

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Donald Caulkins
First Name Middle Initial Last Name

Honoree's Job
Title: Unified Communication Admin

Department: Information Technology

Years of Service with the County: 10 Months

Why the Honoree is receiving a GEM Award including dates:

Donald Caulkins has done an amazing job. He has gone above and beyond on many things since he started last December. One example is where he has started moving us from PRIs to SIP. This has been needed to be done for several years and from day one he started looking at ways of getting it done. It will save the county money on long-distance calling and save money once all of the PRI lines are gone. Also, this year he has been tasked with deploying 800 phones around the county. He was able to come up with some software that saved time on deploying phones and making it easier for anyone to be able to install the phones around the county. Before Donald, one person would have to setup the phone and then go out and install the phones.

One of the biggest things he has done this year is he is currently moving our phone system from on premises to a cloud solution. With this new system we will be able to use our computers and make calls from anywhere. It will save money on server hardware and maintenance cost for that server equipment.

Donald amazes me with his knowledge of the UC environment. He is very worthy and deserving of the GEM award and I hope he would be consider for the Employee of Year Award.

Approved by elected official or department head on
the

Caren R. Skipworth

Signature of Elected Official
Or Department Head

27th day of 8, 2025

Caren R. Skipworth

Printed Name