

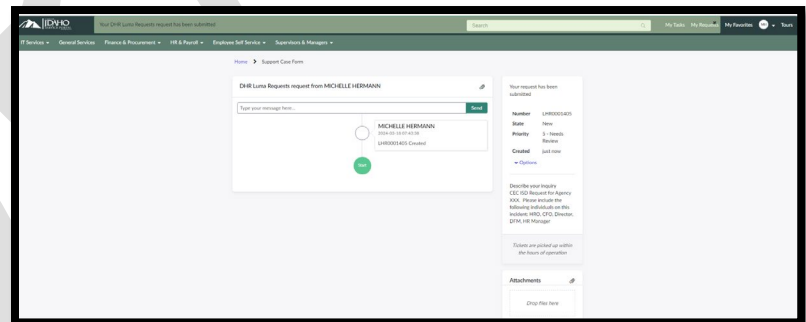
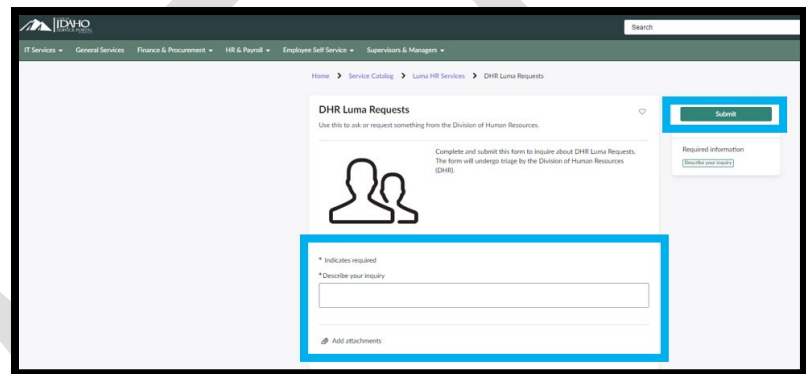
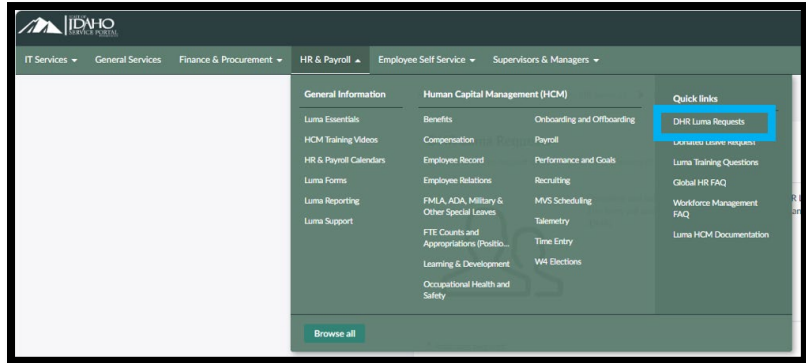
FY25 CEC ISD Request and Upload Process

Initiation by Agency:

The agency initiates a request in the DHR LUMA Request in Service Now (SNOW) system.

Subject: "CEC ISD Request Agency XXX"

Description: "CEC ISD Request for Agency XXX. Please include the following individuals on this incident: HRO, CFO (or Agency fiscal Approver), DFM, HR Manager"



Request Creation:

DHR Systems and Support Services Bureau receives the request and moves it to an incident.

Individuals mentioned in the request are added to the ticket.

DHR will provide a spreadsheet and ISD template for the agency to update.

Agency Updates and Submission:

The agency updates the spreadsheet as required and changes the name to "FINAL"

Once ready, the agency uploads the updated final spreadsheet in the ticket, indicating readiness for DHR Manager and DFM Analyst approval.

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DFM and DHR Manager Review and Approval:

DFM and DHR Manager review the submitted spreadsheet.

DFM and DHR Manager may request updates, or they will add their approval to each comment section on the spreadsheet and upload to the ticket once final.

DHR Processing:

Upon DFM and DHR Manager approval, Luma DHR Support will monitor tickets once approval is in, team will reassign to SCO/DHR to process the ISD Upload.

Confirmation of ISD Upload:

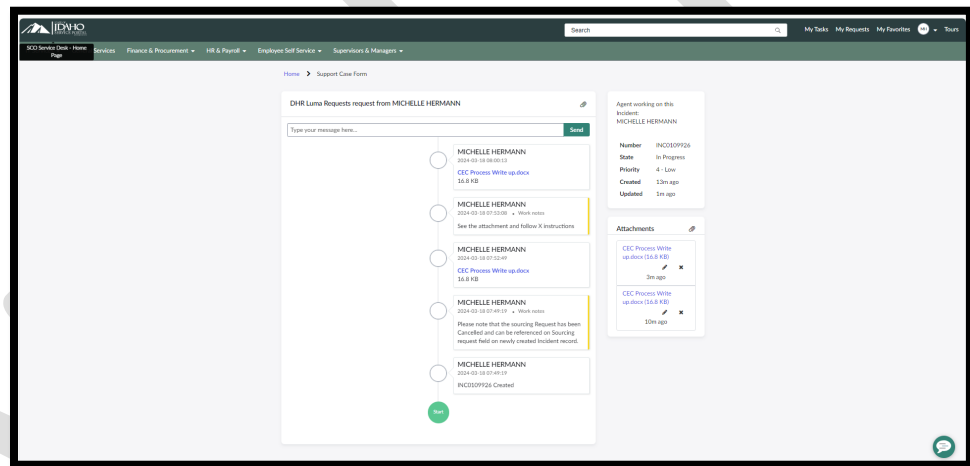
SCO/DHR will confirm on the ticket that the ISD Upload is complete.

Agency will be responsible for auditing.

Agency Audit and Confirmation:

The agency runs an audit based on the ISD Upload.

Upon completion and confirmation of the audit, the agency notates everything is correct in the ticket.



Closure:

Luma DHR Support closes the ticket once all steps are completed satisfactorily.

Download the final spreadsheet from SNOW and save it on DHR/DFM Shared drive.

@ Mentions – Send emails:

