

**From:** Kester, Tony <kester@aging.sc.gov>  
**To:** Theriot, Susan<theriot@aging.sc.gov>  
**Date:** 3/20/2014 9:42:31 AM  
**Subject:** Re: Meeting Friday-3:00 IT Program review and leave

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Did Kevin get CM the password ?

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On Mar 19, 2014, at 9:54 PM, "Theriot, Susan" <stheriot@aging.sc.gov> wrote:

Hi Kevin.

Let's plan to meet at 3:00 Friday, following the Waccamaw review.

It may be best to go somewhere so that we can talk and really focus on the future of our IT operation. We have been working on lists of "must have", "need to have" and "nice to have" items for cross-training and IT operations for a few months.

There are a few things that we need to iron out from the lists that I have gathered.

There are some delta areas within the operation of the program.

With the issues this week, we are going to have to itemize the priorities of our operation to assure we have the core and recurring issues and supervisory practices under control.

Until we can get things settled, there will need to be my prior approval for any annual leave for the IT team.

I reviewed leave with Paula this morning and coached her, as you were unaware of her balance yesterday.

She is dangerously low on sick leave and with our programmatic workload, we will have to ground any travel for the team and assess any leave requests together until further notice.

There will need to be structured back-up plans based on the priority items any time someone is away from the office.

I am very worried about both of you burning-out and your health with the current pace and list of duties.

With only two of you in the division and independent skill sets for operation, clear direction and communication with all of us will be essential for successful operation and health.

Please plan for the month of April to focus our efforts in-house and on steam-lining operations and priority issues together as a team.

Please bring your Team Leader calendar, ideas, resolutions and plans for scheduled maintenance, cross-training, routine duties, updates, purchasing, inventory, "must have" issues etc. on Friday and we can move forward to address and begin our process to create our plan of action.

Bring some talking points for whatever you may have for Paula's EPMS.

It was due from March 2, 2014.

Please mark your computer calendar for two weeks ahead of time so the EPMS document is completed before the IT conference the first week of March next year.

We can at least go over what we want to reflect in the document, if you haven't had a chance to get it completed.

I know we have been slammed.

Look forward to working with you Friday and moving forward.

Thanks

Sue

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