

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Tilak Sapkota
First Name Middle Initial Last Name

Honoree's Job Title: Senior System Analyst/Programmer

Department: Information Technology

Years of Service with the County: 5 years and 10 months

Why the Honoree is receiving a GEM Award including dates:

Tilak has shown strong command of all the modules in Peoplesoft and demonstrates a solid understanding of the technical as well functional requirements of his duties.

November 2024 - Human Resources ran the accrual process for the future pay period. There is no feature in Peoplesoft to undo the accrual. Tilak took ownership to go through all the SQL tables and connected the dots and write a script for HR to use to undo the accrual. Rachel Lakey from HR appreciated the effort and helped them save the payroll.

May 2025 - Tilak planned the Peoplesoft upgrade well with attention to detail and the upgrade went well with minor non-critical issues which were taken care of quickly. Julie Rutherford thanked him for his efforts and expressed her gratitude.

Tilak also played a major role in completing all the Peoplesoft related PFP projects this year.

May 2025 - A good example is, an intermittent issue was on-going for a while. Tilak took ownership of the problem, diagnosed and came up with a creative resolution to fix the

Approved by elected official or department head on the 27 day of 8, 2025

Caren R. Skipworth

Signature of Elected Official
Or Department Head

Caren R. Skipworth
Printed Name

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 needed to be done for several years. 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. In addition, 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, then go out, and install the phones.

One of the biggest things he has done this year, 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 costs 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 considered for the Employee of Year Award.

Caren R. Skipworth
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8-27-25