



*Government Customer Support Update*  
*September, 2008*

Please share this free monthly with others who serve Government's customers, and visit us at [www.fedhelpdesk.osf.noaa.gov](http://www.fedhelpdesk.osf.noaa.gov) .

Your news and comments are always welcome at [Daryl.L.Covey@noaa.gov](mailto:Daryl.L.Covey@noaa.gov) .

Unsubscribe instructions are below at the end.

*September is National Preparedness Month*  
*How's your business continuity plan looking?*

**See You @ Signature!**

If you're at the Signature conference ( <http://www.hthts.com/hdp.htm> ), catch me on Monday morning, 9/29 for your special Government networking sticker. There may still be rooms at the published Federal rate by calling 800-815-6397. See you in Coronado!

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

**Call Center Trends**

<http://www.crmbuyer.com/story/60650.html>

**Project Funding**

<http://www.cioupdate.com/budgets/article.php/3765086>

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

**Taxonomy**

<http://taxocop.wikispaces.com/>

**Citizen Access to Information**

[http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=1138083](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1138083)

**Web Site Accessibility**

<http://wave.webaim.org/>

## **Knowledge Management**

[http://wiki.nasa.gov/cm/wiki/Federal%20Knowledge%20Management%20Working%20Group%20\(KMWG\).wiki/1001304main\\_AKM\\_Principles\\_25\\_JUN\\_2008.pdf](http://wiki.nasa.gov/cm/wiki/Federal%20Knowledge%20Management%20Working%20Group%20(KMWG).wiki/1001304main_AKM_Principles_25_JUN_2008.pdf)

## **eGov**

[http://www.brookings.edu/~media/Files/rc/reports/2008/0817\\_egovernment\\_west/0817\\_egovernment\\_west.pdf](http://www.brookings.edu/~media/Files/rc/reports/2008/0817_egovernment_west/0817_egovernment_west.pdf)

## **Telecommuting Security**

[http://www.cdt.org/privacy/20080729\\_riskathome.pdf](http://www.cdt.org/privacy/20080729_riskathome.pdf)

## **\*\*OPPORTUNITIES\*\***

### **ec3 Award Nominations**

Close September 10<sup>th</sup>

[http://www.ec3.org/downloads/awards/2008\\_Nomination\\_Form.pdf](http://www.ec3.org/downloads/awards/2008_Nomination_Form.pdf)

### **Speaker Call**

***Government Customer Support Conference***

Alexandria, VA / May 4-6, 2009

Email [Daryl.L.Covey@noaa.gov](mailto:Daryl.L.Covey@noaa.gov)

## **\*\*CONFERENCES\*\***

### **Web Experience**

Washington, September 4-6

[http://www.therichwebexperience.com/conference/washing\\_dc/index.html](http://www.therichwebexperience.com/conference/washing_dc/index.html)

### **Digital ID**

Anaheim, September 8-10

[www.CSOonline.com/digitalidworld08/info](http://www.CSOonline.com/digitalidworld08/info)

### **Business Intelligence**

Phoenix, September 8-10

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

### **Knowledge Management**

Malibu, September 9-11

<http://bschool.pepperdine.edu/newsevents/kmforum/>

### **Field Service**

Atlanta, September 9-12

<http://www.wbresearch.com/fieldserviceusaeast/index.asp>

### **Knowledge Organization**

Washington, September 11

[http://cendievents.infointl.com/kos%5Fworkshop%5F091108/kos\\_wkshp\\_agenda.html](http://cendievents.infointl.com/kos%5Fworkshop%5F091108/kos_wkshp_agenda.html)

### **Internet Telephony**

Los Angeles, September 16-18

[www.itexpo.com](http://www.itexpo.com)

### **Web 2.0**

New York, September 16-19

<http://en.oreilly.com/webexny2008/public/content/home>

### **IPv6**

Washington, September 18

<https://www.signup4.net/Public/ap.aspx?EID=IPV613E>

### **Mobile Society**

Turkey, September 18-19

<http://www.mgovernment.org/events/msociety2008/home.html>

### **Internal Communications**

DC Area, September 22-25

[http://www.aliconferences.com/conf/internal\\_comm\\_gov0908/index.htm](http://www.aliconferences.com/conf/internal_comm_gov0908/index.htm)

### **Enterprise Search**

San Jose, September 23-24

[www.EnterpriseSearchSummit.com/west](http://www.EnterpriseSearchSummit.com/west)

### **Knowledge Management & Intranets**

San Jose, September 23-25

[www.kmworld-intranets.com](http://www.kmworld-intranets.com)

### **Streaming Media**

San Jose, September 23-25

[www.streamingmedia.com/west](http://www.streamingmedia.com/west)

### **Signature Service and Support**

San Diego, September 29 – October 1

<http://www.hthts.com/hdp.htm>

### **Contact Center Management**

Toronto, October 6-8

<http://www.iccmcanada.com/iccmcanada/v42/index.cvn>

### **Services Industry Summit**

Las Vegas, October 6-8

<https://www.servicestrategies.com/LasVegas08/>

## **Intranet 2.0**

Washington, October 6-9

[http://www.aliconferences.com/conf/intranet\\_for\\_govt1008/index.htm](http://www.aliconferences.com/conf/intranet_for_govt1008/index.htm)

## **Customer Service Week**

October 6-10

<http://www.csweek.com/>

## **Voice of the Customer**

Bolton, MA, October 7

[http://www.first-wednesday.com/support\\_conference.html](http://www.first-wednesday.com/support_conference.html)

## **Voice Con**

Amsterdam, October 14-16

<http://www.voicecon.eu/?priorityCode=CMQQAM17>

## **Government Forum**

Miami, October 14-17

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

## **Telework**

Washington, October 15

<http://www.teleworkexchange.com/townhallmeeting/default.asp>

## **Service Management**

Miami, October 15-17

[www.ThinkHdi.com/SM2008](http://www.ThinkHdi.com/SM2008)

## **Knowledge Management**

Washington, October 16

<http://www.digitalgovernment.com/Events/Conferences/Government-Knowledge-Management-and-Business-Intelligence-Conference--Expo.shtml>

## **Social Media**

New York, October 20-23

[http://www.aliconferences.com/conf/socialmedia\\_summit1008/index.htm](http://www.aliconferences.com/conf/socialmedia_summit1008/index.htm)

## **Web 2.0**

Berlin, October 21-23

<http://en.oreilly.com/webexberlin2008/public/content/home>

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

## **Governing 2.0**

[http://www.govtech.com/dc/articles/385126?id=&story\\_pg=1](http://www.govtech.com/dc/articles/385126?id=&story_pg=1)

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

*“The real benefit of e-government lies not in the use of technology per se,  
but in its application to processes of transformation.”*

*-- UN E-Government Survey 2008*