



Riverside CARE Awards

IT Help Desk and Network Support Team

Successful organizations today depend on a strong and innovative information technology capability; Riverside is no different. In the current COVID-19 environment, our IT has been fundamentally important to Riverside. Our Help Desk Team, led by James Kennedy, has been responsible for fielding upwards of 2,500 calls a quarter. These calls range from forgotten passwords, to complete network failures. No matter how large or small the issue, this team always looks at the call with professionalism (and a bit of humor when appropriate) and that's what's needed to keep Riverside running and the people we serve protected and in great care.

Sundeeep Patel and Thierry Verret have built a network that is safe and strong for holding data and have kept us running on a fraction of the funding of most organizations Riverside's size. They do this through knowledge, experience, commitment, and a deep caring for Riverside. It is not unusual for both of them, along with Gemal Harrison, Tommy Tounghthirath, Chris Vongkhamkeo, and James Kennedy, to work weekends and off hours to ensure our clinical and administrative teams stay up-and-running and are able to care for the people Riverside serves.

This team has also had to integrate multiple special projects into their daily responsibilities. The recent upgrade to Windows 10 required many to work almost every weekend for multiple months, but it insulated our field, clinical, and administrative teams from downtime and issues. Had COVID-19 not kept us all apart, this would have been fully completed. Most organizations plan an upgrade and a replacement schedule like this over the course of a full year, not Riverside IT – they got Riverside 75% done in about two months – all while making sure new hires had PCs, help desk calls were up-to-date, and the Riverside team had the support and coverage needed.

The ability to shift to a remote workforce almost overnight, keep the network up and running when there was enormous need and strain on it, and onboard new cybersecurity software to keep data and information fully protected within Riverside, are all accomplishments we saw during this pandemic. Gemal, James, Chris, Tommy, Sundeeep, and Thierry, you are appreciated, valued, and your constant efforts have helped make Riverside a better place.

