



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

Government Customer Support Community Update

March, 2009

Please share this free monthly with others who serve Government's customers, and visit us at <http://www.fedhelpdesk.roc.noaa.gov/>

Your news and comments are always welcome at Daryl.L.Covey@noaa.gov.

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

****NEWS****

Our New URL!

Please bookmark it and visit us often!

www.fedhelpdesk.roc.noaa.gov

Help A Telework Researcher!

A Federal member of our community completing a doctoral degree in psychology of teleworking is seeking a base of teleworkers and their managers to participate in a web-based survey. Research ethics prevent her from surveying in her own agency. If you have or are part of a group of teleworkers who might help, or can point her to such a person, please email me and I'll be delighted to put you in touch.

May Networking Excursion Details

Tentative plans for this year's evening networking events during Government Customer Support Conference 2009 are below. Each group will depart from the lobby of the Hilton Old Town in Alexandria, VA with estimated return time as shown. All who serve Government's customers are welcome to join us, regardless of whether you're attending the conference.

Ride on the Potomac to Georgetown for dinner

Sunday evening, May 3 (the evening before the conference begins)

Leave at 5:00 pm and catch the water taxi at the foot of King Street.

At Georgetown we'll walk to a restaurant for dinner and return about 8:00 pm.

Dinner at Union Station and monument tour

Tuesday evening, May 5 (the second night of the conference)

Leave at 5:00 pm and travel by Metro to Union Station for dinner in the food court.

The monument tour departs Union Station at 6:30 pm returns there around 9:30 pm.

We will return via the Metro about 10:30 pm.

Dinner cruise on the Potomac

Wednesday evening, May 6 (following the conference closing)

Leave at 6:00 pm and board the dinner cruise at the foot of King Street.
The food is great and the sunset scenery on the Potomac is magnificent.
We will arrive back by 10:30 pm.

****INFORMATION****

Service Accountability

http://www.govtech.com/gt/articles/620039?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_2_18

Social Media Case Study

http://www.nextgov.com/nextgov/ng_20090209_7840.php?zone=ngtoday

Twittering

<http://blogs.abcnews.com/scienceandsociety/2009/02/get-shorty.html>

http://www.cio.com/article/480318/Twitter_Etiquette_Five_Dos_and_Don_ts_?source=nl_cioinsider

http://www.govtech.com/gt/articles/617868?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_2_10

YouTube for Feds

http://www.nextgov.com/nextgov/ng_20090210_7927.php?zone=ngtoday

Collaborative Bus Tracker

http://www.govtech.com/dc/articles/618148?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_2_12

****RESOURCES****

Effective eGov

http://www.govtech.com/gt/asset_reg/emc/594931

Mashable

<http://mashable.com>

Web Management

<http://www.econtentmag.com/Articles/ArticleReader.aspx?ArticleID=52756>

Cybersecurity

http://www.govexec.com/pdfs/CAG_Draft.doc

****OPPORTUNITIES****

Networking

Event-Based Surveys

If you're a Government employee who would like to exchange practices related to event-based customer surveys,
please email me and I'll put you in touch with others who share this interest!

Award Nominations

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>

Webinar

Call Center Outsourcing

March 5

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

Speaker Call

Government Customer Service

Closes August 17

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

****CONFERENCES****

Electronic Records

Washington, March 5

<http://www.digitalgovernment.com/Events/Conferences/E-Discovery-Records--Information-Management-Conference--Expo.shtml>

Mobile Connect

Santa Clara, March 10-13

<http://mobileconnectevent.com/>

eGovernment

Chicago, March 13

<http://www.uic.edu/depts/oeegovernment/govtech.html>

Social Media for Government

Washington, March 23-26

http://www.aliconferences.com/conf/social_media_govt0309/index.htm

911 Honor Awards

Washington, March 24

www.e911institute.org

Internal Branding

Toronto, March 30 – April 2

http://www.aliconferences.com/conf/internal_branding0309/index.htm

VoiceCon

Orlando, March 30 – April 2

<http://www.voicecon.com/orlando/program/program.php?priorityCode=CMXAVR10>

Information Management

Philadelphia, March 30 – April 2

<http://www.aiimexpo.com/aiimexpo/v42/index.cvn?id=10231>

Web 2.0

San Francisco, March 31 - April 3

<http://www.web2expo.com/webexsf2009/public/content/home>

E-Records Forum

Austin, April 14-15

Email bill.fellers@nara.gov

Consumer Affairs

Chicago, April 19-22

<http://www.socap.org/Events/symp09/index.html>

Social Media

Toronto, April 27-30

http://www.aliconferences.com/conf/social_media_0409/index.htm

Customer Contact

Sydney, April 28-29

<http://www.acevents.com.au/contact2009/>

****GOOD READING****

Leadership in Customer Service

http://www.accenture.com/Global/Research_and_Insights/By_Industry/Government_and_Public_Service/2008LCSROutcomes.htm

Web 2.0 and Government

http://www.govtech.com/gt/articles/620202?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2009_2_19

****PARTING THOUGHTS****

"People don't care how much you know until they SEE how much you care"

– Unknown

Welcome Spring!