

INVITATION FROM THE FEDERAL CONSULTING GROUP

ACSI WEB SURVEY USER GROUP

What: **2nd Quarter 2005 Meeting**

When: **June 21, 2005**

The Web Survey User Group meeting is from **9:30 am to Noon**.
You are also invited to attend the Interagency Customer Service Forum that meets at the same location from **1:00 pm – 3:15 pm** (for more on the Forum go to www.customerservice.gov).

Where: **Amphitheater, Office of Thrift Supervision, 1700 G Street, N.W., Washington, DC (nearest metro stations – Farragut West (Orange and Blue) and Farragut North (Red)).**

Who: **Current and potential subscribers to the ACSI website customer satisfaction service.**

How: RSVP to Linda Collins at Linda.Collins@ots.treas.gov or 202-906-7088. Send any ideas, recommendations or questions that you would like to have discussed at this or a future meeting.

PROGRAM

- 9:30 AM** **Welcome and Introductions** – Ron Oberbillig, Treasury's Federal Consulting Group
- 9:40 AM** **Second Quarter 2005 - ACSI E-Government Satisfaction Index --**
Larry Freed, President, ForeSee Results, Ann Arbor, MI
- 10:10 AM** **ACSI Feedback Session**
Interactive discussion regarding product enhancements, feedback on customer needs and desires for further product development led by Larry Freed
- 10:40 AM** **Break**
- 10:50 AM** **'State of the Practice' of Managing Citizen-Centric Web Content** – Bill Webner of Booz Allen Hamilton and Gene Zapfel of Unisys will share the results of a recent study of federal websites conducted for the Best Practices Committee of the Industry Advisory Group's Shared Interest Group (IAC-SIG)
- 11:20 AM** **Best Practices Workshop: Using and Understanding the Value of Segmentation Analysis**
Cathie Baker, Team Lead, ForeSee Results
Brent Hill, Bureau of Labor Statistics
John Morris, GSA Global Supply
Michelle Dozier and/or Jennifer Nelson, National Archives and Records Administration
- Noon** **Adjourn and Networking**