



Government Customer Support Update

March, 2008

This free monthly serves the Government Customer Support Community. Please share it and visit www.fedhelpdesk.osf.noaa.gov. Your news and comments are always welcome at Daryl.L.Covey@noaa.gov.

Welcome Molly!

I'm honored to welcome Molly O'Neill, Chief Information Officer at the Environmental Protection Agency to our *GCS '08* program this year. She will be keynoting on the role of technology in the Government customer services of the future. You can read a recent interview with Molly on EPA's Web 2.0 social media customer initiatives at http://www.gcn.com/print/27_3/45741-1.html.

GCS '08 Program

Highlights of this year's seventh annual *Government Customer Support Conference* program are at the end of this issue below. Our distinguished speakers include U. S. Representative Henry Cuellar, EPA CIO Molly O'Neil, Kim Nelson from Microsoft - Public Sector, customer industry visionary Patrick Bultema, and many more! Discounted registration is available until March 15 at the link in "Events" below.

Networking Outings

Two fun evening outings for sightseeing and networking are scheduled in conjunction with *Government Customer Support Conference 2008* in late April. Details are below at the end of this issue. Participation is open all, regardless of whether you're attending the conference, and reservations well in advance are *highly recommended* for both. I hope you can join us!

****INFORMATION****

IVR Effectiveness

<http://www.speechtechmag.com/Articles/Editorial/Cover-Story/Zeroing-in-on-Opting-Out-40720.aspx>

Health Cost Help Online

http://www.govtech.com/gt/articles/262694?utm_source=newsletter&utm_medium=email&utm_campaign=Local_2008_2_15

Spam Rush

http://www.govtech.com/gt/articles/260128?utm_source=newsletter&utm_medium=email&utm_campaign=GTInew_2008_2_14

Virtual Collaboration

http://www.cio.com/article/180301?source=nl_cioleader

RESOURCES

eSkills

<http://www.e-skills.com/>

Rural Broadband

http://wireless.fcc.gov/outreach/index.htm?job=broadband_home

eGovernance

<http://andromeda.rutgers.edu/~egovinst/Website/bestpracpg.htm>

Managing Technology

<http://www.search.org/files/pdf/TECHGUIDE.pdf>

Online ID

http://www.govtech.com/gt/articles/224328?id=&story_pg=1

Generational Motivators

<http://www.segalco.com/publications/surveysandstudies/2008PSROWage.pdf>

Outsourcing

http://www.deloitte.com/dtt/cda/doc/content/us_consulting_oaspovwhysettle_141207.pdf

Internet Safety

<http://www.saferinternet.org/ww/en/pub/insafe/index.htm>

Business Continuity

<http://www.metrokc.gov/health/pandemicflu/video/>

OPPORTUNITIES

Award Nominations

Service to America

Closes **March 10**

<http://servicetoamericamedals.org/SAM/nominations/form.php>

Heintzman Leadership Awards [Canada]

Closes **March 31**

Email art.stevenson@iccc-isac.org

Consolidation Networking

Dan at Treasury would like to network with others in Government to share lessons learned in consolidating contact centers. If you're in Government and interested, email me and I'll put you in touch!

State & City eGovernance Survey

Email amano@rutgers.edu

****EVENTS****

Content and Information Management

Boston, March 3-6

www.aiimexpo.com

9-1-1 Awards

Washington, March 4

www.e911institute.org

Technology Networking

Washington, March 4

<http://washingtonnetworkgroup.com/index.php?tg=articles&idx=More&topics=26&article=532>

Knowledge Management

DC Area, March 5

http://www.kminstitute.org/cms/content.jsp?id=com.tms.cms.section.Section_9eb89e07-d06d7d9f-17f981e0-98d33d60

Help Desk

Dallas, March 9-12

www.ThinkHDI.com/HDI2008

Voice Search

San Diego, March 10-12

www.voicesearchconference.com

Contact Centre

Dublin, March 11-14

<http://www.iqpc.events.com/ShowEvent.aspx?id=67356&details=67404>

Internal Communications

Washington, March 17-20

http://www.aliconferences.com/conf/internal_comm_gov0308/index.htm

VoiceCon

Orlando, March 17-20

<http://www.voicecon.com/orlando/?priorityCode=CMDBVC17>

IPv6

DC Area, March 26-27

<http://www.digitalgovernment.com/Agenda/Agenda-IPv6 - Web 20 Next Generation Government NetworkingTraining Seminar.shtml>

Social Media

Toronto, March 31-April 3

http://www.aliconferences.com/conf/social_media_canada0408/index.htm

FOSE

Washington, April 1-2

www.FOSE.com

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

GSA Expo

Anaheim, April 22-24

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

Government Customer Support

Registration discount ends 3/15

DC Area, April 28-30

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

Networking Monument Tour

Washington, April 28

www.trustedtours.com

Networking Dinner Cruise

DC Area, April 29

<http://www.dandydinnerboat.com/boats.htm>

****GOOD READING****

Citizen Centric Services

http://www.govtech.com/gt/articles/224332?id=&story_pg=1
<http://mblaisdell.com/?p=67>

Global eGov

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf>

****PARTING THOUGHT****

“Take care of the people who take care of the business.”

– Ira Hobbs

GCS '08 Program Highlights

This year we have 34 classroom sessions, sixteen networking sessions, and five keynotes, plus lots more. Program highlights include:

Customer Service in Government

-- U. S. Representative Henry Cuellar

Web 2.0 in Government customer services

Knowledge management and the customer experience

The future of the customer support industry

-- Patrick Bultema, Customer support visionary

The future and technologies of Government serving customers

-- Molly O'Neil, EPA CIO

Winning customer support practices in Government

-- Shared from this year's award nominations

A virtual call center model

-- Social Security

Workshop on deploying customer self-service

-- Washington Department of Social and Health Services

Surveying your customers

Lessons learned in establishing a 311 center

-- *Pinal County, Arizona*

Using Wikis to support customers

-- *U. S. Office of Management and Budget and Department of Education*

Best practices for customer support disaster recovery

-- *Internal Revenue Service*

Shopper's overview of today's customer support technologies

Customer service agent retention and motivation practices

Managing caller emotions

And much more -- check it all out at <http://www.hths.com/gcs2008programdetails.htm> !

GCS '08 Networking Outings

Monuments by Moonlight

We'll gather in the hotel lobby after the first day of GCS '08 on *Monday evening, 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, make reservations for the specific tour 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 evening, 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.