

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Courtney Wilkerson

Honoree's Job Title: IT Project Manager

Department: Information Technology

Years of Service with the County: 14

Why the Honoree is receiving a GEM Award including dates:

Courtney has proven herself to be a vital contributor to IT Project Management success.

On May 1st, she took the County Clerk's Office live with their new Land, Deeds, and Vitals system. This go-live took place over the course of an entire weekend (Saturday, April 30 - Sunday, May 1). Courtney was the first project team member to arrive and last to leave on both days.

During the County Clerk Land, Deeds, and Vitals implementation, Courtney asked for and was granted temporary local administrator rights for the purpose of installing and configuring applications on the County Clerk workstations. Typically, this would be handled by the helpdesk personnel, but Courtney recognized the workload that team was under at the time, and in conjunction with the fact that the go-live operations would take place over an entire weekend, took it upon herself to assume responsibility for that role.

In June of this year, while working on a PO change order, she noticed a discrepancy between a recently- authorized invoice and the corresponding line item in the PO. After spending nearly two days investigating, she found the source of the issue and was able to determine that one line item was received in duplicate and immediately contacted Audit. The problem was recognized prior to the check being distributed to the vendor. Had the check been distributed, the effort to back out of the payment and recover the overage from the vendor would have involved at least three departments and significant overhead costs to the County.

She recently worked with our vendor to restructure the Tyler Supervision agreement for the Juvenile Department after determining the need for additional custom development work. She helped negotiate a 50% reduction in the custom development cost, realizing a contract price reduction of over \$173,000.

Approved by elected official or department head on the 15 day of Sept, 2022

Caren R. Skipworth

Signature of Elected Official
or Department Head

Caren Skipworth

Printed Name