Initiation by Agency:
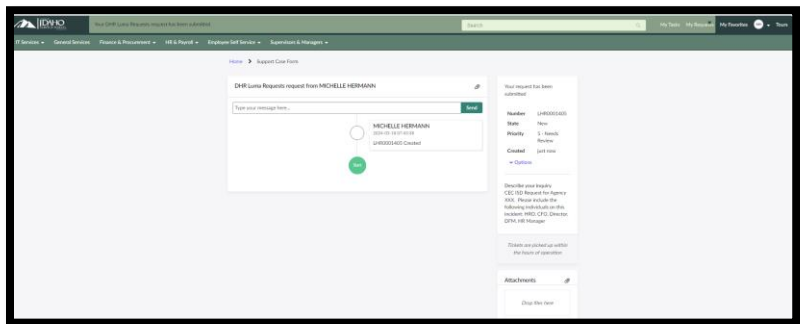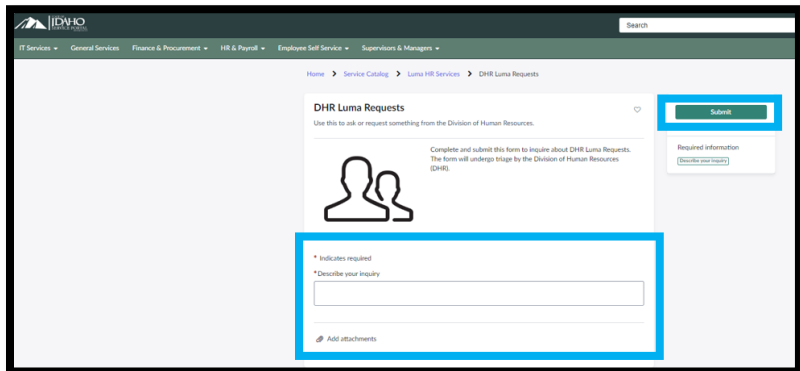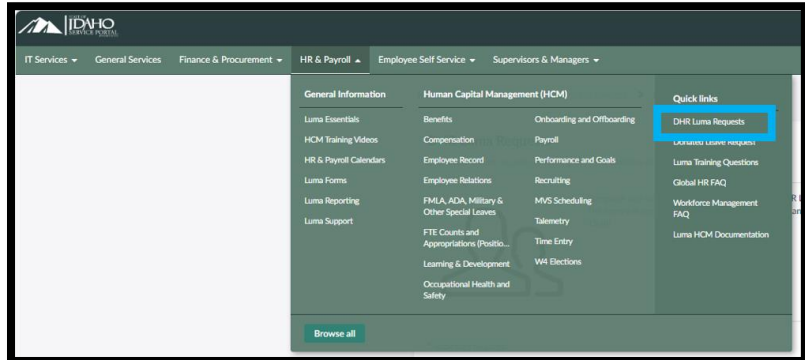
The agency initiates a request in the DHR LUMA Request in Service Now (SNOW) system.
Description: "CEC ISD Request for Agency XXX. Please include the following individuals on this incident: HRO, CFO, DFM, DHR Bureau Chief"

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 an ISD template for the agency to update OR they can submit their completed template.

Agency Updates and Submission:

If submitting the final version right away bypass this and move to approval.
The agency completes the ISD Template as required.
Once ready, the agency uploads the updated final spreadsheet in the ticket, indicating readiness for DHR Bureau Chief and DFM Analyst approval.

DFM and DHR Bureau Chief Review and Approval:

DFM and DHR Bureau Chief review the submitted spreadsheet.

DFM and DHR Bureau Chief may request updates, or they will notate approval in the ticket with date.

DHR Processing:

Upon DFM and DHR Bureau Chief approval, Luma DHR Support will monitor tickets once approval is in, team will reassign to Jessica and Logan to process the ISD Upload.
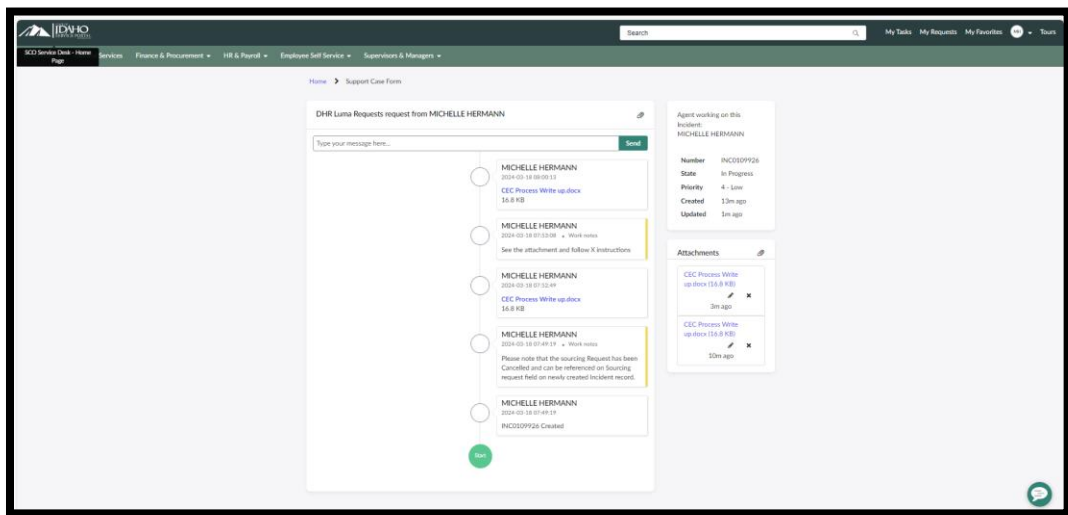
Confirmation of ISD Upload:

Jessica and Logan 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: