

# Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Michelle Talley  
First Name                    Middle Initial                    Last Name

Honoree's Job Title: Human Resources Generalist

Department: [Human Resources](#)

Years of Service with the County: 4 years

**Why the Honoree is receiving a GEM Award including dates:**

Michelle received a call from an employee in upper management at the Sheriff's Office who needed assistance viewing PeopleSoft on his mobile device. At times, PeopleSoft does not properly display on cellphones in the same way as on a desktop computer. This has been a reoccurring issue that has been previously referred to IT for resolution. Despite multiple attempts to resolve the issue through IT, ultimately no resolution has been found. Michelle, who works as an Human Resources Generalist for Civil Service and has no IT background, took the initiative to figure out the site error and warning the employee was receiving. She determined that she needed to switch the mobile phone into desktop mode so it could access the full site. After her research on the matter, Michelle made a simple change in the settings on the phone and it worked. She has now assisted two upper management employees in the Sheriff's Office with this change. She has also written up the steps and sent them to our HRIS team so they can assist others moving forward. This above and beyond task was completed by Michelle in late October/early November of 2018.

Approved by elected official or department head on the 19th day of Nov 20 18

Signature of Elected Official  
Or Department Head

Cynthia Jacobson  
Printed Name