Collin County
Going the **E**xtra **M**ile (**GEM**) Recognition Form

Honoree's Name: John (First Name) _____ (Middle Initial) Daniels (Last Name)

Honoree's Job Title: Network Support Specialist

Department: Information Technology

Years of Service with the County: 16 YRS

Why the Honoree is receiving a GEM Award including dates:

John Daniels is the IT Operations nominee for the 2018 IT Employee of the Year. John has delivered outstanding customer service to the employees of Collin County for over 16 years. Our management team receives lots of emails every year from employees recognizing John for being a great help. I have listed a few examples below on why John Daniels is deserving of a GEM award for his performance during the FY18 year.

1. We started ordering Dell as our standard this year and they have an option that they will take our standard Collin County computer image and burn it to the system before it is shipped to us. This saves our team many hours of work by not having to image each system that is ordered before deploying them. John volunteered to take a the first Dell system that came in and setup the initial image on the SCCM server for Dell. Once the image was setup, John worked with Dell off and on to tweak the image and get it working. Now the Dell system come in and are ready for deployment.

2. This year after the Ransomware attack our SCCM server that we have always used to create the image that is installed on computers at Collin County was infected and had to be rebuilt. John did some research and found that if we were only using SCCM to create images then there was a much smaller and easier to use tool called Microsoft

Approved by elected official or department head on the 23 day of Aug ,20 18

Caren Skipworth
Signature of Elected Official
Or Department Head

Caren Skipworth
Printed Name