

Luma | Change Liaison Mission

What is a Change Liaison?

A Change Liaison is an agency resource whose actions & behavior result in organizational, social, cultural, or behavioral change. The role of Change Liaison will impact your coworkers and will directly impact the success of the Luma Project. The Luma Project Change Liaisons will become increasingly vital on our path to Go-Live and we'd like to support you as best we can to help champion Luma across your agency.

Change Liaison Key Responsibilities



Change Driver

Has a sense of urgency to make and drive the change.



Change Facilitator

Is passionate about facilitating change through the process



Connector

Connects and links up people, resources, activities, etc.



Translator

Is able to translate the messages in a way that is understandable.



Knowledge Sharer

Shares information, lessons learned, and provides feedback



Communicator

Promotes proactive two-way project communications

Monthly Change Liaison Meeting Goals

Share feedback and perspective gained from the end-users, managers, and leaders in your respective agency.

Solicit ideas and suggestions regarding OCM plans and activities, including frequently asked questions and Luma website content.

Check progress of communication and identify gaps/actions.

Each Webex meeting will be facilitated by an OCM team member and will last approximately one hour.

Explore the Change Liaison Dashboard! ([found here](#))

Communications Toolkit

The Change Liaison Communications Toolkit ([found here](#)), is a monthly package of communications materials and resources to help you share project information as needed.

Each tool is accompanied by suggestions on how to share messages with agency personnel, but as your agency has unique communications practices and channels, please use the toolkit to best fit your needs.

Monthly Luma Communication Focus

December

Reinforce awareness of Luma and the new timeline/Go-Live plan.

January

Introduce available Luma resources and demonstrate impact on Idaho state employees.

February

Explain the Luma project timeline and training, and begin readiness activities.

March

Provide a touchpoint and activities to promote general project understanding.

April

Register for Luma training.

May

Encourage participation in training and ongoing support activities.

June

Engage in training and Go-live preparation activities.

July

Luma goes live!

August

Post Go-Live support, resources, and training.