



## ***Government Customer Support Community Update***

***February, 2009***

Please share this free monthly with others who serve Government's customers, and visit us at [www.fedhelpdesk.osf.noaa.gov](http://www.fedhelpdesk.osf.noaa.gov) .

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

News items must be received by the 25th of the month to be considered for the next issue.

### ***\*\*NEWS\*\****

#### ***Congratulations to This Year's GCSEA Finalists!***

Our finalists for the *Government Customer Support Excellence Awards* are:

##### ***Teamwork Category***

*Small Business Administration's Disaster Assistance Customer Service Center  
Forest Service Human Capital Management Contact Center  
Tennessee.gov*

##### ***Technical Excellence Category***

*City of Irving, TX Information Technology Service Division  
National Cancer Institute's Cancer Information Service  
USDA Plant Protection Quarantine Eastern Region IT Group*

##### ***Customer Focus Category***

*Martin County, FL Information Technology Service Desk  
Social Security's Office of Systems Information Center  
City of Indian Wells, CA Public Works Maintenance Division*

##### ***Overall Excellence Category***

*Army Medical Department Enterprise Service Desk  
Small Business Administration's Disaster Assistance Customer Service Center  
Navy Global Distance Support Center - Logistics*

Many thanks for their diligent work to my fellow judges:

***Fran Felix*** (Department of Defense)

***Susan Grow*** (Department of Interior)

***Joanne McGovern*** (General Services Administration)

Join us in Alexandria on May 4<sup>th</sup> as we recognize our finalists and announce this year's winners!

#### ***Citizen Service Nominations Close Soon***

Nominations for GSA's annual Citizen Service Awards close on the 20<sup>th</sup> of this month.

Details are at the link below.

#### ***Public Service Recognition Week***

This year's observance begins on May 4<sup>th</sup>, the same day our annual Government Customer Support Conference

program opens.

Check out our program at <http://www.hthts.com/gcs2009program.htm> and come celebrate with us!

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

Planned excursions in the DC area during this year's GCS Conference are:

*Water taxi to Georgetown for dinner* on Sunday evening, May 3 (the evening before the conference begins)

*Group dinner and monument tour* on Tuesday evening, May 5 (second night of the conference)

*Dinner cruise on the Potomac* on Wednesday evening, May 6 (after the conference closes)

These will be great opportunities to socialize and share with others who support Government's customers. All groups will gather in the lobby of the Hilton Old Town in Alexandria at times to be announced. Details on cost and reservations will follow next month. You don't have to be a conference attendee to participate, but you'll miss a great program if you're not! Outings will be finalized based on interest, so **please email me if you're interested in participating and let me know which ones you are interested in.**

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

#### **Tips From Top Web Sites**

<http://www.nextgov.com/nextgov/bestpractices.php>

#### **Public Sector Twitter**

[http://www.govtech.com/gt/articles/583303?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=GTEN\\_2009\\_1\\_12](http://www.govtech.com/gt/articles/583303?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_1_12)

#### **eGovernment**

[http://www.finance.gov.au/publications/interacting-with-government/01-executive-summary.html#section1\\_2](http://www.finance.gov.au/publications/interacting-with-government/01-executive-summary.html#section1_2)

#### **Generational Internet Use**

[http://www.govtech.com/gt/articles/605531?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=GTEN\\_2009\\_1\\_29](http://www.govtech.com/gt/articles/605531?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_1_29)

#### **Transparency Leaders**

[http://www.nextgov.com/nextgov/ng\\_20090129\\_7141.php?zone=ngtoday](http://www.nextgov.com/nextgov/ng_20090129_7141.php?zone=ngtoday)

#### **Internet Usage**

[http://www.govtech.com/gt/articles/596106?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=GTEN\\_2009\\_1\\_26](http://www.govtech.com/gt/articles/596106?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_1_26)

#### **Tech Trends & Tools**

<http://www.deloitte.com/dtt/article/0%2C1002%2Ccid%25253D243554.html>

[http://www.cio.com/article/477215/Obama\\_s\\_Top\\_Tech\\_Tools?source=nlt\\_cioinsider](http://www.cio.com/article/477215/Obama_s_Top_Tech_Tools?source=nlt_cioinsider)

[http://www.cio.com/article/477871/Social\\_Networking\\_Sites\\_a\\_Hotbed\\_for\\_Cybercrime?source=nlt\\_cioinsider](http://www.cio.com/article/477871/Social_Networking_Sites_a_Hotbed_for_Cybercrime?source=nlt_cioinsider)

[http://www.govtech.com/gt/articles/608020?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=GTEN\\_2009\\_1\\_29](http://www.govtech.com/gt/articles/608020?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_1_29)

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

#### **Leveraging Social Media Locally**

<http://www.idc.com/downloads/GovInsightsSocialNetworking.pdf>

## **Adult Use of Social Networks**

[http://www.pewinternet.org/pdfs/PIP\\_Adult\\_social\\_networking\\_data\\_memo\\_FINAL.pdf](http://www.pewinternet.org/pdfs/PIP_Adult_social_networking_data_memo_FINAL.pdf)

## **Citizen Perceptions of Public Service Value**

[http://www.accenture.com/NR/rdonlyres/B3EEAE81-5935-4AD5-9A34-80BA1C699EDE/0/AccentureCitizenExperienceStudy\\_010909.pdf](http://www.accenture.com/NR/rdonlyres/B3EEAE81-5935-4AD5-9A34-80BA1C699EDE/0/AccentureCitizenExperienceStudy_010909.pdf)

## **Federal IT Directions**

[http://www.govtech.com/gt/articles/586481?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=GTEN\\_2009\\_1\\_15](http://www.govtech.com/gt/articles/586481?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_1_15)

## **FastGov**

[http://www.govtechblogs.com/fastgov/?utm\\_source=newsletter&utm\\_medium=email&utm\\_campaign=GTEN\\_2009\\_1\\_22](http://www.govtechblogs.com/fastgov/?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_1_22)

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

### **Networking**

#### **Event-Based Surveys**

Patrice at the National Archives and Records Administration would like to network with other Feds on event-based customer surveys. If you're a Fed and with practices and ideas to share with her, email me and I'll put you in touch!

### **Award Nominations**

#### **Citizen Service Award**

Closes February 20

[http://www.usaservices.gov/aboutus/citizen\\_service\\_award.php](http://www.usaservices.gov/aboutus/citizen_service_award.php)

#### **Telework Awards**

Closes March 13

<http://www.teleworkexchange.com/awards-2009.asp>

#### **Heintzman Award**

Canada – Closes March 31

<http://www.iccs-isac.org/en/awards/nominations2009.htm>

### **Webinars**

#### **“Always on” Contact Center**

February 5

<https://event.on24.com/eventRegistration/EventLobbyServlet?target=registration.jsp&eventid=130958&sessionid=1&key=623AB80D1B47122A46F0DFC1A3BB65E2&sourcepage=register>

#### **Combating Online Data Security Threats**

February 12

<https://event.on24.com/eventRegistration/EventLobbyServlet?target=registration.jsp&eventid=132041&sessionid=1&key=9E8B582A5DA3D0CE2B8C06B70774E49D&sourcepage=register>

## **Contact Center Analytics**

February 13

<http://www.crmxchange.com/debate/jan09analytics.asp>

## **Call Center Outsourcing**

March 5

<https://www2.gotomeeting.com/register/476822982>

## **Speaker Calls**

## **Government Customer Service**

Closes August 17

<http://www.digitalgovernment.com/Events/Conferences/Government-Customer-Service-Conference--Expo.shtml>

## **\*\*CONFERENCES\*\***

### **Internet Telephony**

Miami, February 2-4

[www.itexpo.com](http://www.itexpo.com)

### **Leveraging Service Oriented Architecture**

DC Area, February 9

[expedition@nitrd.gov](mailto:expedition@nitrd.gov)

### **Social Media for Government**

Ottawa, February 9-12

[http://www.aliconferences.com/conf/social\\_media\\_govt\\_canada0209/index.htm](http://www.aliconferences.com/conf/social_media_govt_canada0209/index.htm)

### **Connected Governance**

Washington, February 17

[http://semanticcommunity.wik.is/Semantic\\_Community-Semantic\\_Exchange\\_February\\_17%2c\\_2009](http://semanticcommunity.wik.is/Semantic_Community-Semantic_Exchange_February_17%2c_2009)

### **Northwest Call Center Professionals**

Seattle Area, February 18

<http://www.hthts.com/nwccp.htm>

### **IT Service Management**

Las Vegas, February 22-25

<https://www.pinklephant.com/en-US/Products/Conferences/ITM09.htm>

### **Performance Based Contracting**

Washington, February 24-25

<http://www.potomacforum.org/?view=270>

### **Call Center**

Miami, February 25-27

<http://www.callcenterdemo.com/>

### **Telework**

Washington, February 26

<http://www.teleworkexchange.com/teleworkinabox/>

**Call Center Networking**  
Various Cities, March-November  
<http://www.optimizeyourcallcenter.com/>

**Social Media for Government**  
Washington, March 23-26  
[http://www.aliconferences.com/conf/social\\_media\\_govt0309/index.htm](http://www.aliconferences.com/conf/social_media_govt0309/index.htm)

**eGovernment**  
Chicago, March 13  
<http://www.uic.edu/depts/oeegovernment/govtech.html>

**911 Honor Awards**  
Washington, March 24  
[www.e911institute.org](http://www.e911institute.org)

**Internal Branding**  
Toronto, March 30 – April 2  
[http://www.aliconferences.com/conf/internal\\_branding0309/index.htm](http://www.aliconferences.com/conf/internal_branding0309/index.htm)

**Web 2.0**  
San Francisco, March 31 - April 3  
<http://www.web2expo.com/webexsf2009/public/content/home>

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

**Support Systems Trends**  
<http://www.ciupdate.com/features/article.php/3795736/5-Hot-Trends-for-2009.htm>

***Be Our Guest***  
ISBN 0-7868-5394-8

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

***“There isn’t any point in modernizing technology if you leave everything else the same.”***  
– Charles Rossotti

**Happy Valentines’**