [online](#)

Your news and comments are always welcome at [Daryl.L.Covey@noaa.gov](mailto:Daryl.L.Covey@noaa.gov) .

News items are due by the 25th of each month to be considered for the next issue.

**\*\*NEWS\*\***

### **Welcome Congressman Cuellar!**

I'm honored to welcome [U. S. Representative Henry Cuellar](#) to the GCS program on Tuesday morning, May 5. Rep. Cuellar is the House sponsor of the [Federal Customer Service Enhancement Act](#)

Check out our full [program!](#)

### **Networking Outings in DC Next Month**

Three fun opportunities to network with others

in Government are detailed in the "Opportunities" section below.

### **Rooms @ GCS**

The last day to reserve rooms at the Hilton Old Town in Alexandria at the published Federal rate is **Monday, April 6.**

## **Customer Survey Networking Call**

If you're a Government employee who would like to network on event-based customer surveys, please email me and I'll put you in touch with others who share this interest!

### **\*\**INFORMATION*\*\***

**Call Recording**

**Service Enhancement**

**Social Media for Feds**

**Twittering**

**More on Twittering**

**Service Metrics**

**Web Risk**

### **\*\**RESOURCES*\*\***

**National Citizen Survey**

**Federal Customer Service Enhancement Act**

## Transparency

## eLearning

## Internet & Society

## Open Source Software

## Badware

### **\*\*OPPORTUNITIES\*\***

#### **Networking Outings in Early May**

This year's plans for evening networking groups during Government Customer Support Conference 2009 are below.

All depart from the lobby of the Hilton Old Town in Alexandria, VA and return there at times shown.

Everyone who serves Government's customers is welcome, regardless of conference attendance.

#### **Ride on the Potomac to Georgetown for Dinner**

**Sunday evening, May 3** (the evening before the conference begins)

Leave at 5:00 pm and catch the water taxi at the foot of King Street.

At Georgetown we'll walk to a restaurant for dinner and return about 8:00 pm.

#### **Dinner at Union Station and Monument tour**

**Tuesday evening, May 5** (the second night of the conference)

Leave at 5:00 pm and travel by Metro to Union Station for dinner in the food court.

The monument tour departs Union Station at 6:30 pm and returns there around 9:30 pm.

We will return to the hotel around 10:30 pm.

### **Dinner cruise on the Potomac**

**Wednesday evening, May 6** (following the conference closing)

Leave at 6:00 pm and board the dinner cruise at the foot of King Street.

The food is great and the sunset scenery on the Potomac is magnificent.

We will arrive back by 10:30 pm.

### **Webinars**

#### **Citizen Feedback**

April 2

#### **Home Agents**

April 7

#### **eLearning**

April 30

### **Speaker Calls**

#### **Knowledge Management**

Closes April 15

#### **Government Customer Service**

Closes August 17

**\*\*EVENTS\*\***

**Telework**

Washington, April 8

**E-Records Forum**

Austin, April 14-15

Email [bill.fellers@nara.gov](mailto:bill.fellers@nara.gov)

**Consumer Affairs**

Chicago, April 19-22

**Social Media**

Toronto, April 27-30

**Customer Contact**

Sydney, April 28-29

**Government Customer Support**

Washington, May 4-6

**Public Service Recognition Week**

May 4-10

**Internal Branding**

Washington, May 11-14

Streaming Media

New York, May 12-13

IPv6

DC Area, May 12-13

Government Contact Center Employees

Minneapolis, May 13-15

**\*\*GOOD READING\*\***

911 Fun

**\*\*PARTING THOUGHTS\*\***

*“Citizens typically use these agency machines at the humblest points of their lives.”*

– Andy Opsahl

*Have a wonderful April!*