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, then George Menendez	HR Generalist	Jeni.lang@dhr.idaho.gov George.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