



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

May, 2011

*Happy Public Service Week!*

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

**Tenth Annual GCSEA Winners**

This year's winners of the tenth annual Government Customer Support Excellence Awards are:

Teamwork

Ohio Administrative Services Financials Program Management Office

Technical Excellence

NASA Shared Services Center Customer Contact Center

Customer Focus

National Women's Health Information Center

Overall Excellence

Internal Revenue Service Travel Services Branch

*--Honorable Mention--*

*Navy Installations Command Enterprise Support Center*

Congratulations to all!

**New Federal Executive Order on Customer Service**

[Here](#)

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

[Social Media Lessons](#)

[Critical Web Sites](#)

[Cloud Risks](#)

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

[Web Design](#)

[Business Case](#)

[Telework](#)

*More*

*Even more*

[Down Time Training](#)

[Park Cams](#)

[Cyberspace Identity](#)

[Facilitation](#)

**\*\*EXAMPLES\*\***

[Product Recall Web Site](#)

[Taxpayer Receipt](#)

[Citizen Advocacy](#)

[Childrens' Services](#)

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

**Local Area Networking**

If you're a government person who would like to initiate networking with peers in your local area, please let me know and I'll put out the word here.

**Hiring**

A call center and customer service subject matter expert in the DC area with both public and private sector experience is seeking a position. If you have one, contact me and I'll be glad to put you in touch!

**Free eSeminars**

[Mobile Government](#)

May 3

[Leveraging Metrics](#)

May 4

[Lessons Learned from Recovery.gov](#)

May 4

[Contact Center Practices](#)

May 5

[Call Center Practices](#)

May 11

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

[Customer Relationship](#)

Las Vegas, May 1-4

[Home Agent Strategies](#)

Baltimore, May 3-4

[Customer Service for Government](#)

Washington, May 3-6

[Government Communicators](#)

St. Paul, May 9-12

[Government Contact Center Employees](#)

Hampton, VA; May 10-12

[Public Sector Service](#)

Ajax, Ontario; May 11

[Virtualization](#)

Austin, May 11

[Digital Citizen Satisfaction](#)

Washington, May 12

[Customer Contact Point](#)

Sydney, May 16-18

[Knowledge Management](#)

Waltham, MA; May 16-18

[Internal Communications](#)

Washington, May 23-26

[Government Technology](#)

Washington, June 1-3

[Semantic Technology](#)

San Francisco, June 5-9

[Government Management Information Systems](#)

Santa Fe, June 12-16

[Government Technology](#)

Austin, June 13-14

[Contact Centers](#)

New Orleans, June 13-16

[Cloud Leadership](#)

Silicon Valley, June 20-21

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

[Lessons from CEOs](#)

[Updating Social Media Channels](#)

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

“Today’s breakthrough performance is tomorrow’s baseline.”

– *Stuart Greif*

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Your news and feedback 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.

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