

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Katrina Wisinger

Honoree's Job Title: Network Support Specialist

Department: IT

Years of Service with the County: 7 months

Why the Honoree is receiving a GEM Award including dates:

Katrina is the IT Technical Lead on the FY13 Hardware Refresh. She and a team of employees have been installing all new computer systems for the Collin County DA Office. During the last week of the install, January 2nd -4th, it was brought to IT's attention that a couple of programs would not work correctly with the new Windows 7 64-bit operating system.

The first issue was with the codec that a video player that is used to view videos that are submitted by the McKinney Police Department. Katrina was notified about the issue and she quickly started to research the issue. She was able to go in and modify the program and register some dll files to get the program to work on our new image. She then saved the fix as a .msi file on the network and notified other team members of the steps to fix the issue, in case we received more calls on the issue.

The second issue that came up was the attorneys were not able to play back any Jail Call audio files. This was a critical issue, since the attorneys need to be able to play these files during court for evidence. Katrina was again alerted of the issue. She immediately began to work on trying to come up with a fix. She was able to come up with a fix to get this to work. She quickly documented the fix and passed along to team members.

Katrina did a really good job under pressure of critical issues that threatened to derail the project schedule. She used skills that are not necessary for her job, this was something that a programmer should have had to fix. But thanks to her, we were able to avoid delays in the project.

Approved by elected official or department head on the 11 day of Feb, 2013

Caren Shipworth

Signature of Elected Official
or Department Head

Caren Shipworth

Printed Name