



-- *Synergy for Service in Today's Government* --

Government Customer Support Community Update

December, 2009

Please share this free monthly with others who serve Government's customers, and [visit us](#)
Your news and comments are always welcome at Daryl.L.Covey@noaa.gov
News items must be received by the 25th of each month to be considered for the next issue.

****NEWS****

Nominations Are Closing Soon

Team nominations for the 2010 Government Customer Support Excellence Awards close on **December 15**
There's still time to enter your group – see our user-friendly [guidelines](#).

See You Thursday @ Government Customer Service

The registration link for this event in Washington on **December 3** is in “Events” below.
See you there!

****INFORMATION****

[Customer Channel Preferences](#)

[Crowdsourcing](#)

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[Cost Control](#)

[Digital Cities](#)

[European eGov](#)

[Partnering With Developers](#)

[Broadband Entitlement](#)

[The “Cloud”](#)

****RESOURCES****

[Remote Agents](#)

[Best of State Web](#)

[Top Technologies](#)

[DC Data Feeds](#)

****OPPORTUNITIES****

Award Nominations

[Federal 100](#)

Closes **December 11**

[Government Customer Support Excellence](#)

Closes **December 15**

[Government Communicators](#)

Closes **January 8**

[Service to America](#)

Closes **January 29**

Speaker Call

[Gov 2.0](#)

Closes **December 8**

****EVENTS****

[Government Video](#)

Washington, December 1-3

[Government Customer Service](#)

Washington, December 3

Social Media for Government

Washington, December 7-10

Edmonton, January 25-28

****GOOD READING****

Lessons in Customer Service

Strategic Customer Service

-- John A. Goodman --

****PARTING THOUGHTS****

Put yourself in your own customer queue and check out the process!

Happy Holidays!