



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

Government Customer Support Community Update

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

****NEWS****

Our GCSEA Finalists for 2010

Congratulations to the following teams selected as finalists for the ninth annual [Government Customer Support Excellence Awards](#):

Teamwork

*Forest Service Albuquerque Human Resources Contact Center
GPO Contact Center
USPTO Facilities Help Desk*

Technical Excellence

*Social Security National 800 Number Network
Social Security Ready Retirement Team
Utah.gov*

Customer Focus

*Forest Service Albuquerque Human Resources Contact Center
IRS Modern Information Technology Enterprise Service Desk
USGS Service Desk*

Overall Excellence

*Forest Service Albuquerque HRM Contact Center
IRS Modern Information Technology Enterprise Service Desk
USGS Service Desk*

This year's winners will be announced on Monday, April 19 at GCS'10. Congrats to all our finalists!

Free Open Government Event

The Department of Interior's Federal Consulting Group will present a free one-day event related to the new Federal Open Government Directive in Washington on **February 9**. Details and registration are [here](#).

Government Rate Lodging at GCS '10

A limited block of [rooms](#) at the Federal rate is available for [Government Customer Support Conference 2010](#) while they last!

Dinner Group Plans for GCS '10

These popular outings are open to all who serve Government's contact customers, regardless of whether you're attending the conference.

Each will depart from the lobby of the Hilton Old Town in Alexandria at times to be announced in the March

issue.

Sunday evening, April 18: Water taxi to Georgetown for early dinner

Monday evening, April 19: Metro to Woodley Park (wide variety of cuisines available)

Tuesday evening, April 20: Dinner at Union Station and Moonlight Monument Tour

Wednesday evening, April 21: (To be announced)

****INFORMATION****

[Millennial Self-Service](#)

[Home Agents](#)

[Web Site User Help](#)

[Text-a-Tip](#)

[Computer-Aided 911](#)

[GIS Consolidation](#)

[Tweeting Governors](#)

****RESOURCES****

[Social Media and the Contact Center](#)

[Mobile Public Service Delivery](#)

[Transparent Twitter](#)

[Municipal WiFi](#)

[Justice 2.0](#)

[Technology Acquisition & Ownership](#)

[Cloud Sharing](#)

[Government Open Source](#)

[Broad Band](#)

[\[More\]](#)

****OPPORTUNITIES****

Speaker Call

[Mobile Applications](#)

New Delhi

Closes February 10

Free Seminars

[Citizen Communications](#)

February 9

[Driving Government Performance](#)

February 9

[Personalized IVR](#)

February 11

[Business Continuity](#)

February 25

[Proactive Notifications](#)

Award Nominations

[Citizen Service Award](#)

Closes **February 12**

[Telework Awards](#)

Closes **March 16**

****EVENTS****

[Social Media for Government](#)

Washington, February 8-11

[Public Sector Service Excellence](#)

Ottawa, February 11

[Texas Digital Government](#)

Austin, February 17-18

[Government Web Sites](#)

Washington, February 17

[Public Sector Service](#)

Windsor, Ontario; February 22

[At-Home Agents](#)

Phoenix, February 23

Orlando, March 25

[Social Media for Government](#)

Ottawa, March 1-4

[Enterprise Data](#)

San Francisco, March 14-18

[Cloud Computing](#)

Santa Clara, March 15-18

[Help Desk Institute](#)

Orlando, March 16-19

[Social Media for Government](#)

Dallas, March 22-25

Registration discount ends **February 5**

[VoiceCon](#)

Orlando, March 22-25

****GOOD READING****

[Social Government](#)

(Great perspective here!)

[\[More\]](#)

[Creating the Service Culture](#)

(It *can* be done & here's how!)

****PARTING THOUGHT****

***“Restricting customer contact is the path to self-destruction because it promotes “groupthink”
that
causes companies to lose touch with their customers and with their own business.”***

– Bill Price and David Jaffe in “The Best Service Is No Service”

Happy Valentine's Day