

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Reggie Crawford

Honoree's Job Title: Business Analyst

Department: IT

Years of Service with the County: 6 yrs 8 mos

Why the Honoree is receiving a GEM Award including dates:

Reggie is an excellent communicator. He is able to have effective meetings with judges, attorneys and department heads. He always follows up meetings with minutes, work flows or presentations when necessary. He is able to translate these meetings into actionable work for our AppDev and GIS teams.

- He worked with various departments to convert Tableau dashboards to Power BI.
 - This action will save the county over \$50K annually.
- He conducted a Truancy roadshow to Prosper ISD to train new truancy officers (Spring 2024)
- Worked with an attorney consultant to provide access to District Courts' records (Winter 2023)

Reggie's ability to translate meetings into actionable work is a strong suit for him. For example, AppDev was approached by the District Court administrative judge to develop a better process to sign warrants for various jurisdictions (Spring 2024). Reggie's documentation of the project provided such clarity that it resulted in this quote from our Deputy CIO, "Shout out to Reggie, anytime we have any question about a project he's involved in he's 10 steps ahead and never ceases to amaze me with his attention to detail."

Reggie is incredibly organized. He helps visualize and manage the workload of the AppDev team. He planned, managed and organized 13 projects this year. He works with the HRIS, Developers, GIS, Web and DBAs. His primary job duties is to collect requirements for new work. What he does in addition is to guide the team with daily/weekly standups and visualizing work with our Operational Kanban board. His visual management technique keeps AppDev, GIS and business partners like HRIS on track. This activity is well beyond the role of a business analyst.

Visualizing the work and keep others on task as well as mapping business processes save our county money by being efficient. We have less re-work as a result of Reggie's efforts. We barely have time to build it. We certainly don't have time and budget to build it twice.

Approved by elected official or department head on the 12 day of Sep, 2024

Caren R. Skipworth

Signature of Elected Official
or Department Head

Caren R Skipworth
Printed Name