

HQ 754th ELSG Customer Care

Customer Care is an operational tool for incorporating and implementing Enterprise Service's strategic goals and vision – We are an innovative, multi-skilled, integrated team, leading the Air Force by shaping enterprise IT investments. We provide strategic business solutions that deliver integrated joint warfighting capabilities through agile and comprehensive lifecycle management. The heart of Customer Care is a total service model built around extraordinary business relationships with our customers. Please visit the 754th Electronic Systems Group Customer Care Community of Practice (Common Access Card (CAC) required) located at: <https://afkm.wpafb.af.mil/ASPs/CoP/OpenCoP.asp?Filter=MC-AQ-00-33> or visit the AFWay website at: <https://AFWay.af.mil>.

The idea of Strategic Communication is to get the message out. It involves informing and appropriately influencing key audiences by synchronizing and integrating communication efforts to deliver truthful, timely, accurate, and credible information. It is critical for the 754 ELSG/ES to inform customers and vendors of its presence. Ways to increase presence include writing articles, press releases, attending and planning conferences and conducting interviews with key leadership personnel as well as marketing our products and services to current and potential DoD customers.

Public Affairs is responsible for managing a program that is open and responsive. Information about the 754 ELSG should be readily available to internal and external publics, including news organizations. Public Affairs will gather, coordinate and release information requested about 754 ELSG programs, activities and personnel. All information must be released within the bounds of national security and in accordance with Air Force policy and Privacy Act restrictions.

Leadership

Mr. Matthew Benavides, Director, Enterprise Services Division	Matthew.Benavides@us.af.mil
Mr. Ronald Rozzo, Director, Strategic Solutions	Ronald.Rozzo@us.af.mil
Ms. Cyndi Crews, Director, Business Operations	Cynthia.Crews@us.af.mil
Mr. Andrew Allen, Director, Customer Care	Andrew.Allen.1@us.af.mil

Customer Outreach

Andrew Allen	Andrew.Allen.1@us.af.mil	334.416.7033
Nicole Willingham	Nicole.Willingham@us.af.mil	334.416.2934
Dave Jackson	Kenneth.Jackson.3@us.af.mil	334.416.4886
SSgt Bryant Lewis	Bryant.Lewis@us.af.mil	334.416.3441
A1C Kenny Gibson	Kenny.Gibson@us.af.mil	334.416.3441
Serina Senegar	Serina.Senegar.1.CTR@us.af.mil	334.416.6912
Shalisa Magee	Shalisa.Magee.1.CTR@us.af.mil	334.416.6728

Public Affairs

Wade Hurst	Stephen.Hurst.2@us.af.mil	334.416.4989
------------	---------------------------	--------------

Air Force Information Technology Conference (AFITC) 2007

Captain Stephen Bichler	Stephen.Bichler@us.af.mil	334.416.5559
Chad Langston	Chad.Langston@us.af.mil	334.416.4771

Small Business

Mr. John Caporal, SAF/Small Business	John.Caporal@pentagon.af.mil
Ms. Sonia Carlton, Air Force Materiel Command	Sonia.Carlton@wpafb.af.mil
Mr. Bill Donaldson, Electronic Systems Center	Bill.Donaldson@hanscom.af.mil
Ms. LeeAnn Densley, HQ 754th Electronic Systems Group	Leeann.Densley@gunter.af.mil
Ms. Dixie Wightman, 554th Electronic Systems Group	Dixie.Wightman@wpafb.af.mil



U.S. AIR FORCE