

# Collin County

## Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Tim Sharkey

Honoree's Job Title: Backup Administrator

Department: IT

Years of Service with the County: 22

Why the Honoree is receiving a GEM Award including dates:

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I am nominating Tim Sharkey for this GEM award due to the efforts he made to resolve a vendor induced issue in early July 2022. Part of his efforts involved working nearly 48 hours straight, without leaving the office, to restore full system capabilities.

The issue began on July 5, 2022 when a vendor directed system upgrade to the compute layer introduced a downstream impact to the backup and recovery system due to a version incompatibility between the two systems. Since the same vendor provides both systems this should be a critical issue for them. This point has been acknowledged in a debrief process with the vendor.

Tim discovered the issue on the morning of July 6, 2022 and began the process to correct the issue. He was able to partially resolve the issue and resume the backup of user data, the email system, and database backups effective July 7, 2022. The ability to backup and restore the compute environment remained compromised and required assistance from the vendor. Tim initiated the support request process and reported the issue as a mission critical outage for us. Although the county has 4-hour mission critical support, the issue was not fully resolved until July 12, 2022. During that time, Tim remained dedicated and on-point with the task and, at one point, remained in the office for 48 hours while working with vendor support to get the affected systems back online with the backup solution. Tim worked through multiple handoffs with vendor staff as the support issue "followed the sun" and new teams would come on to handle the support as their shift started.

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If Tim had not stayed on task with the vendors, it is doubtful that they would have resolved the issue in timeframe they did and the county would have remained at risk.

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Approved by elected official or department head on the 15 day of Sept, 2022



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Signature of Elected Official



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Printed Name