



DEFENSE HEALTH AGENCY
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DHA-Policy Memorandum 24-020
August 7, 2024

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Utilizing Enterprise Task Management Software Solution for Defense Health Agency Operations Center Requests for Assistance or Information

- References:
- (a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," September 30, 2013, as amended
 - (b) DoD Directive 5136.13, "Defense Health Agency," September 30, 2013, as amended
 - (c) DHA-Procedural Instruction 5025.01, "Publication System," April 1, 2022
 - (d) DHA-Administrative Instruction 5015.01, "Records Management Program," November 21, 2023
 - (e) DHA-Administrative Instruction 5010.01, "Forms Management Program," January 12, 2021, as amended
 - (f) DHA-Administrative Instruction 5136.01, "Defense Health Agency Terms of Reference," November 24, 2021

This Defense Health Agency (DHA) Policy Memorandum, based on the authorities of References (a) and (b) and in accordance with the guidance of Reference (c) through (f), establishes a standard operating procedure for submitting Requests for Assistance (RFA) and Requests for Information (RFIs) to the DHA Operations Center J33 (DOC).

RFAs/RFIs directed to the J-33 (DOC) will be submitted and processed utilizing Enterprise Task Management Software Solution (ETMS2). The transition from e-mail to ETMS2 reduces communication barriers, offers greater resource optimization by reducing redundant or unnecessary requests through enhanced visibility, and improves situational awareness. The DHA Form 435, "Defense Health Agency Operations Center Request for Information/Request for Assistance" (attached) is the official method to transmit formal inquiries and requests.

If ETMS2 is non-functional or the requesting entity does not have ETMS2 capability, send an e-mail to dha.ncr.operations-j-3.mbx.dha-ops-center@health.mil with the attached DHA Form 435. When ETMS2 connectivity resumes, the requestor will enter the e-mail content into a ETMS2 tasker for visibility and records management.

This DHA-Policy Memorandum is cleared for public release and available on the internet from the Health.mil site at <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at <https://info.health.mil/cos/admin/pubs/>.

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Please address questions regarding this DHA-Policy Memorandum to the Chief, Operations (J-33) at dha.ncr.operations-j-3.mbx.dha-ops-center@health.mil. The DHA Form 435, “Defense Health Agency Operations Center Request for Information/Request for Assistance” can be located within the DHA Forms Management page.

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Director

Attachment:
As stated

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