



USA SERVICES

WHY HAVE SO MANY AGENCIES CHOSEN USA SERVICES TO ENHANCE THEIR CUSTOMER SERVICE?

By using USA Services, federal agencies can:

- Improve service to citizens
- Provide easier citizen access to an agency's information and services
- Reduce agency needs to budget for centers to respond to email and calls as well as to expend resources for infrastructure and labor
- Improve agency's ability to comply with federal policies that require:
 - Support for the President's Management Agenda
 - Reporting results on E-Gov scorecard (get to green)
 - Elimination of redundant IT efforts (Clinger-Cohen)
 - All agencies to be able to receive and respond to citizens via email [Executive Memorandum (Dec 1999)]
 - Adherence to OMB's (Feb 2002) Information Quality Guidelines

Solutions for Citizens and Agencies

USA Services has signed partnership agreements with 40 federal agencies and E-Government initiatives to work together to provide quality citizen customer service. The partners agree to work toward a seamless citizen information network that is accessible, secure and provides consistent, timely and professional responses to constituents via their preferred method of communication. Whether citizens wish to get their answers via Web, print publications, telephone (1 (800) FED INFO), email or fax, USA Services will give them an answer they're looking for.

Looking to the Future

Partners work with USA Services to develop and maintain a current database of answers to Frequently Asked Questions, establish a protocol for responding to inquiries that cannot be answered with a preformatted response and forward misdirected emails and telephone calls to USA Services for response or referral to the appropriate agency. USA Services will provide a platform for partner agencies

Misdirect Partner Agencies and Initiatives

Agriculture, Commerce, Consumer Product Safety Commission, E-Authentication, Defense, Education, Energy, Environmental Protection Agency, Equal Employment Opportunity Commission, Federal Emergency Management Agency, Federal Trade Commission, General Services Administration (GSA), Grants.gov, Health and Human Services (HHS), Homeland Security, Housing and Urban Development, Interior, Justice, Labor, Medicare Payment Advisory Commission, National Aeronautics and Space Administration, National Archives and Records Administration, National Credit Union Administration, National Endowment for the Humanities, Nuclear Regulatory Commission, National Science Foundation, National Transportation Safety Board, Office of Management and Budget, Office of Personnel Management, Securities and Exchange Commission, Selective Service System, Small Business Administration, Smithsonian Institution, Social Security Administration, State Department, Transportation, Treasury, US Agency for International Development, US Postal Service, Veterans Affairs

Tier 1 Partner Agencies and Initiatives

Fish and Wildlife Service – Interior, Forms.gov, GovBenefits – Labor, GovLoans, GSA.gov, Overseas Citizen Services – State Department, SAFECOM – Homeland Security

FirstContact Users

Federal Emergency Management Agency, National Contact Center (1 (800) FED INFO), Human Trafficking Hotline – HHS, Program Support Center – HHS, State Department, Veterans Affairs

to collaborate with other agencies in developing complete, coherent and consistent responses when those responses require coordination across agencies. USA Services also provides a means by which agencies can collaborate to develop government-wide standards for customer service response times and quality.

Contact: Stuart Willoughby, (202) 501- 9121, stuart.willoughby@gsa.gov