



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager's Office

DATE: July 5, 2001

BOARD MEETING DATE: July 24, 2001

TO: Honorable Board of Supervisors
FROM: John Maltbie, County Manager
SUBJECT: Employee of the Month for July 2001

Recommendation

Honor Michele Derry as Employee of the Month for July, 2001 and authorize the President of the Board to sign the commendation.

Background

In September 1984, you approved a resolution establishing an Employee of the Month program and in December 1984, you honored the first San Mateo County Employee of the Month.

The Selection Committee has reviewed the nominations and recommends that Michele Derry, Associate Systems Engineer in the Information Services Department be the July Employee of the Month.

Discussion

A County employee for almost 17 years, Michele is the key support person on the County help desk. The help desk is the first point of contact by most County employees when they have problems with their computers or computer applications. As you can imagine, these callers are often distraught and impatient. And they need help and support so that they can get their work done.

Michele is the lead person on the help desk and is the person that so many of the County staff count on to help them out. With up to 100 calls a day Michele is able to either assist the employee with resolving the problem or track down the appropriate IS staff member to address the issue. Michele always takes the time to assure the employee that the problem has been heard and is being taken care of. She also follows up with the caller to be sure that their issues have been dealt with.

Additionally, Michele has taken a leadership role in the change management process in the County. Partly because of the effectiveness of this change management process the number of service interruptions from software or system changes has dropped over 90%.

Michele regularly receives very positive comments from County staff about the quality and timeliness of the support that she is providing. She is also regularly complimented for her humor, helpfulness and friendliness; especially when people need it the most.

Our County is fortunate to have Michele as one of its outstanding employees.