



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

## Government Customer Support Community Update

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

### \*\*NEWS\*\*

#### Dinner Networking Groups During Government Customer Support Conference

These popular outings are open to all in our community of practice, *regardless of whether you're attending the conference.*

Each will depart from the lobby of the Hilton Old Town in Alexandria, VA at times shown. Feel free to email me with questions.

#### Sunday evening, April 18

Plan to depart *promptly* at 4:45 pm in cabs to catch the 5:30 [water taxi](#) on the Potomac River to Georgetown.

It's a beautiful ride!

Group dinner will be on or near the water and we'll return via Metro afterward.

*Please email me if you're planning to join, for cab and group reservation head count.*

#### Monday evening, April 19

We'll depart at 6:00 pm and catch the Metro to Woodley Park where there's a wide variety of cuisines in close proximity. We'll break to smaller groups based on dining preferences and then regather for the return.

#### Tuesday evening, April 20

Plan to depart *promptly* at 5:15 pm. We'll catch the Metro to Union Station for dinner in the large food court.

The 2.5 hour [monument tour](#) departs there at 7:30 pm and is always highly enjoyable. We should get back around 11:00 pm.

*Advance reservations for the tour are highly recommended using the link included above.*

#### Wednesday evening, April 21

This outing will depart after the return of those participating in the contact center tour which follows the conference close.

We'll walk or bus to one of the many neat places to dine on quaint and historic King Street in Alexandria.

### \*\*INFORMATION\*\*

[Managing Chat](#)

[Multilingual User Feedback](#)

[Government Web Directions](#)

[Crowd Sourcing](#)

[Web Transparency](#)

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

[Public Outreach](#)

[Teen Internet Trends](#)

[At-Home Agents](#)

[Cloud-based Email](#)

[Web 2020](#)

[Snow Plowing Updates On Line](#)

[Broadband Connectivity](#)

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

**Free Seminars**

[Running Contact Operations](#)

March 2

[Content Management](#)

March 2

[Call Center Strategy & Execution](#)

March 3

[Selecting Help Desk Software](#)

Various dates beginning March 3

[Service Metrics](#)

March 30

**Award Nominations**

[Managers](#)

Closes March 12

[Telework](#)

Closes **March 16**

[IT Innovation](#)

Closes **April 30**

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

[Social Media for Government](#)

Ottawa, **March 1-4**

[Open Government Directive](#)

Washington, March 3

[Information System Risk Management](#)

Washington, March 10-11

[Social Media for Government](#)

Washington, March 10-12

[Enterprise Data](#)

San Francisco, March 14-18

[Cloud Computing](#)

Santa Clara, March 16-18

[Technical Service and Support](#)

Orlando, March 16-19

[Voice Technology](#)

Orlando, March 22-25

[At-Home Agents](#)

Orlando, March 25

[Cloud Computing](#)

Washington, March 25-26

[Information Technology](#)

Denver, April 6

Software as a Service

Santa Clara, April 6-7

Performance Measurement

Washington, April 6-9

Telework

Washington, April 8

Social Media for Recruiting

Washington, April 12-15

Government Customer Support

Alexandria, VA; April 19-21

Incoming Call Management

San Diego, April 20-23

Government Management Information Systems

Somerset, NJ; April 21

Mobile Voice

San Francisco, April 22-23

Web Search

Boston, April 26-27

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

Customer Feedback

**\*\*GOOD WATCHING\*\***

Traits of Future Leaders

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

*"People may not remember exactly what you did or what you said,  
but they will always remember how you made them feel."*

-- *The Cab Ride* by Kent Nerburn; Shared by Lilianne Donato

***Happy St. Patrick's Day!***