



Government Customer Support Update

November, 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****

GCSEA Nominations Close December 1st

Nominations are being accepted for the **2009 Government Customer Support Excellence Awards** through **Monday, December 1st**. See http://www.fedhelpdesk.osf.noaa.gov/eletters/GCSEA_Nominations.pdf for details.

Federal Customer Service

A free event for Federal contact centers will be held at the Reagan Conference Center in Washington on Wednesday, December 10th. You can register on line at <https://www.signup4.net/Public/ap.aspx?EID=CSXX12E> .

GCS '09 Discounts

An early registration discount for Government Customer Support Conference 2009 next May in Alexandria is available to Government employees through **November 15th**. For details, call (425) 398-9292.

****INFORMATION****

Web 2.0

http://www.govtech.com/gt/articles/422264?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_10_17

Speech Analytics

<http://www.contactprofessional.com/issues/article.asp?ID=534>

Second Life

http://www.govtech.com/dc/articles/420596?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_10_10

<http://live.psu.edu/story/34908>

Web Accessibility

http://www.govtech.com/gt/articles/418770?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_10_13

Web Design

http://www.govtech.com/gt/articles/378898?utm_source=newsletter&utm_medium=email&utm_campaign=DC_2008_10_10

****RESOURCES****

Measuring Customer Satisfaction

http://www.usaservices.gov/pdf_docs/FinalRpt2008CustSatStudy.pdf

Making the Business Case

http://www.govtech.com/gt/articles/421475?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN%20-%20E-Newsletter_2008_10_15

Preview of Tomorrow's Workplace

<http://www.cnn.com/2008/TECH/science/10/16/future.office/index.html>

Lean Six Sigma in Government

<http://www.businessofgovernment.org/pdfs/MaleyeffReport.pdf>

Federal Teleworking

<http://www.govexec.com/pdfs/101508ar1.pdf>

Going *Green* in Government

<http://www.govexec.com/features/0808-01/0808-01resources.htm>

Federal Blog

www.GovGab.gov

****OPPORTUNITIES****

Award Nominations

IT Leadership

Closes November 16

<http://www.cio.com/cio-awards/ones-to-watch/>

Speaker Calls

Semantic Technology

Closes November 24

<http://www.semantic-conference.com/2009/cfptopics/>

Politics & Information Systems

Closes November 26

<http://www.iiis2009.org/imsci/Website/callForPapers.asp?vc=4>

Lean Six Sigma

We're looking for a case study for the GCSC '09 program on applying lean six sigma management principles in a customer support environment. If you're a qualified government person interested in presenting on this, please email me!

Comments on Proposed 911 Grant Program

http://www.ntia.doc.gov/frnotices/2008/FR_E911grants_081003.pdf

****CONFERENCES****

Service Innovation

Sonoma, November 10-13

<http://www.serviceinnovation.org/events>

Voice Con

San Francisco, November 10-13

<http://www.voicecon.com/sanfrancisco/program/program.php>

Customer Management

Anaheim, November 16-19

<http://www.iirusa.com/naccm/at-a-glance.xml>

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 Value of Customer Complaints

<http://online.wsj.com/article/SB122160026028144779.html>

Transition of Administrations

http://www.businessofgovernment.org/pdfs/Operators_Manual.pdf

****PARTING THOUGHT****

"The sharing of ideas and helping each other out is one way to reduce the burden of government on our customers."

– Kevin Sweeney

Happy Thanksgiving!

[USA]