



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

January, 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](mailto:Daryl.L.Covey@noaa.gov)  
Items must be received by the 25th of the month to be considered for the next issue.

***HAPPY NEW YEAR!***

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

**GCSEA Finalists Coming Soon**

Our finalists for the tenth annual Government Customer Support Excellence Awards will be announced here next month.  
Thanks to all who submitted nominations!

**Tenth GCS Program & Awards Set**

Our tenth annual Government Customer Support program and awards presentations will be held as follows:

*April 14-15, 2011  
The Hilton Old Town  
Alexandria, VA*

A limited room block is available at the published Federal rate.  
[Details and early registration discounts](#)

**\*\*INFORMATION\*\***

[New Channel Demographics](#)

[Do Not Track](#)

[Facebook Phishing](#)

[Twitter Use](#)

[Communicating Snow Services](#)

[Cloud Risks](#)

[Texting Enforcement Tips](#)

**\*\*RESOURCES\*\***

[Navy Social Media Guidance](#)

[Plain Language](#)

[Social Media Marketing](#)

[Service Level Agreements for Cloud](#)

[Social Media Records](#)

[Federal IT](#)

[Affective Computing](#)

[e-Recruiting](#)

[Internet Policy](#)

**\*\*OPPORTUNITIES\*\***

Employment

Data Center Supervisor  
Sioux Falls  
Email [jklemme@SIOUXFALLS.ORG](mailto:jklemme@SIOUXFALLS.ORG)

Nominations

[Government Communicator Awards](#)

Closes **January 7**

[9-1-1 Honor Awards](#)

Closes **January 14**

[Service to America](#)

Closes **January 31**

Presenter Calls

2011 Government Customer Support Conference

Email [Lisa@hthts.com](mailto:Lisa@hthts.com)

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

[Cloud Adoption](#)

Dallas, January 13

[eGovernment](#)

New Delhi, January 20-21

[Government Customer Satisfaction Results](#)

Washington, January 25

Email [fcg@nbc.gov](mailto:fcg@nbc.gov)

[Social Media for Government](#)

Washington, February 14-17

[National Telework Week](#)

February 14-18

[IT Management](#)

Las Vegas, February 20-23

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

[Generational Insight](#)

[Learning on the Move](#)

**\*\*PARTING THOUGHT\*\***

"Government work is knowledge work, and it takes place in an environment of rapid change."

--Stephen Goldsmith