



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN RESOURCES

**File #:** 18-259

Board Meeting Date: 4/10/2018

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** John L. Maltbie, County Manager  
**Subject:** Employee of the Month for April 2018

**RECOMMENDATION:**

Honor Katie Tran as Employee of the Month for April 2018 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 April 2018 is Katie Tran, an IS Application Support Supervisor, in the Information Services Department.

**DISCUSSION:**

Katie has been with the County for over 3 years. During this time she has worked tirelessly to improve and update the ServiceNow application for better service requests and ease of use by customers. In an age of promoting self-service for our customers, Katie has dedicated herself to ensuring that users have the best customer experience in opening ServiceNow tickets and onboarding new hires.

Katie is customer-focused and works very hard at keeping the end-users well informed. She constantly updates them with the status of any project or incident she is working on, so that they feel confident in the progress of the work. When Katie sees an area that could be improved, she jumps into action and sets up meetings, offers solutions and follows through. Her dedication to making things right is non-stop.

Katie was instrumental in implementing the Probation Information Management System (PIMS) and was always cognizant of the user's needs and transition issues. One of Katie's PIMS Implementation team members had this to say about Katie:

"It was truly a pleasure working with Katie Tran on the PIMS Project. Katie led an amazing team who ensured that Applications Support was solid and stable so the end users were able to access into PIMS and work on daily operations successfully. She is a remarkable leader, always proactive to resolve the situation regardless what the issue may be. I will always remember the teamwork, dedication, and effort she brought to the table. I really do appreciate working with an awesome colleague and mentor like her."

Our County is fortunate to have Katie Tran as one of the many outstanding employees of San Mateo County.