



21st Century *Government* Customer Support

Community

- *United and learning together how best to support our evolving customers .*

Consistency

- *Uniform high levels of service and accuracy.*

Cooperation

- *Proactive partnering to enhance our support effectiveness*

Customer focus

- *Guided by a vision of positive and effective customer experience.*

Channel diversity

- *Easily accessible via the customer's preferred means.*

Clear communication

- *Transcending all challenges to effective interaction.*

Continuous refinement

- *Nimbly adapting to the evolution of effective practices and processes.*

Comprehensive interconnectivity

- *Easy reach from any touch point across agencies, systems, and levels.*

Collaborative knowledge-based culture

- *People who value, share, and focus information for customer success.*

Commensurate internal and external support

- *All customers experience the same uniform high levels of focus and service.*