

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

Honoree's Name: Lisa Ragsdale

Honoree's Job Title: Help Desk Support Specialist

Department: IT

Years of Service with the County: 4

Why the Honoree is receiving a GEM Award including dates:

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Lisa Ragsdale is a Help Desk Support Specialist in the Operations area of Collin County IT. She is one of the three people that take calls to the IT Service Desk. Besides answering the service desk line, she is also tasked with keeping up with the cell phones and billing of cell phones for all of Collin County.

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This fiscal year of 2012 she has taken it upon herself to cancel phone lines that are no longer in use and also change the phone plans to a cheaper amount if the line is not using all of its minutes and texts. She is saving Collin County \$1,025 per month with the Sprint account since November of 2011 and saving \$1,050 per month with the AT&T account since July, 2012.

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By the end of the fiscal year on September 30<sup>th</sup>, 2012, Lisa will have saved Collin County \$12,350 by doing this extra work that she is not required to do. I am requesting that Lisa be recognized as a Collin County GEM award winner.

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Approved by elected official or department head on the 7 day of August, 2012

Caren H. Shipworth  
Signature of Elected Official  
or Department Head

Caren Shipworth  
Printed Name