

**From:** Stephenson, Mary

**Sent:** Monday, June 08, 2015 11:16 AM

**Subject:** Date Range Errors in the Performance Management Change Profile Screen

Good morning,

The HR Performance and Organizational Development staff is aware that there are errors in the date ranges on the Performance Management Change Profile Screen for some employees. To resolve this error, a ticket must be submitted to BEST Shared Services for the record to be corrected. Below are the instructions to follow when submitting the ticket request:

1. An individual email must be submitted for each request for correction. The information to be included in the email request is employee name, personnel number, date, and rating. You will receive a HEAT Ticket number back for each request that is submitted.
2. If there are more than five (5) employees for which the record needs to be corrected, the request may be submitted via a spreadsheet that contains the same information listed above (employee name, personnel number, date, and rating). The email should indicate that the request is being submitted for more than five (5) employees and the information is listed in the attached spreadsheet. One ticket will be created for the request rather than individual tickets for each individual on the spreadsheet. You will be notified of the one HEAT ticket number associated with the request.

The standard process for submitting tickets to BEST Shared Services is a separate email per employee, however, when there is a volume of employees with the same issue, they will allow agencies to submit requests via spreadsheets.

Please share this with those responsible for entering the performance ratings as soon as possible as the deadline for entering performance ratings is Friday, June 12<sup>th</sup>. Thank you for your attention in this matter.

Mary Stephenson  
Personnel Analyst  
NC Department of Public Safety  
Human Resources