



**INTEROFFICE MEMORANDUM
EMPLOYEE RECOGNITION FOR OUTSTANDING JOB PERFORMANCE**

DATE: July 29, 2026
TO: Odis Jones, City Manager
THROUGH: Anissa Di Vincente, Acting Systems Support Manager
FROM: Johnnie Griffing, Acting Chief Information Officer
SUBJECT: Employee Recognition for Outstanding Job Performance – **Zoe Sandan**

BACKGROUND

Zoe Sandan has taken ownership of complex, high-impact initiatives, shown sound judgment in critical situations, and contributed directly to improved system reliability, security, efficiency, and service delivery. Her work has provided meaningful value to the organization and has strengthened the City's overall technology environment.

Zoe has taken a lead role in the City's Windows 11 migration project, one of the City's most critical and time-sensitive technology initiatives. This project required careful planning, coordination, testing, communication, and effective execution across multiple departments and users. Her methodical, efficient, and proactive approach ensured minimal disruption to end users while maintaining security, compliance, and operational continuity. Her ability to manage this complex rollout with minimal oversight highlights both her technical expertise and reliability.

In addition, Zoe played a crucial role in identifying and resolving a critical certificate issue that, if left unaddressed, could have resulted in a major network outage. Her swift action and deep understanding of the infrastructure prevented a potentially significant disruption to city operations.

Zoe has also led important efforts to clean up and optimize Active Directory, significantly improving system performance and reducing security risks. This work directly supports IT governance and prepares our infrastructure for future scalability.

Beyond her infrastructure support, she has stepped in to support Office 365 administration, providing cross-team support and ensuring users have the tools they need to stay productive. Her willingness to take on additional responsibilities has filled key operational gaps and improved service delivery.

Zoe's drive for operational efficiency is further highlighted by her recent collaboration with our Webmaster to develop a faster employee onboarding process using Nintex workflows

and CoreView. This successful automation initiative resulted in a 66% time savings, dramatically reducing onboarding time to approximately 20 minutes per user.

In addition to her technical contributions, Zoe consistently demonstrates initiative, accountability, sound problem-solving skills, and a collaborative attitude. She is regarded as a go-to resource by both peers and management because of her knowledge, responsiveness, and her willingness to take on new challenges when needed. She approaches new challenges with professionalism and follows through on assignments in a way that builds confidence and trust. Her contributions are directly related to project success.

She has assumed expanded responsibilities, delivered results on high-priority initiatives, prevented operational risk, improved key systems, supported cross-functional needs, and implemented process improvements with measurable benefits. Her work has created clear value for the City through increased efficiency, improved security, reduced risk, stronger infrastructure, and better service to end users.

AUTHORITY

According to Civil Service Rule 15.2 and 15.3, employees exemplifying outstanding job performance criteria may be recognized for their performance through the Outstanding Job Performance Recognition program. The program allows for single awards or a combination of any of the outlined recognition awards.

RECOMMENDATION TO APPROVE

That the City Manager approve the Outstanding Job Performance Recognition award pursuant to Civil Service Rule 15.4 for Zoe Sandan to receive an award of two (2) working days off with pay and a cash award of \$1,000.

Approved By

Odin Jones

Odin Jones, City Manager

07/21/2026

Date