C<u>**gov**</u>

Government Customer Support Community Update
December, 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 .

NEWS

Federal Customer Service Event

A free customer service event for Feds will be held at the Reagan Conference Center in Washington next
Wednesday, December 10th.
You can register and view the program on line at http://www.digitalgovernment.com/Agenda/Agenda-Government-
Customer-Service-Conference--Expo.shtml

Rooms @ GCS '09

Lodging reservations at the Government rate are now available online for *Government Customer Support
Conference 2009* next May.
To reserve yours, see http://www.hilton.com/en/hi/groups/personalized/DCAOTHF-MGC-20090503/index.jhtml .
You can watch our conference program evolve at http://www.hthts.com/gcs2009program.htm .

Home Agent Survey

Share in the results of a survey on use of home agents in Government by participating.
Full details are at http://www.surveymonkey.com/s.aspx?sm=akDPzj6pj0o9fJwraKKTew_3d_3d

INFORMATION

Citizen Internet Access
http://www-03.ibm.com/press/us/en/pressrelease/25737.wss

Citizen Software
http://www.govtech.com/gt/articles/559367?utm_source=newsletter&utm_medium=email&utm_campaign=PCIO_2008_11_24

Wikis
http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=9118878

Virtual Government
http://www.govtech.com/gt/articles/426831?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_10_31

RESOURCES

Citizen Call Centers
http://www.pti.org/docs-cio/PTICALLCENTERS.PDF

Virtual Local Government
https://sites.google.com/site/munigov20/Home

Trimming Turnover
http://www.contactprofessional.com/cpwire/cpw112608.htm

Internet Security
http://www.govtechblogs.com/securing_govspace/?utm_source=newsletter&utm_medium=email&utm_campaign=Untitled_2008_11_26

Future IT Trends
http://www.baselinemag.com/c/a/Infrastructure/IT-Trends-for-2009/?kc=EWWHNEMNL11132008STR1

http://www.gmis.org/DocumentView.asp?DID=35

OPPORTUNITIES

Award Nominations

Federal 100
Closes December 12
http://www.fcw.com/print/22_34/comment/154102-1.html

Government Communicators
Closes December 19
http://www.nagconline.org/Awards/Communicator.asp

Speaker Calls

Cybernetics
Closes December 17
http://www.iiis2009.org/imsci/Submission/Index.asp?vc=17

Excellence in Government
http://www.excelgov.com/

Surveys
[Results Available to Participants]

Government At-Home Agent Program
http://www.surveymonkey.com/s.aspx?sm=akDPzj6pj0o9fJwraKKTew_3d_3d

Information Services in the Public Sector
http://mbacapstoneresearch.info/

CONFERENCES

Video Technology
Washington, December 3-4
www.gvexpo.com

Performance Measurement for State & Local
Las Vegas, December 9-12
http://www.aliconferences.com/conf/pm_state_local_govt1208/index.htm

Federal Customer Service
Washington, December 10
http://www.digitalgovernment.com/Events/Conferences/Government-Customer-Service-Conference--Expo.shtml

Social Media for Government
Arlington, VA; December 8-11
http://www.aliconferences.com/conf/social_media_govt1208/index.htm

GOOD READING

The Transition of Administrations
http://lostintransition.nationaljournal.com/2008/11/for-a-transition-role-model-lo.php

http://www.govtech.com/gt/articles/429474?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_11_11

Segmentation of Government Services
http://www.usaservices.gov/aboutus/CustomerSegmentation.doc

PARTING THOUGHT

*"Value creation should always be co-developed with the collaboration
of the customer to reaffirm the strategy."*
-- Unknown

Happy Holidays!