*C***gov**

Government Customer Support Update
August, 2008

Please share this free monthly with others who serve Government's customers, and visit us at www.fedhelpdesk.osf.noaa.gov .
Your news and comments are always welcome at Daryl.L.Covey@noaa.gov . Unsubscribe instructions are below at the end.

Nominations Open Soon

Nominations for the ***2009 Government Customer Support Excellence Awards*** will be open October 1st through November 30th this year. Updated nomination guidelines will be released with the October issue of *Cgov eNews*. Start planning now to nominate your customer support group!

Rooms @ Signature

There are just a few rooms left at the published Federal Government rate for the tenth anniversary *Signature* service and support conference (http://www.hthts.com/hdp.htm) next month in Coronado, California. If you're a Government person planning to attend, you can still reserve yours at 800-815-6397.

Join Us In May

Our eighth annual Government Customer Support Conference program is scheduled for May 4-6, 2009 at the Hilton Old Town in Alexandria, VA. If you have experience in supporting Government's customers and are interested in sharing your lessons learned there, please email me for a session proposal form. Plan to join us for a great learning experience!

*****INFORMATION*****

Contact Center Satisfaction
http://www.govtech.com/gt/articles/374342?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_7_7

Customer Rants
http://abcnews.go.com/Technology/AheadoftheCurve/Story?id=5388404&page=1

Serving Gen Y
http://www.govexec.com/story_page.cfm?articleid=40384&sid=59

911 Technology
http://www.usatoday.com/news/nation/2008-07-08-new-911_N.htm

http://www.e911institute.org/pressRoom/2008/Press%20Release%20Net%20911%20Public%20Law%20Signing%207-23-08.pdf

Gov 2.0
http://www.govtech.com/gt/articles/375534?utm_source=newsletter&utm_medium=email&utm_campaign=DC_2008_7_8

RESOURCES

Email Records
http://www.govexec.com/pdfs/d08742.pdf

Home Broad Band
http://www.pewinternet.org/pdfs/PIP_Broadband_2008.pdf

http://www.govtech.com/gt/articles/380705?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_7_24

Customer Advocacy
http://www-935.ibm.com/services/us/index.wss/ibvstudy/gbs/a1029604?cntxt=a1005261

Cost Calculators
http://www.hthts.com/hthtscalculator.htm

Offshoring
http://www.gao.gov/new.items/d06342.pdf

OPPORTUNITIES

Webcasts
Green IT -- August 12
http://info.citrix.com/Key=20721.CQr.C.2.1pqqc

Speaker Calls
Government Customer Support
Alexandria, VA / May 4-6, 2009
Email Daryl.L.Covey@noaa.gov for proposal forms

Incoming Call Management
Miami/February/Closes August 22
https://www.cmpevents.com/?M=$FHE1HJDIMJ1F1D1D1D1D1KGDJM1D1D

311 Networking
Email Jerry.Keely@co.pinal.az.us

CONFERENCES

Internal Branding
Chicago, August 4-7
http://www.aliconferences.com/conf/internal_branding0808/index.htm

Speech Tek
New York, August 18-20
www.SpeechTEK.com

CRM
New York, August 19-20
www.destinationcrm2008.com

Web Experience
Washington, September 4-6
http://www.therichwebexperience.com/conference/washing_dc/index.html

Digital ID
Anaheim, September 8-10
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

Internet Telephony
Los Angeles, September 16-18
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

Enterprise Search
San Jose, September 23-24
www.EnterpriseSearchSummit.com/west

Knowledge Management & Intranets
San Jose, September 23-25
www.kmworld-intranets.com

Streaming Media
San Jose, September 23-25
www.streamingmedia.com/west

Signature Service and Support
San Diego, September 29 – October 1
http://www.hthts.com/hdp.htm

GOOD READING

Collaboration 2.0
http://www.fcw.com/print/22_21/comment/153099-1.html

Staffing and Motivating
http://www.gao.gov/archive/2000/gg00161.pdf

PARTING THOUGHT

"Our jobs and our lives are so busy creating that sometimes we don't take the time to actually experience what we create.
Even those that take time often don't spend enough time looking at the company through the customers' eyes."
-- *Gary Lemke*