Tools for Citizen Engagement

We can help you implement the Open Government Directive and reach a higher level of citizen engagement. Give us a call and we'll tell you how your agency can:

- **Use public dialog tools** to engage citizens in sharing ideas and giving feedback

- **Create mobile apps** to keep citizens informed on the go

- **Run challenges and contests**

- **Train your web team** to create the most helpful content

- **Expand your social media tools** (Facebook, Twitter, YouTube, blogs and more)

- **Try cloud computing** and get cost-effective flexibility

- **Join communities of practice**

- **Learn international e-government best practices**

- **Get free tools**—search, URL shortener, blogs, challenge platform, more

- **Get contact center solutions** to manage calls and email from citizens

- **Manage print publication distribution** cost-effectively

Learn how your agency can more effectively and affordably meet its citizen engagement goals with services from GSA's Office of Citizen Services and Innovative Technologies.

GSA's Office of Citizen Services and Innovative Technologies

We deliver information about government programs, benefits and services directly to citizens and we share our open government tools with federal agency partners. Give us a call!

- **Federal Center for New Media and Citizen Engagement** is an accelerator and incubator for government-wide new media and citizen engagement solutions, making it easier for the government and the public to constructively engage with each other. The Center provides cross-agency new media and citizen engagement tools and technology, research, best practices, training, assistance, policy guidance and outreach, citizen expectations of participation, collaboration and service. **Contact Daniel Munz, daniel.munz@gsa.gov**

- **Center for Customer Service Excellence** helps agencies deliver excellent customer service to the public via web, social media, mobile, phone, email, print, and newly evolving media by providing government-wide support and solutions, including training via Web Manager University; policy analysis, standards, and best practices via WebContent. gov; support to inter-agency communities of practice; innovative and cost-cutting tools and technology; and real-time research and analytics on citizen needs and agency performance. **Contact Sheila Campbell, sheila.campbell@gsa.gov**

- **Federal Citizen Information Center** delivers government information directly to the public through multiple integrated channels: USA.gov and GobiernoUSA.gov, the official English and Spanish web portals of the U.S. government; the National Contact Center's 1 (800) FED-INFO phone line, email and web chat services; and print publications distributed from Pueblo, Colorado. FCIC also manages USA Contact, the multi-vendor contract giving federal agencies easy access to contact center services and the Government Contact Center Council (G3C), an interagency network of government contact center leaders. **Contact Stuart Willoughby, stuart.willoughby@gsa.gov**

- **Federal Cloud Computing Program** is driving the government-wide adoption of cloud computing by hosting cloud computing services that are secure, easy to use, affordable and elastic in scaling to the size of agencies' changing needs. **Contact Mary (Katie) Lewin, mary.lewin@gsa.gov**

- **Global Government Innovation Networks** maintains a top-level Global CIO Council and other networks to provide meaningful access to international e-government experts in public and private sectors and to information about state-of-the-art technology in high-priority areas, promoting OCS products, activities and ideas in international forums. **Contact Darlene Meskell, darlene.meskell@gsa.gov**

- **USA.gov Search Services** is the US government's official search engine, gathering information from federal, state, local, tribal and territorial government websites. Affiliate government agencies and programs can sign up and become affiliates to use USA.gov search on their own .gov websites. **Contact Mary Sue Deffily, mary.deffily@gsa.gov**