

Recognizing Outstanding Service Excellence



Jerilyn Prescott
ITG Field Technical Services

Jen Miller from ITG Field Technical Services submitted the following nomination . . .

On Saturday, September 20th, Jerilyn Prescott was contacted due to an emergency in the Hospital. Patient Access Service, along with a handful of other staff, had to be immediately relocated. As the Incident Command Center activated first thing on Sunday morning, Jerilyn assumed the leadership role of ITG Liaison.

She worked through the day and night to coordinate ITG resources, ensuring there was no downtime for the OHSU employees being relocated or impacted. Jerilyn not only continued to attend the twice-daily Incident Command Center Meetings, she ensured all computing services were set up correctly from the beginning, opting not to put together a “work-around” solution, which would not sustain the on-going needs.

Jerilyn conducted walk-through’s with the operational managers, making sure every detail of IT needs were met. This included checking connectivity for both voice and data needs, working with technicians on wiring and network connectivity, while keeping ITG Management informed.

Of special note was her solution to retrieve data from quarantined computers over the network. Jerilyn’s suggestion to remotely back-up the data on each of the computers in this particular area, ensured no data was lost, should the computers be damaged during the fumigation process.

While Jerilyn’s time was dominated by this situation, she was still maintaining her job duties as Manager of Field Technical Services, Healthcare; working more than 14 hours days to make sure the normal work was done well.

I am not nominating Jerilyn for this situation alone. This is simply one of the many examples where she adds tremendous value to OHSU and goes above and beyond what is expected of her in her job. When the Hospital flooded, Jerilyn was on-site, managing the IT operations. Again, this was in addition to her regular duties, while her staff was directly impacted by the flood. Jerilyn coordinated alternate work sites so that her staff could continue to serve the OHSU community with no loss of service.

When one of Jerilyn’s employees passed away in an unfortunate car accident, it was Jerilyn who coordinated the memorial service for friends, family, and co-workers . . . on her own time.

Jerilyn is truly an outstanding employee and I am proud to have her working on my team. Please consider her for the Golden ROSE.



Award Recipient - November 2008