



County of San Mateo

Inter-Departmental Correspondence

Department: COUNTY EXECUTIVE

File #: 22-630

Board Meeting Date: 9/13/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael P. Callagy, County Executive
Subject: Employee of the Month for September 2022

RECOMMENDATION:

Honor Maggie Rangel as Employee of the Month for September 2022 and authorize the President of the Board to sign the commendation.

BACKGROUND:

The Employee of the Month program was established in December 1984 to recognize and honor County employees who consistently demonstrate an outstanding level of performance.

Our Employee of the Month for September 2022 is Maggie Rangel, an IS Client Systems Supervisor, in the Information Service Department (ISD).

DISCUSSION:

Maggie has been working for the County since 2019. Maggie manages a team of 11 IS Client Systems Specialists under the Client Success Division of ISD. Her team supports the Health Department and manages over 4,300 devices, including desktops, laptops, Voyce tablets, and Workstations on Wheels also known as WOW carts.

When ISD learned of Microsoft's plans to sunset the Internet Explorer (IE) browser, Maggie began planning with Health IT a year in advance. She knew the department had many IE dependent applications to test and migrate to the Edge browser. Maggie learned that there were multiple issues of WOW carts losing connectivity at San Mateo Medical Center (SMMC). Maggie researched a solution and presented a proof of concept for SMMC. Maggie suggested to switch from a Virtual Desktop to a Micro Computer platform. This increased application performance and productivity for the medical professionals at SMMC and improved patient care. Maggie has also led other IT projects such as upgrading Imprivata 7.3 (Secured Single Sign-On application for the Hospital), project managed PC refreshes, and coordinated computer moves for the Health Admin relocation.

Maggie continuously strives for excellence, innovation, and goes the extra mile for the Health

Department. Maggie exemplifies leadership and high performance as the Desktop Supervisor. She is a valued leader in our organization and is appreciated by her peers, colleagues, and Health's employees.

Our County is fortunate to have Maggie Rangel as an outstanding employee.