**Luma Support for HCM Modules**

Communication should ensure HR staff and employees know what self-help tools are available to help navigate the system. When staff are unable to find answers, the expectation is that they follow the workflow to get answers resolved. Only when the system isn’t operating as expected, staff will submit a service ticket for resolution.

**Workflow for Solving Luma-Related Issues:**

1. **Employee/Managers** go to field operations, HR for support with Luma Questions
2. **Field Operations HR** either answers question or goes to designated Expert User for additional support *(modules that don’t have Expert Users, go directly to appropriate Program Manager)*
3. **Expert User** either answers questions or requests help from appropriate DHR Program Manager
4. **Program Manager** either answers questions or requests that Expert User/Field Operations, HR submit a SNOW ticket (PM will indicate if they should be included on the watch list)
5. Program Managers update **FAQ’s**, as needed

**Expert Users and Assignments**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Email** | **Agencies Assigned** |
| Keri Norton | HR Generalist | Keri.norton@labor.idaho.gov | Labor, Liquor, DEQ, Water |
| Anna Pace | HR Generalist | Anna.pace@adm.idaho.gov | Admin, Industrial, Finance, PUC, PERSI, Ins |
| Donna Fox | HR Generalist | Dfox@idoc.idaho.gov | ITD, DJC, |
| Cody Carlson | HR Generalist | Cocarlso@idoc.idaho.gov | IDOC, ISP, Military |
| Erin Floyd | HR Generalist | Erin.floyd@dhw.idaho.gov | H&W,  |
| Jeni Lang until July 8, thenGeorge Menendez  | HR Generalist | Jeni.lang@dhr.idaho.govGeorge.menendez@tax.idaho.gov | Tax, Agric., Lands, F&G, P & R,  |
| Krystan Thompson | HR Generalist/ Recruiting | Krystan.thompson@dhr.idaho.gov | DHR Central, IPTV, OSBE, Libraries, VR, DOPL, Historical, LCSC, Elected Officials, Legislative Branch, Other |
| Lisa Lockard | HR Generalist/Recruiting | Lisa.lockard@dhw.idaho.gov | H & W, ITS, Veterans,  |
| Rebecca Pearson | Recruiting | Rebecca.pearson@itd.idaho.gov | ITD, DEQ, Tax, Admin, Industrial, Finance, Insurance, PUC, PERSI, Insurance, Labor |
| Dallas McMurry | Recruiting | Dallas.mcmurry@isda.idaho.gov | Agric., Lands, F&G, P & R, DEQ, Water, Liquor, DJC, ISP, Military |

**Program Managers**

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Email** |
| Hanna Hall | HR Generalist/Payroll and Time/Security Roles/Other Benefits | Hanna.hall@dhr.idaho.gov |
| Ashley Mattoon | Talent Acquisition/Talemetry | Ashley.mattoon@dhr.idaho.gov |
| Courtney Butler | Occupational Health and Safety | Courtney.butler@dhr.idaho.gov |
| Logan Klaas | Compensation and Classification | Logan.klaas@dhr.idaho.gov |
| Haley Westenskow | Leave of Absence/Performance & Goals/Employee Relations | Haley.westenskow@dhr.idaho.gov |
| Kate Nihipali | Learning and Development | Kate.nihipali@dhr.idaho.gov |
| Jennifer Pike | OGI Benefits | ogi@adm.idaho.gov |

**Email Template Instructions:**

**To: Expert User** assigned to your agency (HR Generalist or Recruiter if you have them separate) or appropriate **Program Manager** if not HR Generalist or Recruiting

**Subject Line:**   Luma HCM Question – [Summary of Concern]

                Examples:

Luma HCM Question *– Offboarding an Employee*

Luma HCM Question *– Copying a Requisition*

Luma HCM Question *– Uploading Documents to Employee File*

**Body:**

When is the action due (critical date)

Agency name/number

Employee name (for the action)

Initial question/issue from employee

Steps you took to resolve/troubleshoot

Screenshots/links/supporting information – including the url and the role switcher – see below for example

