



Government Contact Services Community of Practice
-- Synergy for Customer Contact Service Excellence in Government --

December, 2010

Please share this free monthly with others who serve Government's customers, and [visit us](#)
Your news and comments are always welcome at Daryl.L.Covey@noaa.gov
Items must be received by the 25th of the month to be considered for the next issue.

Happy Holidays!

****NEWS****

GCSEA Nominations Close Next Wednesday!

Nominations for the 2011 Government Customer Support Excellence Awards will be accepted through **Wednesday, December 1**. The nomination guidelines are [here](#).

Free Contact Center Conference in DC Next Week

Join me at the Reagan Center on Thursday, December second for this eighth annual all-day event which is free to government attendees.

Details are [here](#)

Thanks to Robert

Members of the federal Government Contact Center Council will gather in Washington next week to thank Robert Smudde of GSA for founding and leading their community of practice as he moves on to a new phase of his career.

****INFORMATION****

[Digital City Winners](#)

[Mobile Diagnosis](#)

[Intelligent Transportation Systems](#)

[Mobile 911](#)

[NYC GIS](#)

[Niche Mobile](#)

[Virtual 311](#)

****RESOURCES****

[Digital Exclusion](#)

[City of Orange Beach Web Site](#)

[Mobile Citizen Feedback](#)

[Role of Social Media in the Public Sector](#)

[Texting in Emergencies](#)

[Consumer Data Privacy](#)

[Twitter's Role](#)

****OPPORTUNITIES****

Employment

[Network Administrator](#)

Miami County, OH

Closes **December 3**

Email director@miamicounty911.com

[IT Assistant](#)

Mattoon, IL

Closes December 17

Nominations

[Government Communicator Awards](#)

Closes January 7

Smarter Cities Competition

Closes December 31

Presenter Calls

Government Management Information Systems Annual Conference

Closes December 15

Email jrandall@MDPD.COM

Knowledge Generation, Communication, & Management

Closes December 17

****EVENTS****

Government Customer Service

Washington, December 2

Free!

Government Contact Centers

Washington, December 6-8

Social Media for Government

Las Vegas, December 6-9

Cloud Computing

San Francisco, December 6-9

eGovernment

New Delhi, January 20-21

****GOOD READING****

Delivering Happiness

-- Tony Hsieh

****PARTING THOUGHT****

“Our culture is our brand.”

– Trish at Zappos call center