



# Introduction to the DoD SMCX

November 2024

Distribution limited to the DoD and U.S. DoD contractors only; November 6, 2024.



## Objectives

- In this presentation, you will learn to:
  - Describe the DoD SMCX and the SOHMS supported
  - Discuss the purpose of the e-SMS Tool & Portals
  - Summarize the types of DoD SMCX support
  - Summarize the DoD SMCX evaluation process
  - Describe the tools used during a DoD SMCX evaluation
  - Provide examples of end user support
  - List available DoD SMCX resources
  - Identify the DoD SMCX Service points of contact

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SOHMS = safety and occupational health management system

Throughout this presentation, we will accomplish several objectives to increase your knowledge and understanding of the DoD SMCX and the support provided.

This presentation is beneficial to DoD Service and Agency personnel wanting to gain an understanding of the DoD SMCX and the support provided by the DoD SMCX. Personnel gaining the most benefit from this presentation may include:

- SOH professionals and their representatives
- SOHMS points of contact
- Leadership, management, and supervisory level employees
- Union representatives

## What is the DoD SMCX?



DoD-funded



Contractor-operated since 2006



Helps improve safety program performance



Formerly known as the DoD VPP CX



Delivers centralized SOH support to DoD Services and Agencies



Supports CONUS and OCONUS worksites



Provides SOHMS implementation and sustainment support



Offers support for several SOHMS

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CONUS = continental United States

OCONUS = outside the continental United States

DoD VPP CX = Department of Defense Voluntary Protection Programs Center of Excellence

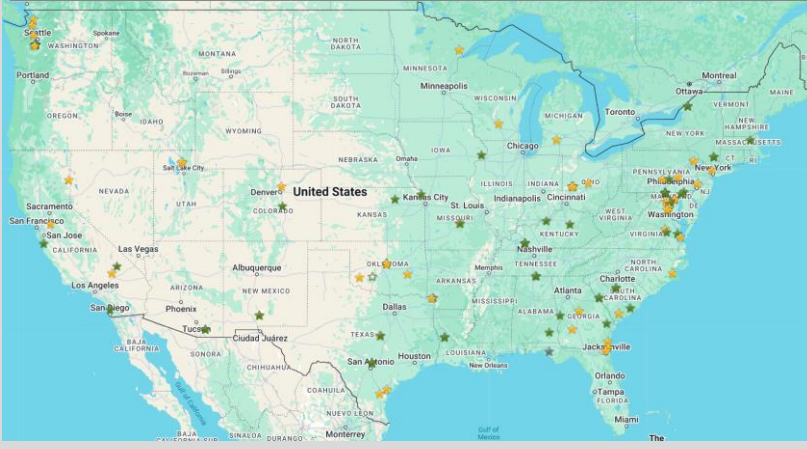
Example agencies supported by the DoD SMCX include: the Defense Logistics Agency (DLA), the Defense Health Agency (DHA), the Defense Information Systems Agency (DISA), and the Defense Contract Management Agency (DCMA).

The Service branches supported by the DoD SMCX include: U.S. Army, U.S. Marine Corps, U.S. Navy, U.S. Air Force, Air and Army National Guard, and the U.S. Army Corps of Engineers.

Image courtesy of Bing Images (Creative Commons).

# What is the DoD SMCX?

CURRENT Stars: 162	★ OSHA Star (56)	★ OSHA Challenge (2)	★ Army SOH Star (95)	★ Navy SOH Star (9)
PENDING Stars: 2	★ OSHA Star (0)	★ OSHA Challenge (0)	★ Army SOH Star (2)	★ Navy SOH Star (0)
PRIOR Stars: 34		TOTAL Stars: 196		



The DoD SMCX provides guidance and expertise to help worksites implement and sustain a SOHMS, and even prepare for and achieve formal SOHMS recognition!



The DoD SMCX supports DoD worksites across the world as they implement and sustain their SOHMS. Many DoD worksites also achieve SOHMS recognition. Some of these sites received recognition at a national level, through the Occupational Safety and Health Administration (OSHA), while others received recognition through the DoD, such as the Army SOH Star and Navy SOH Star.

Currently, there are about 1,900 worksites recognized as an OSHA VPP Star site in the United States, with over 50 being DoD worksites. Of these 1,900 sites, there are nearly 1,100 Federal sites in OSHA VPP.

OSHA VPP recognized sites: <https://www.osha.gov/dcsp/vpp/sitebystate.html>

Image taken from the DoD SMCX at: <https://smcx.org/> (updated March 18, 2024). The image shows CONUS DoD worksites with a formal, active SOHMS recognition; the DoD SMCX updates this map as worksites are recognized for implementing a world-class SOHMS. OCONUS sites with formal recognition are not pictured on this slide.

## Who is the DoD SMCX?

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ESOH Professionals

- Contractor-operated by Concurrent Technologies Corporation (CTC)
- Headquartered in Johnstown, PA with staff located across the United States
- Mixture of DoD, government, and private industry experience
- Diverse education, certifications, and training



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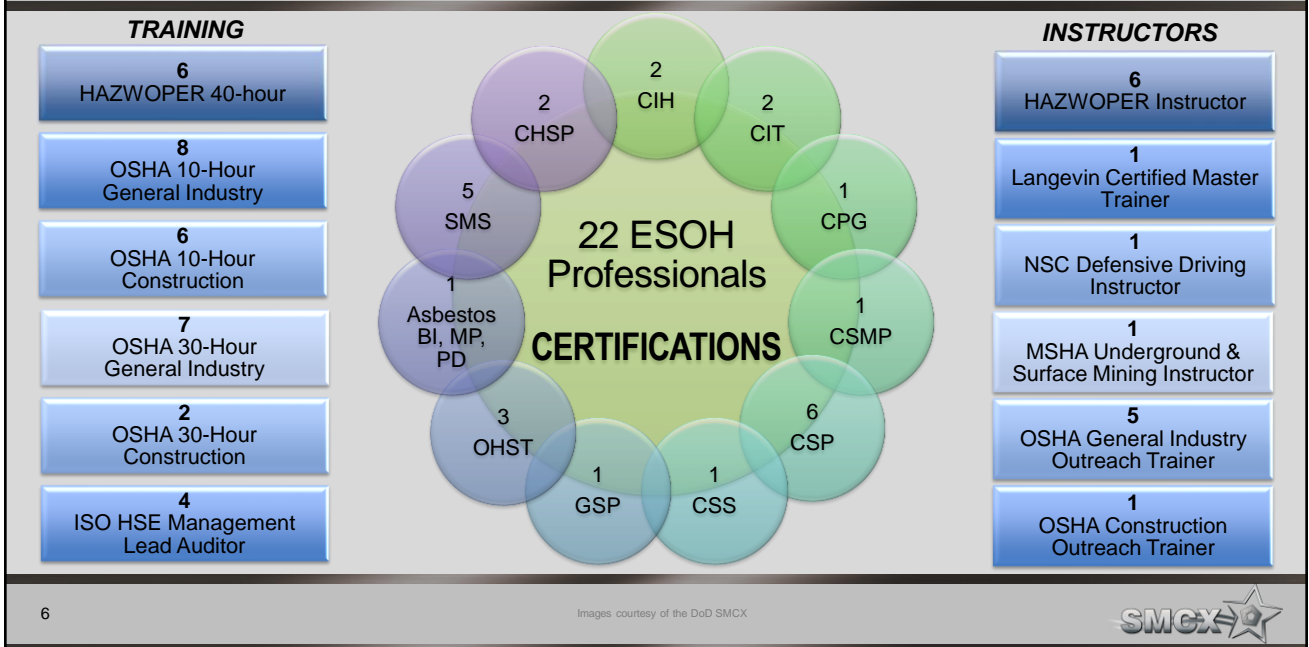
Image retrieved from Bing Images



A huge amount of experience and diversity makes the DoD SMCX team highly proficient at helping large and small sites implement and sustain their SOHMS.

Image retrieved from Bing Images (Creative Commons).

## Who is the DoD SMCX?



The slide shows the certifications and training for the DoD SMCX team. The slide also lists types of instructors on the team as well.

- ASP = Associated Safety Professional
- BI = Building Inspector
- CHSP = Certified Healthcare Safety Professional
- CIH = Certified Industrial Hygienist
- CIT = Certified Instructional Trainer
- CPG = Certified Professional Geologist
- CSP = Certified Safety Professional
- CSS = Certified Safety Specialist
- CSMP = Certified Safety Management Practitioner
- GSP = Graduate Safety Practitioner
- HAZWOPER = Hazardous Waste Operations & Emergency Response (40-hour)
- HSE = Health, Safety, and Environment
- ISO = International Organization for Standardization
- MP = Management Planner
- MSHA = Mine Safety and Health Administration
- NSC = National Safety Council
- OHST = Occupational Health and Safety Technologist
- PA = Pennsylvania
- PD = Project Designer
- SMS = Safety Management Specialist

Images created with Microsoft SmartArt® (updated March 18, 2024).

## Supported SOHMS



OSHA VPP
OSHA Challenge Program
ANSI Z10, OHSMS
ISO 45001 (replaced OHSAS 18001)
FAA SMS
Air Force SMS
Army SOHMS

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Image courtesy of the DoD SMCX



ANSI = American National Standards Institute

FAA = Federal Aviation Administration

ISO = International Organization for Standardization

OHSAS = Occupational Health and Safety Assessment Series

OHSMS = Occupational Health and Safety Management System

SOHMS = safety and occupational health management system

VPP = Voluntary Protection Programs

The DoD SMCX provides implementation and sustainment support for all types of SOHMS. The SOHMS list on the slide is not an all-inclusive list of supported SOHMS; however, the DoD SMCX primarily delivers OSHA VPP implementation and sustainment support to DoD worksites, as this is the SOHMS of choice for most Services and Agencies.

ISO 45001 replaced OHSAS 18001. The ISO 45001 standard was published in 2018.

Image courtesy of the DoD SMCX. The Plan-Do-Check-Act cycle is commonly referred to in many SOHMS, emphasizing the need for continuous improvement.

## Overview of DoD SMCX Services

Hosts and operates electronic tools

Conducts on-site assessments and support

Performs end user support

Maintains the DoD SMCX website and informational resources



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Image courtesy of the DoD SMCX



The DoD SMCX offers different types of services and support.

Image courtesy of the DoD SMCX. The image shows a DoD SMCX team, along with participants at a worksite, conducting an assessment at a DoD worksite.



## Electronic Tools – e-SMS Tool & Portals



The e-SMS Tool and Portals facilitate SOHMS implementation through action plans and DoD SMCX monitoring and engagement

Welcome to the SMCX!

Announcements

Free DoD SMCX Webinars and Workshops  
To register for or obtain additional information on any of the free DoD SMCX webinars or workshops, please visit <https://www.smcx.org/training/sessions.aspx?type=4>

Available Web Applications

e-SMS Tool      Challenge Portal      ASOHMS Portal

Migrated to CAC-enabled login site Dec 2022

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Image courtesy of the DoD SMCX; CAC-enable e-SMS Tool Suite Landing Page: <https://esms.safety.army.mil/Default.aspx>



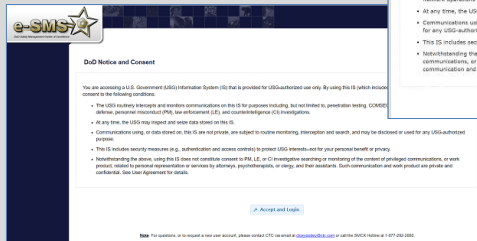
ASOHMS = Army Safety and Occupational Health Management System

The e-SMS Tool provides access to the OSHA VPP-focused e-SMS Tool, Challenge Portal, and the ASOHMS Portal. These portals facilitate SOHMS implementation with specific focuses on Service requirements.

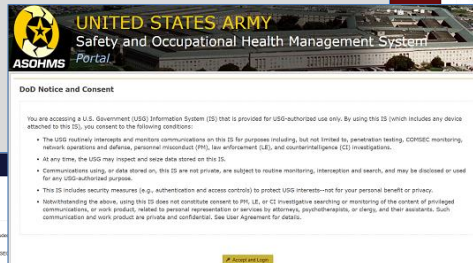
Image courtesy of the DoD SMCX (as of March 18, 2024). The image shows the initial view of the screen when you visit the e-SMS Tool website at: <https://esms.safety.army.mil/Default.aspx>, where you may access the e-SMS Tool, the Challenge Portal, or the ASOHMS Portal by clicking on the image and logging in.

# Electronic Tools – e-SMS Tool & Portals

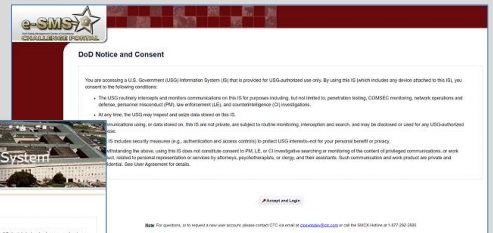
The tool or portal your worksite uses depends on...



[e-SMS Tool](#)



[ASOHMS Portal](#)



[Challenge Portal](#)

...your Service and selected SOHMS



The e-SMS Tool is available for use by all DoD Services and Agencies (if they choose to use it).

The Challenge Portal is available for all DoD Services and Agencies (if they choose to use it) that are implementing or sustaining a SOHMS via the OSHA Challenge Program. For more information on the OSHA Challenge Program, visit <https://www.osha.gov/vpp/challenge>

The ASOHMS Portal is available for use by the Army.

- If your site already uses the tool, please contact your worksite's SOHMS point of contact to set up a user account to gain access to the tool.
- To create a user account for a new site in the tool, contact your DoD SMCX Service or Agency point of contact.

Images courtesy of the DoD SMCX. The images show a snapshot of the e-SMS Tool, ASOHMS Portal, and Challenge Portal login pages – you can gain access to each of these by visiting: <https://esms.safety.army.mil/Default.aspx>

## Electronic Tools – e-SMS Tool & Portals

- Stores gap analyses
- Generates an action plan after assessments
- Houses access to other web portals
- Links action items to best practice examples and other useful references
- Generates trend reports
- Provides the ability to complete annual self-evaluations and SOHMS applications
- Offers a repository to upload and store SOHMS documentation
- Provides visibility to DoD worksites and the DoD SMCX

Each portal generally mirrors the e-SMS Tool; however, they provide additional information and action items to help worksites focus on Service-specific items as well.

The e-SMS Tool creates an action plan for sites once the DoD SMCX conducts a baseline assessment and completes a gap analysis of the worksite's SOHMS against SOHMS criteria.

## DoD SMCX Website

Access the website by visiting: <https://smscx.org/>



Learn about the DoD SMCX

See headlines about upcoming events and SOH topics

Check out the Star map for new SOHMS recognized DoD worksites

Find examples of SOHMS-related documentation

Register for on-site courses, webinars, and workshops

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Image courtesy of the DoD SMCX



The DoD SMCX website is where you can find many of the education and training resources offered. The website is filled with information about the DoD SMCX, but it also includes headlines to keep you in the loop on upcoming events and SOH topics.

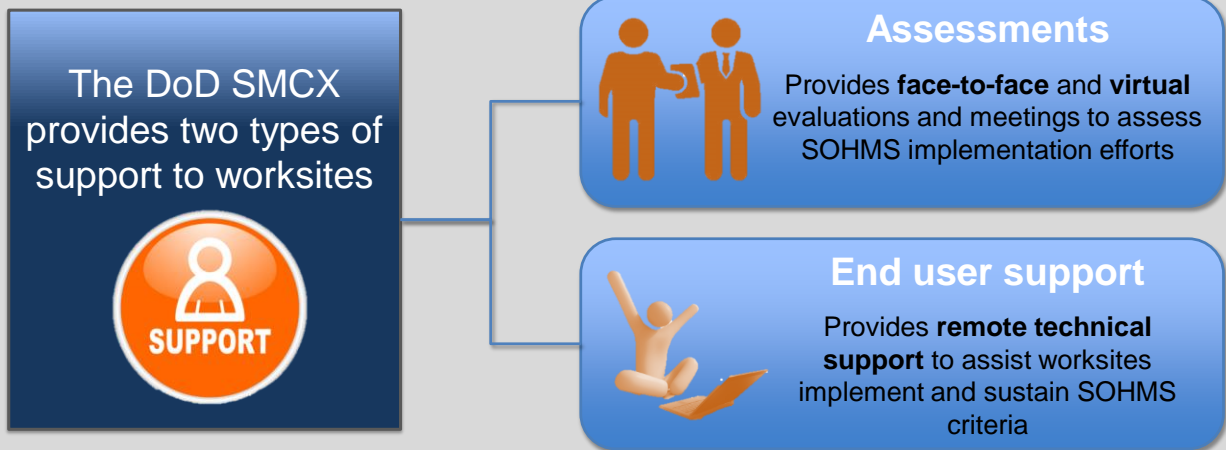
The website has a Star map the SMCX regularly updates, showing DoD sites holding an active, formal recognition for their SOHMS. The Star map provides an opportunity to see if there are DoD Star sites near your location which could possibly be a mentor.

When the DoD SMCX finds good documentation examples, we post them on the website. If you are having difficulty putting together a document, you can check what we have on our website to help you out. We try to provide a variety of examples so you can find something that meets your organizational needs.

The DoD SMCX website is also where to register for training events, like webinars and workshops.

Image courtesy of the DoD SMCX. The image shows the homepage of the DoD SMCX website at: <https://smscx.org/> (updated November 6, 2024).

## DoD SMCX Support



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The DoD SMCX provides two levels of support to worksites – assessments (both on-site/face-to-face and virtual) and end user support. Worksites will find both levels of support beneficial to implementing SOHMS criteria.

During assessments, the DoD SMCX teams use the information learned about the SOHMS to draft action plans and identify recommendations. The end user support facilitates follow-up discussion on action plan items and recommendations as they are implemented throughout the workplace.

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## Assessments – Types of Visits

	 Baseline	 Stage Completion/ Implementation	 Application Readiness	 Re-approval/ Recertification	 General Technical Assistance
Scope	Conducted for each newly nominated worksite	Completed once worksite completes all Stage 1 or 2 actions in the e-SMS Tool or Portal	Conducted when a worksite implements all SOHMS criteria <u>and</u> before an OSHA (or external) evaluation	Conducted after a worksite earned recognition for a stellar SOHMS <u>and</u> before an OSHA (or external) reevaluation	Provided to worksites requesting additional support implementing and sustaining SOHMS efforts
Purpose	Review all criteria to develop an SOHMS action plan	Verify the authenticity of the completed actions and provide insight for completing the next stage	Review all SOHMS criteria to ensure a successful SOHMS evaluation	Review all SOHMS criteria to ensure a successful SOHMS reevaluation	Deliver additional on-site support

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Images retrieved from Bing Images



The SMCX provides different support during different types of visits.

**Baseline** – Review documents. Interview employees and leadership. Review conformance to SOH requirements. Perform a SOHMS gap analysis, develop an initial action plan, train personnel on processes and tools, and upload the Stage 1 action plan to the e-SMS Tool (or associated Portal). At times, complete the SMCX Onsite Report and Worksheet in place of the action plan.

**Stage Completion/Implementation** – Verify the authenticity of completed actions in Stages 1 or 2. Provide strategies for completing remaining open action items and the next stage (2 or 3). Update the action plan in the e-SMS Tool or complete the SMCX Onsite Report and Worksheet. Perform implementation support, which includes conducting mock visits, finding a SOHMS mentor site, providing e-SMS Tool training, reviewing the annual self-evaluation/SOHMS application, and conducting SOH training.

**Application Readiness/Recertification** – Prepare the worksite for on-site SOHMS evaluation by validating all SOHMS elements are in place for all three stages. Provide recommendations for improvement, identify best practices, and coach the workforce.

**General Technical Assistance** – Provided to sites requesting additional support in implementing and sustaining specific SOHMS criteria. Examples of assistance include training, regulatory compliance assistance, action plan reviews, annual self-evaluation or application development, or follow-up on specific SOHMS criteria, as well as support with leadership training, assessor and/or implementation training, and supervisor and employee awareness training.

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## Assessments – Evaluation Process



In-brief presentation



Document review



Formal and informal interviews



Site walkthroughs



Daily briefings



Out-brief presentation



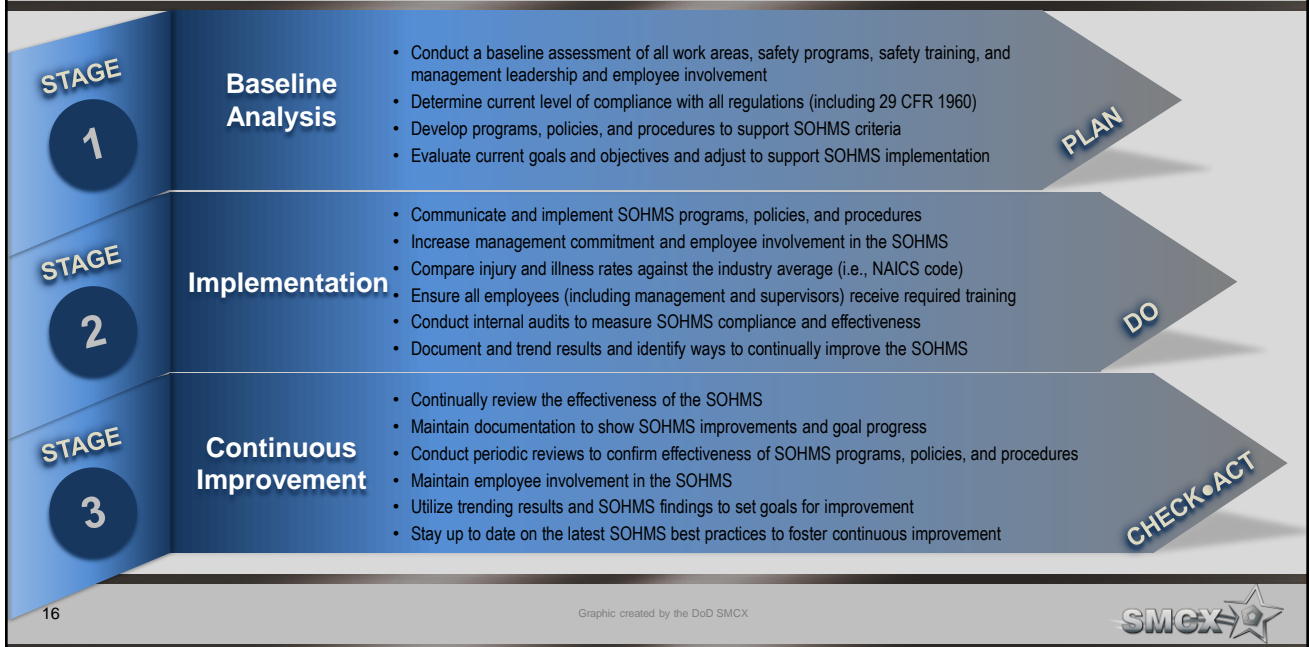
Action plan development

The DoD SMCX process mimics the OSHA VPP evaluation process. Not all assessments include each item this list; it varies based on the type of assessment and the worksite's needs and preferences.

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## Assessments – Evaluation Process



CFR = Code of Federal Regulations

NAICS = North American Industry Classification System

The DoD SMCX assesses SOHMS maturity by focusing on three stages:




- Initial development of the SOH programs and policies
- Communication of the SOH programs and policies
- Full implementation of all SOH programs and policies, including SOHMS criteria

The DoD SMCX bases this process on the Plan-Do-Check-Act Model of Continuous Improvement.

View additional information on the Plan-Do-Check-Act Model at: <https://asq.org/quality-resources/pdca-cycle>

The DoD SMCX evaluates varying levels of program maturity, dependent on the type of assessment conducted and Service or Agency needs and preferences. For example, the DoD SMCX evaluates all three stages at one time for nearly every type of evaluation performed at Air Force sites. However, at Army sites, the DoD SMCX only looks at Stage 1 for a baseline assessment, the other stages during stage completion visits, and then all stages during a readiness assessment.

## Assessments – Evaluation Process

	 <b>Documentation Review (Paper)</b>	 <b>Interviews (People)</b>	 <b>Site Walkthroughs (Places)</b>
Description	<ul style="list-style-type: none"> <li>• Reviews forms, reports, and other documents (including electronic systems) related to the SOHMS</li> <li>• Identifies missing documentation</li> <li>• Ensures all documentation is up-to-date and aligns with SOHMS criteria and SOH regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews all types of employees (military, civilians, supervisors, contractors, management and leaders, key personnel) formally and informally</li> <li>• Focuses on employee participation and support of the site's SOH and SOHMS efforts</li> <li>• Verifies information included in documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Interviews employees and supervisors informally</li> <li>• Evaluates how policies and procedures are executed</li> <li>• Identifies best practices</li> <li>• Points out hazards and compliance issues in work areas</li> </ul>




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Images retrieved from Bing Images



The SMCX uses a variety of evaluation techniques to assess your SOHMS.

## Assessment Tools – Gap Analysis

- Specific to each Service or Agency
- Based on the three-stage maturity process
- Uploaded to the e-SMS Tool, Challenge Portal, or ASOHMS Portal
- Labels each action item as:
  -  No Action Taken
  -  In Progress
  -  Complete



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Images courtesy of the DoD SMCX



The DoD SMCX uploads the gap analysis and action plan to the e-SMS Tool, or an associated web portal (e.g., Challenge Portal, ASOHMS Portal), as shown in the images. The gap analysis action plans are typically used for baseline and stage completion/implementation assessments. Site users are only able to see the action plan for the site(s) you are assigned.

**No Action Taken:** You have not taken any steps to address the specific element (e.g., no documentation in place, no employee knowledge).

**In Progress:** You have taken steps to address the specific element; however, the element is not functional and fully effective. You may be close to making the element complete (e.g., signing an updated document) or you may just be starting to implement steps to address this element (e.g., you have procedures in place, but you still need to get those approved, communicate them to employees, conduct employee training, document the training, evaluate the effectiveness of training).

**Complete:** You have taken steps to address this specific element, and the entire system/process is functional and fully effective (e.g., documentation is in place, all levels of employees know what they need to know to contribute to the element, employees do what the documentation says they'll do, continuous improvement is a focus).

Images courtesy of the DoD SMCX. The image shows snapshots of action plans conducted by the DoD SMCX. The DoD SMCX uploads the gap analysis to the e-SMS Tool or Portal, as shown, where the Tool generates an action for you to use.

## Assessment Tools – SMCX Worksheets

- Provides worksite details and summarizes workplace hazards
- Identifies best practices and recommendations for improvement
- SMCX On-Site Report and Worksheet mirrors files used by OSHA for VPP evaluations
- Additional files lay out assessment processes for ISO 45001 or ANSI/ASSP Z10.0

	How Assessed			
	Yes or No	Interview	Observation	Doc Review
<i>Section II: Worksite Analysis</i>				
<b>E. Hazard Reporting</b>				
E1. <i>Is there a minimally effective means for employees to report hazards and have them addressed? If not, please explain. MRG</i>				
<ul style="list-style-type: none"> <li>• XXXX</li> <li>• <b>Recommendation:</b> XXXX</li> </ul>				
E2. <i>Does the hazard reporting system have an anonymous component?</i>				
<ul style="list-style-type: none"> <li>• XXXX</li> <li>• <b>Recommendation:</b> XXXX</li> </ul>				
E3. <i>Does the site have a reliable system for employees to notify appropriate management personnel in writing about safety and health concerns? Please describe.</i>				
<ul style="list-style-type: none"> <li>• XXXX</li> <li>• <b>Recommendation:</b> XXXX</li> </ul>				
E4. <i>Do the employees agree that they have an effective system for reporting safety and health concerns? If not, please explain.</i>				
<ul style="list-style-type: none"> <li>• XXXX</li> <li>• <b>Recommendation:</b> XXXX</li> </ul>				

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Image retrieved from OSHA



The SMCX On-Site Report and Worksheet is a useful tool to gauge the effectiveness of a SOHMS. It is typically used for application readiness for prospective OSHA VPP site or re-certification assessments for current OSHA VPP Stars. The DoD SMCX uses this template and criteria for the DoD SMCX On-Site Report and Worksheet, but we identify recommendations throughout the completion of the worksheet to assist DoD worksites in meeting specific requirements.

In addition, the SMCX has worksheets for other nationally and internationally recognized SOHMS models, such as ANSI/ASSP Z10.0 or ISO 45001. These worksheet lay out the SOHMS criteria and follow the paper, people, and places approach to validating conformance to SOHMS criteria.

Find the OSHA version of the report and worksheet at: <https://www.osha.gov/vpp/site-based-report>

OSHA uses this same report and worksheet to evaluate worksite SOHMS against VPP criteria.

Image retrieved from OSHA. The image shows a snapshot of the OSHA On-Site Report and Worksheet.

## Remote Technical Support/Virtual Assessments



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Images retrieved from Microsoft Stock Images



The SMCX provides various levels of Remote/Virtual support, as well.

**Remote Technical Support** – includes assistance with access and use of the DoD SMCX website and e-SMS Tool.

**Data Analysis Activities** – SMCX helps you identify key metrics for your SOHMS based on your organization's goals and objectives. Determine what data to collect and evaluate to assess SOHMS's impact and identify and review trends to improve SOHMS performance.

**Documentation Reviews** – A review of written SOHMS program, policies, processes, procedures, and other associated files to ensure regulatory compliance as well as alignment with SOHMS goals and objectives.

**Virtual Assessments** – A remote review of SOHMS criteria to develop an SOHMS action plan.

Images retrieved from Microsoft Stock Images.

## End User Support – Examples



- Corresponds with Service leads, Major Command personnel, and DoD worksite personnel
- Identifies and addresses SOHMS needs
- Discusses SOHMS progress
- Helps you navigate the DoD SMCX website and access SOH materials



- Reviews and provides recommendations for improving SOH and SOHMS documentation
- Researches SOH- and SOHMS-related questions posed by DoD worksites
- Assists in annual self-evaluation and SOHMS application development and review
- Presents free webinars and workshops to educate you on SOH and SOHMS topics



- Provides e-SMS Tool and Portal training and assistance
- Reviews and updates action plans
- Helps you identify key metrics for your SOHMS based on organizational goals and objectives



- Participates in safety committee meetings
- Helps set up (and attend) recognition ceremonies
- Holds special DoD presentations at conferences
- Coaches on SOHMS implementation opportunities and improvements

The slide shows examples of end user support the DoD SMCX provides. The list is not an all-inclusive list of end user support provided to DoD worksites.

The DoD SMCX likes to develop relationships with each worksite, so we continually have email communications and telephone calls to discuss SOHMS progress – this approach helps us better help you with SOHMS implementation.

The DoD SMCX helps with document development and review – simply send your documents to your DoD SMCX point of contact and ask for feedback; this documentation can include the annual self-evaluations and applications you put together, as well as other SOH and SOHMS documents.

The DoD SMCX provides training and assistance on the e-SMS Tool and the Portals. Reach out to the DoD SMCX if you wish to receive remote training – we can also combine on-site training with one of our assessments to ensure you and all assigned users understand the tool/portals. The DoD SMCX provides support to help you review your action plan and even update it for you – we can walk you through any step in which you need assistance. The DoD SMCX helps you identify key metrics for your SOHMS based on your organization's goals and objectives. Determine what data to collect and evaluate to assess SOHMS's impact and identify and review trends to improve SOHMS performance.

Do you want some advice on how your safety committee operates? Do you want the DoD SMCX to chime in and provide their expertise on a discussed topic? If so, invite a DoD SMCX representative to call in to your safety committee. We also celebrate with you! When you receive notification you have a formally recognized SOHMS, we can give you tips on setting up your celebration and preparing to host a third party (e.g., OSHA) at your worksite once again. Watch for the DoD SMCX at SOHMS conferences, specifically the National Voluntary Protection Programs Participant's Association (VPPPA) Conference. The DoD SMCX sometimes exhibits a booth and frequently holds DoD-only presentations to address your unique SOHMS needs.

## DoD SMCX Service Points of Contact

Army	Marine Corps	Navy	Air Force	DAFAs
<b>Brandon Hody</b> <b>SPOC</b> (814) 269-6461 <a href="mailto:hodyb@ctc.com">hodyb@ctc.com</a>	<b>Max Bassett</b> <b>SPOC</b> (904) 525-1092 <a href="mailto:bassetm@ctc.com">bassetm@ctc.com</a>	<b>Max Bassett</b> <b>SPOC</b> (904) 525-1092 <a href="mailto:bassetm@ctc.com">bassetm@ctc.com</a>	<b>Bill Leipprandt</b> <b>SPOC</b> (814) 248-7914 <a href="mailto:leippraw@ctc.com">leippraw@ctc.com</a>	<b>Janet Nixon</b> (803) 920-1236 <a href="mailto:nixonj@ctc.com">nixonj@ctc.com</a>
<b>Denny Ritko</b> <b>Deputy SPOC</b> (814) 248-7517 <a href="mailto:ritkod@ctc.com">ritkod@ctc.com</a>	<b>Ron Williamson</b> <b>Deputy SPOC</b> (814) 248-7673 <a href="mailto:williamr@ctc.com">williamr@ctc.com</a>	<b>Mike Sloane</b> <b>Deputy SPOC</b> (703) 310-5636 <a href="mailto:sloanem@ctc.com">sloanem@ctc.com</a>	<b>Lori Schroth</b> <b>Deputy SPOC</b> (814) 248-7992 <a href="mailto:schrothl@ctc.com">schrothl@ctc.com</a>	<b>DLA</b> <b>Dave Akers</b> <b>SPOC</b> (814) 248-7701 <a href="mailto:akersd@ctc.com">akersd@ctc.com</a>

Reach out to our SPOCs or Deputy SPOCs for Service- or Agency-specific questions or to seek SOHMS services

SPOC = Service Point of Contact

The DoD SMCX assigns SPOCs to each Service and Agency. Designating specific individuals and deputies helps the DoD SMCX interface with Service leads and identify Service- or Agency-specific needs, requests, and preferences. The DoD SMCX utilizes deputies to ensure at least one person is always available when needed.

Reach out to the DoD SMCX SPOCs if you have Service-, Agency-, or SOHMS-related questions. If you are a new site interested in starting a SOHMS, reach out to the respective DoD SMCX SPOC, who will process your request with the stakeholder and project management team to ensure we can support your request.

## Conclusion

- In this presentation, you learned to:
  - Describe the DoD SMCX and the SOHMS supported
  - Discuss the purpose of the e-SMS Tool & Portals
  - Summarize the types of DoD SMCX support
  - Summarize the DoD SMCX evaluation process
  - Describe the tools used during a DoD SMCX evaluation
  - Provide examples of end user support
  - List available DoD SMCX resources
  - Identify the DoD SMCX Service points of contact



# QUESTIONS



Visit DoD SMCX website:  
<https://smcx.org/>

Call the SMCX Hotline:  
(877) 292-2880

Email:  
[smcx@ctc.com](mailto:smcx@ctc.com)

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