



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

February, 2011

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.

****NEWS****

GCSEA Finalists for 2011

Congratulations to this year's finalists for the *tenth* annual Government Customer Support Excellence Awards:

Teamwork

Federal Motor Carrier Pre-Employment Screening Program Customer Service Team
Navy Installations Command Enterprise Support Center
Ohio Administrative Services Financials Program Management Office

Technical Excellence

NASA Shared Services Center – Customer Contact Center
Navy Installations Command Enterprise Support Center
Rhode Island Government Online

Customer Focus

Government Printing Office Main Bookstore
National Women's Health Information Center
Rhode Island Government Online

Overall Excellence

Internal Revenue Service – Travel Services Branch
NASA Shared Services Center – Customer Contact Center
Navy Installations Command Enterprise Support Center

Our very special *tenth* group of winners will be announced at the GCS awards ceremony on Thursday, April 14th.

Thanks to all who submitted nominations!

GCS '11 Updates

I hope you can join us for our special tenth annual gathering to learn and network in beautiful Alexandria in April!

Lodging:

Limited rooms are still available at the Federal rate while they last

Registration discounts:

Alumni discounts through **February 25** -- email Ivy@hthts.com
Early registration discounts through **March 15**

Tenth anniversary celebration:

Follows last session of the day on Thursday

Evening networking outings:

Thursday & Friday nights -- details coming next month

Full information:

Full conference information is [here](#)

****INFORMATION****

[Single Sign On](#)

[Cellular Credit Cards](#)

[Open & Social](#)

[Facebook Alerts](#)

[Gang eMitigation](#)

[Online Filing Issues](#)

[Predictive Health](#)

[Smart Parking](#)

****RESOURCES****

[Gadget Demographics](#)

[Social Media Metrics](#)

[Updating Social Media](#)

[State IT Demographics](#)

[Web Site Advertising?](#)

[eVoting](#)

[Virtual Queuing](#)

[GPO on Facebook](#)

****EVENTS****

[Social Media for Government](#)

Washington, February 14-17

National Telework Week

February 14-18

[IT Management](#)

Las Vegas, February 20-23

[Customer Experience Process Management](#)

Miami, February 21-23

[Multi-Channel Integration](#)

Washington, March 10

Free!

[Customer Experience](#)

Mexico City, March 14-16

[IT Service & Support](#)

Las Vegas, March 29-April 1

****GOOD READING****

[Gov 3.0](#)

****PARTING THOUGHT****

"Know thy customer."

-- Unknown