

Section II: Local Agency Procedure Manual

III. Local Management Information Services (MIS)

A. Access Request

Purpose

SPIRIT, SPIRIT Web (SWeb), and vendor applications contains confidential participant information, to which access is limited by the DPHHS authorization of users and secure networks and equipment.

Policy

All access must adhere to the WIC Agency's contract, Attachment B Equipment Agreement.

1. Access to WIC Software

- The DPHHS Technology Services Division (TSD) will provide secure networks and equipment to allow access to WIC systems for hosted agencies.
- Local agencies using a network or equipment not hosted by DPHHS TSD will comply with this policy by adhering to the WIC Agency's contract, Attachment B Equipment Agreement.
- All non-DPHHS users will complete the *WIC System Access Request*, electronically sign the TSD Non-DPHHS Employee Confidentiality Agreement, and comply with the policies listed on the agreement. WIC IT will utilize the information provided on the *WIC System Access Request* form to submit the TSD *Non-DPHHS Employee System & File Access Request*.
- All local agencies will submit the *WIC System Access Amendment Request* to notify the State WIC Office when non-DPHHS staff require access changes to the WIC System. To grant additional access, WIC IT will submit the TSD *Non-DPHHS Employee System & File Access Request*. To terminate access, WIC IT will submit the TSD *Access Termination Request*.
- All DPHHS users will complete the *WIC System Access Request* and follow DPHHS' access protocol.

2. Request New User Access

- Request access for new WIC staff to WIC applications using one of the tracks in the table below.

State Network Users:	Off State Network Users:
1. Complete the <i>WIC System Access Request</i> form and submit to wichelp@mt.gov .	1. Complete the <i>WIC System Access Request</i> form and submit to wichelp@mt.gov .
2. Complete and sign the <i>TSD Non-DPHHS Employee Confidentiality Agreement</i> .	2. Create an OTKA account using the instructions provided to the user from TSD.
3. Use the user ID provided to access eLearn. Complete the SWeb and Civil Rights training modules.	3. Complete and sign the <i>TSD Non-DPHHS Employee Confidentiality Agreement</i> .
4. Notify the State WIC Office when training is complete. Submit certificate.	4. Create account in eLearn and complete the SWeb and Civil Rights training modules.
5. When training verification and account processing are complete, the State WIC Office will contact the employee.	5. Notify the State WIC Office when training is complete. Submit certificate.
	6. When training verification and account processing are complete, the State WIC Office will contact the employee.

3. Request Additional Access for Existing User

- Request additional access using one of the tracks in the table below.

State Network Users:	Off State Network Users:
1. Complete the <i>WIC System Access Amendment</i> form and submit to MontanaWICProgram@mt.gov .	1. Complete the <i>WIC System Access Amendment</i> form and submit to MontanaWICProgram@mt.gov
2. Skip to step 4 if SWeb access was previously established. If SWeb access did not exist prior, access eLearn and complete the SWeb and Civil Rights training modules.	2. Skip to step 4 if SWeb access was previously established. If SWeb access did not exist prior, create an account in eLearn and complete the SWeb and Civil Rights training modules.
3. Notify the State WIC Office when training is complete. Submit certificate.	3. Notify the State WIC Office when training is complete. Submit certificate.
4. When training verification and/or account processing are complete, the State WIC Office will contact the employee.	4. When training verification and/or account processing are complete, the State WIC Office will contact the employee.

4. Access Termination Request

- Prior to a WIC user's last day of employment, the user's supervisor will submit the *WIC System Access Amendment* form to request access termination.

5. Maintenance and Operations

- The DPHHS network and equipment will be maintained by the state. Users must comply with network policies and perform maintenance actions as needed, e.g. connect equipment to the state network for weekly updates. Any state-owned equipment will be inventoried, periodically verified, and returned upon termination of use.
- The non-DPHHS network or equipment will be maintained by a responsible organization or business in compliance with the hosted WIC Agency's contract, Attachment B Equipment Agreement. Examples of this are our current contractors and their subcontractors; county governments; health care entities; and tribal governments.