

**From:** Theriot, Susan <[stheriot@aging.sc.gov](mailto:stheriot@aging.sc.gov)>  
**To:** Shealy, W. [Boydwshealy@aging.sc.gov](mailto:Boydwshealy@aging.sc.gov)  
**CC:** [MarieWaller@scstatehouse.gov](mailto:MarieWaller@scstatehouse.gov)MarieWaller@scstatehouse.gov  
Kester, Tony[kester@aging.sc.gov](mailto:tonykester@aging.sc.gov)  
**Date:** 9/19/2014 2:27:28 PM  
**Subject:** FW: Incident 792731 [SCEIS.HR.Time Management]

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Hi Boyd,  
I am reviewing emails from Sue's account for any commitments that I may need to follow up on.  
Can you please let Ms. Hess know that Sue is no longer with our agency?  
If there is anything else I need to do, please let me know.  
Thanks,  
Rene Beard

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**From:** Hess, Kelly  
**Sent:** Tuesday, September 16, 2014 9:43 AM  
**To:** Theriot, Susan  
**Subject:** FW: Incident 792731 [SCEIS.HR.Time Management]

Sue,

I'm checking in to see if you were able to get Sherhonda's leave approved.

Thanks,  
Kelly

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**From:** Hess, Kelly  
**Sent:** Friday, September 12, 2014 12:58 PM  
**To:** Theriot, Susan  
**Subject:** FW: Incident 792731 [SCEIS.HR.Time Management]

Sue,

I've misplaced your number. SCEIS opened a ticket today on that issue with Sherhonda's time. Were you able to try to approve that request?

Thanks,  
Kelly  
803 737-3060

**From:** CIO Service Center [<mailto:ciohelpdesk@cio.sc.gov>]  
**Sent:** Friday, September 12, 2014 12:47 PM  
**To:** Hess, Kelly  
**Subject:** Incident 792731 [SCEIS.HR.Time Management]

## Incident 792731 Initial Notification

### create a new request/incident/problem/change/issue

#### Summary

Board HR is currently serving as administrative support for ...

#### Description

Board HR is currently serving as administrative support for the Lt. Governor’s office (E04), this issue pertains to an employee of the Lt Gov’s Office.

Sherhonda Jones (10062719) has put in a leave request for 8/17, 1hr of sick leave. This request has been sent to her temporary supervisor Susan Theriot (10006914). Susan is unable to approve this request. The error message was described as a conflict between total hours worked and target times.

I’ve looked at Sherhonda’s time entered for the week and it does not exceed 37.5 and her working hours for that day do not exceed 7.5. I cannot figure out what is causing this problem.

Kelly Hess  
803 737-3060  
[khess@io.sc.gov](mailto:khess@io.sc.gov)

Affected End User		Incident Area	Sta
Affected End User Phone #			
Affected End user Agency			
Affected End User Email			
Hess, Kelly Jane			
(803) 737-3060			
Internal Operations, Office of		SCEIS.HR.Time Management	Op
<a href="mailto:khess@io.sc.gov">khess@io.sc.gov</a>			

Reported By	Assignee	Group
Shewchuk, Heather		SCEIS IBM HR Time

Severity	Urgency	Impact
	4-SCEIS	4-SCEIS

Incident Description

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Kelly Hess  
803 737-3060  
[khess@io.sc.gov](mailto:khess@io.sc.gov)