



Government Customer Support Update

June, 2008

This free monthly serves the Government Customer Support Community of Practice. Please share it with others who care for Government's customers, and visit www.fedhelpdesk.osf.noaa.gov . Your news and comments are always welcome at Daryl.L.Covey@noaa.gov . News items should be forwarded prior to the end of the month. *If you've received this in error, you'll find unsubscribe instructions below at the end.*

Links Index

Those of you who signed up for it in my session at GCS '08 have been sent my new index of links to articles on key topics in our community of practice. If you weren't there and would like a copy, please email me.

Rooms @ Signature

A *very* limited number of lodging rooms at the published Government rate are available at Loew's Coronado in San Diego where the tenth annual *Signature* service and support conference will be held September 29 - October 1. If you're planning to attend, you should reserve yours ASAP at 800-815-6397. Conference details are at <http://www.hthts.com/hdp.htm> .

****INFORMATION****

Wiki Gov

http://techinsider.nextgov.com/2008/05/government_in_a_wiki_world.php

http://techinsider.nextgov.com/2008/05/government_in_a_wiki_world_part_2.php

Internet Usage

http://www.govtech.com/gt/articles/306033?utm_source=newsletter&utm_medium=email&utm_campaign=PCIO_2008_5_12

VOIP

http://www.fedtechmagazine.com/article.asp?item_id=433

http://www.gcn.com/print/27_10/46207-1.html

Keyboards & Health

http://www.govtech.com/gt/articles/318184?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_5_9

****RESOURCES****

Web 2.0

<http://www.collaborationproject.org/display/case/Case+Studies>

Telework

<http://www.teleworkexchange.com/resource-center-research.asp>

Zope Community

http://www.zope.org/Documentation/Books/ZopeBook/2_6Edition/IntroducingZope.stx

****OPPORTUNITIES****

Speaker Calls

Web 2.0 Expo in Europe -- Closes June 2

<http://en.oreilly.com/webexberlin2008/public/cfp/29>

GCS '09

If you're interested in sharing your knowledge and skills as a session presenter or networking group facilitator at Government Customer Support Conference 2009 next year, please let me know. It's a very rewarding opportunity to "give back" to the community. Feel free to email me if you have any related questions.

311 Networking

A new virtual networking group is forming for 311 centers. If you're interested, email Jerry.Keely@co.pinal.az.us.

Job Opening Soon

The Office of Citizen Services at GSA in DC is expected to announce an opening for an experienced contact center person with background in COTR duties and sales/business development later in June. If you're interested, watch their GSA Jobs web site at

http://www.gsa.gov/Portal/gsa/ep/contentView.do?programId=9395&channelId=-13256&oid=10546&contentId=11964&pageTypeId=8199&contentType=GSA_BASIC&programPage=%252Fep%252Fprogram%252FgsaBasic.jsp&P=9CP

Local Networking

If you're a Government employee interested in starting a local customer support networking group in your geographic area, please let me know, and I'll be glad to put out the call here. To assure maximum learning and effectiveness, these should be open to all levels of Government.

****EVENTS****

Internal Communications

San Diego, June 2-5

http://www.aliconferences.com/conf/internal_comm_gov0608/index.htm

Government Forum

Charleston, June 2-5

<http://www.thinkhdi.com/hdi.aspx?c=47>

Social Media

Chicago, June 9-12

http://www.aliconferences.com/conf/socialmedia_summit0608/index.htm

Mobile and Wireless

Miami, June 9-10

<http://www.mwwusa.com/agenda.aspx>

Government Acquisition

Washington, June 10-11

<http://www.potomacforum.org/?view=231>

Government IT

Atlantic City, June 22-25

<http://www.gmis2008.org/>

Cyber Security

Washington, June 25

<http://www.digitalgovernment.com/Seminars/Cyber-Security-Conference--Expo-June-25-2008.shtml>

Social Media

Washington, July 14-17

http://www.aliconferences.com/conf/social_media_govt0708/index.htm

Business Continuity

New York, July 15-16

<http://www.cio.com/buscon08>

Biometrics

Washington, July 21-24

http://www.aliconferences.com/conf/biometricsforgov_0708/index.htm

Texas Technology Forum

Dallas area, July 28

<http://www.govtech.com/events/silo.php?id=267441>

****GOOD READING****

Interview with Rep. Tom Davis

http://www.fcw.com/print/22_10/features/152280-1.html

****PARTING THOUGHT****

“People don't take what they're given. They demand more.”

-- Tony Blair

Welcome Summer!