



Government Customer Support Community Update

January, 2009

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 items must be received by the 25th of each month to be considered for the next issue.

Happy New Year!

This year our customers expect more responsiveness and versatility from us than ever before. While many of us will struggle with these, tight budgets, and other challenges, the brightness illuminating the end of the tunnel is our power of community. My wish for you in 2009 is that you will exchange practices and lessons learned with others who serve Government's customers. If you have ideas about how this community of practice can better help to make that happen, I'd love to hear from you!

****NEWS****

Finalists Coming in February

The panel of nominations for the 2009 Government Customer Support Excellence Awards is impressive. Thanks to all of you who took the time to reflect and write on what you do and how it touches others. This year's finalists will be announced in the February issue.

Networking Outings in Early May

I hope you can join me for some fun networking outings in the DC area with others who serve and support Government's customers. We will depart from Alexandria, VA to adjacent areas along the Potomac River on selected evenings during May 3-6. Details to sign up will be in the February issue!

****INFORMATION****

Call Recording

http://www.newsfactor.com/news//story.xhtml?story_id=100005XG29G4&full_skip=1

Partnership Portal

http://www.nextgov.com/nextgov/ng_20081203_1833.php?zone=ngtoday

Future Trends

http://www.nextgov.com/nextgov/ng_20081215_5441.php?zone=ngtoday

http://www.govtech.com/gt/articles/570962?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_12_15

****RESOURCES****

GovTwitter

<http://newthinking.bearingpoint.com/2008/11/20/govtwit-directory/#state>

eGovernment

http://ec.europa.eu/information_society/activities/egovernment/docs/pdf/policy-report_e-gov.pdf

http://www.egovbarriers.org/downloads/deliverables/Deliverable_1b_Aug_16_2006.pdf

<http://www.onestopgov-project.org/index.php>

Digital Preservation

<http://brtf.sdsc.edu/index.html>

Telework

<http://www.cnn.com/2008/LIVING/worklife/12/01/cb.home.based.workers/>

****OPPORTUNITIES****

Award Nominations

Citizen Service Awards

Closes February 20

http://www.usaservices.gov/aboutus/citizen_service_award.php

Speaker Calls

Knowledge Management

Closes January 8

http://www.e-gov.com/event_planning/cfp.asp?Conference=249

Excellence in Government

<http://www.excelgov.com/>

****CONFERENCES****

Social Media for Government

Ottawa, February 9-12

http://www.aliconferences.com/conf/social_media_govt_canada0209/index.htm

Call Center

Miami, February 25-27
<http://www.callcenterdemo.com/>

****GOOD READING****

The Satisfied Customer

-- Claes Fornell

Innovating with IT

http://www.actgov.org/actiac/documents/pdfs/Returning_Innovation_to_Gov_with_IT_final_draft.pdf

****PARTING THOUGHTS****

*“Any individual who has made a request for a product,
service, or information is your customer.”*

– Tanya Slater Lowe

Have a wonderful 2009!