

Section III: State Agency Procedure Manual

III. State MIS

A. Information Services

Purpose

This Section provides a description of the Information Services operations.

Policy

The WIC Information Services Unit (WIC ISU) of the State WIC Program is responsible for the day-to-day activities of the major computer systems supporting the WIC program.

1. Computer Systems Support

- The WIC ISU provides hardware and administers software to sustain WIC operations in Montana.
- The WIC ISU is responsible for testing the SPIRIT software.
- The WIC ISU maintains SPIRIT and related processes to ensure system up-time and the proper flow of data.

2. Help Desk Support

- The WIC ISU provides helpdesk support to State WIC Office staff and Local Agency WIC staff.

3. Reporting

- Reports are run at the request of the state staff, local agency staff, and auditors, and may include any information stored by WIC systems. Report requests are emailed to the WIC Director and WIC IT Lead for review and approval.
- Federal regulation and MOUs will be referenced in determining how data will be shared.
- Reports and data containing sensitive information will be shared securely, using Tableau or the State of Montana File Transfer System (e-Pass).