# Check your SMO's

February 15, 2021

As we in industry prepare to transition to Defense Information System for Security (DISS), it is important that your Subject Management Offices (SMO) information is accurate. Ensure it contains the correct Facility clearance level (FCL) and identifies all Key Management Personnel (KMP). Like the Joint Personnel Adjudication System (JPAS), DISS will receive data from the National Industrial Security System (NISS) daily. The data flow into DISS will update only the information at the organization level, and someone with access to the SMO will need to update the SMO level.

Once logged into DISS, on the left-hand side, you will see the Organization panel; there you will click the "View Current Organization" link.  The link will open and display the facility address, clearance level and the organizations KMP's.  If any of the information is wrong, please validate the accuracy of the information in NISS. If NISS is accurate:

- If address is wrong,
    - The Hierarchy manager for that Organization can edit by selecting the option from the green organization actions button. Note: If you have both Hierarchy Manager and Account Manager roles you will receive an error when updating and will need to contact the DMDC help desk to correct
- If the KMP's are wrong; you will need to fix at the SMO level first (see below in SMO KMP update) and it should fix at the organization level

After verifying your organization information is correct, it is time to update the SMO's. On the left-hand side of the screen, you will see the SMO panel; there you will click the "View Current SMO" link. This will display the information on your SMO.

- Check your SMO Clearance level to ensure it matches the clearance level at the associated organization (if different will require a call to the DMDC contact center to fix)
- Check SMO Location, most likely you address will not be in the right format and is compressed into one box, you will need to fix.
    - Click add location, fill out the required field and save location, then delete the old address or make the new address the primary one. Do this by clicking the pencil on the left side of the address box, and then move the radial button so it is solid on the correct address
- It is up to you if you want to add or update the SMO point of contact (POC). To add, click the add POC and it will allow you to scroll through your subject list to add people.  If you make a person a Primary POC (solid blue radial dot), they will also default to the requesting official for all investigation request

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- SMO KMP Update:
  - First ensure you are in the correct SMO within your organizational tree
    - Next, click the View current SMO link; in the KMP section select the "Add KMP" button and if the current KMP is available select and add; then remove any inaccurate KMP's by selecting the trash can icon.
    - If the KMP is not available to add there is a potential work around (see note)

Note: Search for your KMP in the subject search; if there is a current owning relationship, remove it; then add a new owning relationship and when asked for an Industry Classification select KMP (Key Management Personnel); click save.  Next, go back to the SMO KMP and the person record should be available in the "Add KMP" option. Update as needed.  This will also update the Organization KMP list.

If you have any issues updating or validating records in DISS, please call the DMDC Contact Center 1-800-467-5526, they will be able to assist or create a help ticket to get the problem resolved.

- **Troubleshooting:**
- **What if I don't have the option to make updates?**
  - Most likely, it is due to the role you have.  To make updates to the Organization level the Hierarchy manager role is required.
  - If making updates at the SMO level, you must have Hierarchy Manager or Account Manager roles for that SMO.

**Applicable JVS reports for SMO Management:**
- SMO's With No Subject relationships
  - This report identifies all SMOs that have no relationships with any JVS subject. The report is available for Hierarchy Manager, Security Officer, Security Officer Admin, and Security Manager roles.
- SMO's With No active users
  - This report identifies all SMOs that have no active users, SMOs with only deactivated JVS users, and SMOs with only suspended and deactivated JVS users. This report is only accessible by users with the following roles The Account Manager, Hierarchy Manager.
- User Roles and Optional Permissions
  - This report provides a list of the users belonging to the report user's SMO(s) and the roles and optional permissions assigned to those users. This report is only accessible by users with the following roles: Account Manager, Hierarchy Manager, and they will only be able to view information in their part of the SMO tree.

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