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Government Customer Support Update
May, 2008

Happy Public Service Week!
http://www.govexec.com/story_page.cfm?articleid=39940&dcn=e_gvet

Congratulations GCSEA 2008 Winners!

This year's winners of the Government Customer Support Excellence Awards were selected from an impressive array of thirty nominations representing Federal, military, state, county, and municipal support groups.

Teamwork – *New Hampshire Information Technology Help Desk Services*
Technical Excellence – *Navy Defense Messaging Service Consolidated Help Desk*
Customer Focus – *UWC Keyport Navy Marine Corps Intranet Transition Team*
Overall Excellence – *Environmental Protection Agency Call Center*

USA Contact **Meeting 5/14**

GSA's *USA Contact* group will host a meeting for Federal contact centers on Wednesday, May 14th at their central auditorium in DC. State and local representatives are also invited. The program will feature a presentation from Forrester on multi-channel contact centers, an overview of *USA Contact* services, and an introduction to the contract's service providers. Register online at http://www.usaservices.gov/contactcenters/meeting_reg2.php or call Carolyn at 202-501-1612 for details.

GCS **Wrap**

Our *GCS* program in Alexandria last week was by very far the best ever, based on feedback from those who attended. Special thanks to all of you from Government who served as track chairs, networking facilitators, advisors, and speakers. Planning is already underway for next year, and the dates and place will be announced here just as soon as they're set. Plan to join us for an all-new program in '09!

****INFORMATION****

Virtual Reality
http://www.fas.org/sgp/crs/natsec/RS22857.pdf

311
http://www.govtech.com/gt/articles/312912?utm_source=newsletter&utm_medium=email&utm_campaign=Service%20to%20Citizen_2008_5_5

Web Customization

http://www.govtech.com/gt/articles/286779?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_4_16

Bus WiFi

http://www.usatoday.com/tech/wireless/2008-04-10-wifi_N.htm

Web 2.0

http://www.govtech.com/gt/articles/295682?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_4_21

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://wiki.nasa.gov/cm/wiki/?id=1926

WiMax

http://www.wimaxforum.org/technology/

Evaluating Performance

http://www.governing.com/manage/pm/index.htm

Shift Work Practices

http://www.hse.gov.uk/humanfactors/shiftwork/tips.htm

OPPORTUNITIES

Networking on Call Recording

If you'd like to share lessons learned on call recording for quality control, email me.

EVENTS

Streaming Media

New York, May 20-21

www.streamingmedia.com/east

Internal Communications

San Diego, June 2-5

http://www.aliconferences.com/conf/internal_comm_gov0608/index.htm

Social Media
Chicago, June 9-12
http://www.aliconferences.com/conf/socialmedia_summit0608/index.htm

Mobile and Wireless
Miami, June 9-10
http://www.mwwusa.com/agenda.aspx

Government Acquisition
Washington, June 10-11
http://www.potomacforum.org/?view=231

Government IT
Atlantic City, June 22-25
http://www.gmis2008.org/

Cyber Security
Washington, June 25
http://www.digitalgovernment.com/Seminars/Cyber-Security-Conference--Expo-June-25-2008.shtml

GOOD READING

Customer Experience
http://www.govtech.com/gt/articles/305081?utm_source=newsletter&utm_medium=email&utm_campaign=Local_2008_5_5

PARTING THOUGHT

"Culture makes all the difference."
-- David Landes