



Government Customer Support Update

April, 2008

This free monthly serves the Government Customer Support Community. Please share it with others who support Government's customers, and visit www.fedhelpdesk.osf.noaa.gov. Your news and comments are always welcome at Daryl.L.Covey@noaa.gov. *If you've received this in error, you'll find unsubscribe instructions below at the end.*

Happy 911 Education Month!

<http://www.e911institute.org/pressRoom/2008/National%20Education%20Month%20PR%204-1-08.pdf>

See You @ GCS!

I look forward to seeing many of you in Alexandria, Virginia for our annual program on supporting Government's customers at the end of *this month*. You'll find full details at <http://www.hthts.com/gcs.htm>. It's not too late to join us – you can register at the same site. *See you soon!*

April Networking Opportunities

Our evening outings in the DC area late this month are open to all, regardless of whether you attend GCS. Both will be great opportunities to meet others who support Government's customers and exchange lessons learned. Full reservation information is below at the end of this issue.

Masterminds

One of the most popular features of our GCS program each year is the facilitated discussion groups. These will be held at the start of the day on both Tuesday and Wednesday, April 29 & 30. A full list of topics for each day is below at the end of this issue.

****INFORMATION****

eGov Satisfaction

http://www.govexec.com/story_page.cfm?articleid=39570&dcn=e_gvet

Future of VOIP

<http://www.tmcnet.com/voip/0208/feature-articles-consumer-voip-trends.htm>

CRM Success

http://cdcsoftware-marketing.com/downloads/collateral/Pivotal_COWP_CRMTheEssentialGuide.pdf

Call Center Consolidation

http://www.csc.com/solutions/customerrelationshipmanagement/knowledgelibrary/uploads/843_1.PDF

Citizen Broadband

http://www.govtech.com/gt/articles/277378?utm_source=newsletter&utm_medium=email&utm_campaign=PCIO_2008_3_24

Next Gen 911

http://www.govtech.com/gt/articles/278348?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_3_24

Surface Computing

http://www.govtech.com/gt/articles/269330?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_3_4

****RESOURCES****

Service & Operating Level Agreements

<http://www.oit.duke.edu/enterprise/SLA-OLA/index.html>

<http://www.itsmsolutions.com/newsletters/DITYvol2iss14.htm>

Knowledge Management

<http://www.cen.eu/CENORM/sectors/sectors/isss/cwa/knowledge+management.asp>

****OPPORTUNITIES****

Networking Call

If you represent an internal Government help desk using call recording for quality control and would like to network on this topic, please email me.

Job Opening

IT Technician -- Woodridge, IL

Closes April 14

<https://at.vil.woodridge.il.us/WoodridgeJobs/jobDetails.do?posNum=470>

Public Interest Award Nominations

Close April 23

<http://www.ombwatch.org/article/articleview/4149>

State & City eGovernance Survey

Email amano@rutgers.edu

****EVENTS****

Survey Design

DC Area, April 14-16

http://www.greatbrook.com/survey_workshop.htm

Social Media

Washington, April 14-17

http://www.aliconferences.com/conf/social_media_govt0408/index.htm

eService

Charleston, April 21-23

<http://www.servicestrategies.com/index.cfm/fuseaction/news.detail/newsid/193/RFA/home.home>

GSA Expo

Anaheim, April 22-24

<http://expo.gsa.gov/email/campaign1.cfm>

Government Customer Support

Washington, April 28-30

<http://www.hthts.com/gcs.htm>

Networking Monument Tour

Washington, April 28

Email Daryl.L.Covey@noaa.gov

Networking Dinner Cruise

Washington, April 29

Email Daryl.L.Covey@noaa.gov

Internal Branding

Washington, May 12-15

http://www.aliconferences.com/conf/internal_branding0508/optin.htm

Streaming Media

New York, May 20-21

www.streamingmedia.com/east

*****PARTING THOUGHT*****

“Today, the success of every business depends on translating knowledge about customers into the reality of the customer experience.”

– Greg Gianforte

Networking Outings

Monuments by Moonlight

We'll gather in the hotel lobby after the first day of GCS '08 on **Monday, April 28th** and travel as a group via the Metro to Union Station for dinner (lots of choices) before the tour departs. Following the tour, we'll return to the hotel as a group. Details and discounted tickets are available at www.trustedtours.com [click links for Washington DC and then Monuments by Moonlight]. **After purchasing your ticket on line, be sure to make reservations for that date (April 28th) at 202-832-9800.** Direct your questions to Vickie at 800-213-2474.

Potomac Dinner Cruise

Join us aboard Nina's Dandy on the Potomac following the second day of GCS on **Tuesday, April 29th**. The boat will depart from Alexandria -- we'll go there as a group from the hotel lobby after the last session of the day. Full cruise information and pricing is at <http://www.dandydinnerboat.com/boats.htm>. **Only those who register and pay in advance and mention "Cgov" will be seated with our group.** For reservations, call 202-832-9800.

Mastermind Topics @ GCS

Tuesday Morning, 4/29

**Social Media – Customer Surveys – Customer Relationship Management --
Benchmarking & Metrics – The Right Mix of Sourcing – Doing More with Less –
Quality Monitoring and Assurance**

Wednesday Morning, 4/30

**Cross Channel Technology -- Disaster Recovery – Support Center Consolidation –
Preparing for Election Turnover – Partnering to Support Customers – Stress
Management**