



Interagency Customer Service Forum

March 22, 2005

Federal Consulting Group

Office of Thrift Supervision Building, 2nd Floor Amphitheater
1700 G Street, NW, Washington, DC 20552

**VISION: A Community of Practice to Share Ideas and Best Practices in
Customer Service Delivery**

Agenda for Best Practices at Federal Contact Centers

<u>Time</u>	<u>Topic</u>	<u>Speaker</u>
1:00 pm	Welcome	Ron Oberbillig, Project Manager, Federal Consulting Group
1:15 – 2:00 pm	Department of Commerce's Trade Information Center (TIC), Washington, DC (winner of the 2003 Government Customer Support Conference's Teamwork Excellence Award) "Creating a High-Performing Teamwork Environment in a Contact Center"	Wendy H. Smith, Director, Trade Information Center, US Department of Commerce, Washington, DC
2:00 – 2:45 pm	Veterans Benefits Administration's Insurance Center, Philadelphia, PA (winner of the 2004 Government Customer Support Conference's Overall Customer Support Excellence Award) "Measuring and Evaluating Employee Performance in a Call Center"	Joseph McCann, Assistant Director for Insurance, VA Regional Office and Insurance Center, Philadelphia, PA
2:45 – 3:00 pm	"Update on the May 2005 Government Customer Support Conference"	Daryl Covey, Conference Chairman, NOAA Lisa Prendergast, Help Desk Professionals Network, DCI
3:00 – 3:15 pm	"What Does GAO's Concern over Government-wide Standards for Contact Centers Mean for Your Agency?"	James Vaughn, GSA, USA Services, Citizen Service Level Interagency Committee (CSLIC)
3:15 pm	Wrap Up and Adjourn	Ron Oberbillig

Sponsor: Federal Consulting Group (FCG), Department of the Treasury, 1700 G Street, NW., Washington, DC 20552

There is no charge to attend. However, you do need to RSVP to Linda Collins, FCG, at Linda.Collins@ots.treas.gov or 202-906-7088