

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

Honoree's Name: Donald Caulkins
First Name Middle Initial Last Name

Honoree's Job Title: Unified Communication Admin

Department: Information Technology

Years of Service with the County: 1 year and 7 Months

Why the Honoree is receiving a GEM Award including dates:

Donald Caulkins has done an amazing job. He has gone above and beyond on many things since he started working here. One example is where he has started moving us from PRI lines to SIP. This has been needed to be done for several years and from day one he started looking at ways of getting it done. Since the move it has saved the county money on long-distance calling and save money on removing almost all of the PRI lines. Most of the phone bills on the PRI lines would come in around 29,984 and the most recent bill on the SIP circuits came in at 999.62, that is almost a cost savings of 20,000 dollars.

One of the biggest things he has done this year was upgrading the current phone system. He evaluated and planned the collaboration solutions, including the ongoing migration to WebEx Calling, by assessing business requirements, identifying technical dependencies, and developing scalable solutions that support long-term operational needs. He consistently applied technical expertise to troubleshoot complex issues, maintain service reliability, and support critical County operations. With this change, it will save money on server hardware and maintenance cost 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.

Approved by elected official or department head on
the

8th day of Sep, 20 26

Caren R. Skipworth

Signature of Elected Official
Or Department Head

Printed Name