

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 technology (IT) staff is responsible for the day-to-day activities of the major computer systems supporting the WIC program.

1. Computer Systems Support

- WIC IT provides hardware and administers software to sustain WIC operations in Montana.
 - Hardware and software provided may vary depending on whether a local agency uses the State or Local network. Refer to contract for more information.
- WIC IT is responsible for testing the management information system (MIS) software.
- WIC IT maintains SPIRIT and related processes to ensure system up-time and the proper flow of data.

2. Help Desk Support

- WIC IT provides helpdesk support to State WIC Office staff and Local Agency WIC staff related to programmatic software applications, such as our Management Information System (MIS). The helpdesk number is (1-800-433-4298, Option 1) and the email address is WicHelp@mt.gov.
- For agencies on the State network experiencing issues outside of WIC program specific applications and sites, contact the State Help Desk at (406) 444-9500.
- For agencies not on the State network, local IT should be contacted for any hardware or software issues outside of WIC specific applications and sites.

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 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).