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MEMORANDUM

DATE: 12/31/2025
TO: All ASD Client Agencies
FROM: Holly Luna, ASD Administrator 
SUBJECT: ASD Re-Organization and Agency Resources

Purpose

The Administrative Services Division (ASD) has implemented an internal re-organization to strengthen service delivery, improve continuity, and enhance accountability across budget and accounting operations. This memorandum outlines what is changing, why the changes were made, when they took effect, and what client agencies can expect going forward.

What Is Changing

ASD has realigned internal staffing into functional groups that better reflect workload complexity, transaction volume, and risk profile. While internal assignments and reporting lines are changing, the scope of services provided to client agencies remains unchanged.

When the Changes Took Effect

The ASD re-organization took effect on December 11, 2025.

Why This Change Was Made

The re-organization supports stronger internal controls, improved responsiveness, clearer points of contact, and greater continuity during staff absences, turnover, or workload surges.

ASD Playbook

Attached to this memorandum is an agency-specific ASD Playbook for each budget account. The playbook identifies ASD and client agency points of contact, and guidance on routine interactions as well as escalation paths. The playbook is intended to be a living document that will be updated as staffing, processes, or agency needs evolve.

Client Agency Action Items

To support a smooth transition and ongoing effective communication, client agencies are asked to:

- Review the attached ASD Playbook for accuracy and familiarity with assigned points of contact.
- Update the playbook with any revisions to client agency contacts or internal workflows as needed and

return to the assigned Budget Analyst.

- Use the playbook as a shared, living reference to support clear communication between ASD and the client agency.
- Review ASD Escalation Procedures.
- Reach out to the ASO IV or ASD Administrator with any questions or concerns.

Questions

Questions regarding the re-organization or playbook should be directed to your assigned ASD Budget Analyst point of contact or ASD leadership.

Attachments

- Client Agency Playbook
- ASD Escalation Procedures