

CYCLE OF PERSONAL OWNERSHIP

OCTOBER 2020 WINNER



CHELAN COUNTY

NATE HILL

I had a Skype meeting with IT to discuss some pain points I was experiencing with the C2M system and PeopleSoft Cash Management. I demonstrated the steps I need to go through to do my job. I explained how there were certain changes made that save time for the one department but cause me to need more time to do my job. I understand the reason for the change because the District overall is saving time. Nate Hill asked if there was anything I could think of that would save me time. I explained how it would be nice if I didn't have to log into C2M, run a report and then download the report to Excel. A few days later, I started receiving a daily email that included an excel spreadsheet of the report data I needed from C2M. I am really grateful for his thoughtfulness to ask what would make my job easier and delighted by his "above and beyond" efforts to get the necessary data out of the new system, in order to save me time. The data is in a form that is efficient, convenient and delivered automatically.

Nate also helped with a problem I had been experiencing with an automated process set up to retrieve data from an outside source. Nate was able to dig into the details and determine the root cause of the problem. He was able to determine that some coding from the outside source had changed and our system was not set up to receive the new coding correctly. Nate was able to change our process to adapt to the new format and solved the problem.

Nate has also been instrumental in researching integration problems between C2M and PeopleSoft Cash Management. I had data missing from the overnight processes and he was able to determine the missing batch number and knew who to work with in other departments to get the problem resolved. I really appreciate his prompt response and proactive approach. He is always friendly and patient listening to me explain the issues I encounter. Nate's efforts have provided added value and demonstrate operational excellence.