

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Heather Hamilton
First Name Heather Middle Initial Last Name Hamilton

Honoree's Job Title: IT Security Administrator

Department: Information Technology

Years of Service with the County: 15 years

Why the Honoree is receiving a GEM Award including dates:

Heather brings strength into security. Security is about community, culture, and mindset as much as it is the technical. All of which she excels at. With strong connections within IT and the county as a whole she effectively brings us together to solve security issues. Spear heading the project to remove local administrators from county workstations with David's team, over 600 have been removed from the county. That equates to 600 fewer targets for hackers to exploit. When Purchasing and Budget wanted to keep local admin rights countywide to support Munis she worked with them and offered a solution that met their needs and removed their local admin access. Heather also stepped up when the PMO team need to install a new Odyssey client for the Tyler upgrade. Using a security tool she worked long and hard to deploy it to over 900 computers by go live.

Heather has great a mind for security and the defense of the county. For most issues she's already thought out the correct position and is ready to implement it. To her credit for a brief period last year Heather "was" the security department. If you had a security question or needed to escalate a security issue she was the sole person in charge. She also gave me the breathing room to acclimate to my new position and wear two hats. Later, taking the helm this spring she was alerted from a trusted security tool that a computer we have no visibility, control, or ownership of made a malware call back to the

Approved by elected official or department head on the 9 day of 25, 20 19

Caren Skipworth
Signature of Elected Official
Or Department Head

Caren Skipworth
Printed Name