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

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			Tax, Agric., Lands, F&G, P & R,							
July 8, then		Jeni.lang@dhr.idaho.gov								
George	HR Generalist									
Menendez		George.menendez@tax.idaho.gov								
Krystan	HR Generalist/	Krystan.thompson@dhr.idaho.gov	DHR Central, IPTV, OSBE, Libraries, VR,							
Thompson	Recruiting		DOPL, Historical, LCSC, Elected Officials,							
			Legislative Branch, Other							
Lisa Lockard	HR Generalist/	Lisa.lockard@dhw.idaho.gov	H & W, ITS, Veterans,							
	Recruiting									
Rebecca	Recruiting	Rebecca.pearson@itd.idaho.gov	ITD, DEQ, Tax, Admin, Industrial, Finance,							
Pearson			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							

Expert Users and Assignments

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

- 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

🛓 🕴 Iivision of Human I 🗶		Sign In 🗙 🗰 State of Idaho Contro						oller's Office 🛪 🛛 🔕 Enterprise Dashboard			d	× Infor Global HR ×			X 🗉 Cerbe	Cerberus Web Client			🗙 🛛 🔁 Post Attendee - Zoom						a ×
← 🚺 🕯 mingle35-portal	Linforg	ov.com/IDAHO_T	rn/724	5/916-99	47-4:29-1	b36d-57ef	180562944	?favoriteC	ontext=htt	tps%3A%2	2F%2Fhom	-idahc-	trn.tam.infor	pov.com%2Fhcm	%2FHRGeneralis	it%2Fpage%2F	IDGeneralist	ResourceS	earchPage%3	Fcsk.lidkey%	3D73	Q (2)	* *		▲ :
🔣 N DHR 🚦 Deloitte O	Inline	no SCO no Par	rtial Hours	🚯 Lu	ma Project	- Phas	Verizon	Q ALM	😌 Info	or Document	tatio =	Chang	e Reasons - P	Agencies or	n EIS 💷 BPRs	Configurati	on Work 🗧	Sprint 1	Sprint 2	🔽 Luma - C	utover	ISIT 🚯	5 Work	flows	33
infor Global HR																			۹	Start Typing	3	- 41	Hanna Hall		< M
	-	≡ Resourc	ce Sear	ch																	5]		ē	2 Q
Hanna		Agency Resour	ce Searc	h No	n Agency	Resource S	Search	Work Assig	gnment Se	arch															
• • 4 • • • • 4		Resources 🗆 Hire Resource …															e								
् Search		Keyword																							
Home		Employment ID			Last Name			First Name																	
+ Goals		= • Reames						8 -																	
+ 00015		Organization Unit					Location				Position														
+ Performance		[A v Employment						[A w																	
+ Talent Acquisition		[A w					[h w	Education			Credential														
+ Compensation		Clear Sea															Search								
+ Qualifications		Last \$					ferred Name First Employ			F	nployment ID Reli				Prima Location Organization Unit			Primary	Position						
. Employee Balations				.851 ¥			First	First Employme				1 IU	ID Relationship			Location			organization	Unit		Position			
+ Employee Relations														_											
+ Resources																									
+ Reports																									
+ To Do		No Search Results Found																							
Action Request																									
+ Set Up																									
+ Transition Management																									
Proxy																									
Create Report	1																								
Set 'As Of Date'																									