

# Chapter Seventeen

## Management Information Systems

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## Overview

### Policy

The State Agency will provide WIC automation resources and capabilities to all Local Agencies. This will increase effectiveness of operations and the timeliness of communications statewide.

### In this Chapter

This chapter is divided into three sections, which detail State and Local responsibilities, and define Management Information System (MIS)-related terms.

## Section A – State Agency Responsibilities

### Provide Information

The State Agency will notify all Local Agencies of the availability of updated Management Information Systems policies.

### WIC Automation Resources

The State Agency will provide WIC automation equipment, including personal computers (PCs), laptops, telecommunication equipment, and peripherals, to Local Agencies.

The State Agency will provide personal computers (PCs) and laptops to Local Agencies with the standard WIC configuration of software and hardware drivers. If requested by a Local Agency, the State Agency will provide the standard WIC configuration to the Local Agency, so the Local Agency may apply the standard WIC configuration to their PCs and laptops. The standard WIC configuration will automatically upgrade software to the latest version. If Local Agencies add the State Agency-provided PCs or laptops to the Local Agency domain, the Local Agency assumes responsibility for updating software.

As technology lifecycles are short and change frequently, the State Agency cannot detail specific brands and models. Rather, the State Agency will provide detail of the personal computer workstation and laptop minimum specifications to the Local Agencies. All personal computer workstations, laptops, and monitors include 3-year warranty and support. The State Agency will provide Local Agencies with WIC Automation resources as defined in the Laptop and Desktop configuration as defined below.

- Laptop Configuration
  - Processor: Up to 3.9-GHz
  - Memory: 16 GB RAM
  - Hard drive: 500 GB Solid State Drive (SSD)
  - Operating system: Windows 10 or 11
  - Internet browser: Microsoft Edge
  - Peripherals
    - Signature pad
    - PIN pad
    - Magnetic stripe card reader
    - Document Scanner
  
- Desktop Configuration
  - Processor: Up to 3.9-GHz
  - Memory: 16 GB RAM
  - Hard drive: 500 GB SSD
  - Operating system: Windows 10 or Windows 11
  - Internet browser: Microsoft Edge
  - Monitor: Flat panel with VGA/DVI/Display Port/HDMI connections

- Peripherals and Drivers
  - Signature pad
  - PIN pad
  - Magnetic stripe card reader
  - Document Scanner

The State Agency may provide Local Agencies with the following optional WIC automation resources: docking stations, printers, all-in-one printers, mifis, webcams, and headsets. Local Agencies may request optional WIC automation resources by using the Hardware request process. Refer to the Hardware request section for instructions on how to request new hardware.

### WIC Applications Operating Hours

The State Agency maintains seven WIC applications including:

- Health and Nutrition Delivery System (HANDS)
- EzWIC Android and iOS Mobile Application
- Participant Portal
- Clinic Search Web Application
- Complaint Tracking Web Application
- Universal Product Code (UPC) Collection Android and iOS Mobile Application
- Vendor Web

The operating hours for each Production application is defined in the table below.

| Application Name                   | Operating Hours (Arizona time zone)                                 |
|------------------------------------|---|
| HANDS Production                   | Monday through Saturday from 6:30 AM to 8:00 PM                     |
| HANDS Training                     | Monday through Friday from 6:30 AM to 8:00 PM                       |
| EzWIC                              | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Participant Portal                 | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Clinic Search Web Application      | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Complaint Tracking Web Application | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| UPC Collection App                 | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Vendor Web                         | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |

## Scheduled Maintenance

HANDS has daily regular scheduled maintenance that happens daily starting at 8:30 PM Arizona time and concludes at approximately 6:00AM the following day. Daily regularly scheduled maintenance includes:

- Client End of Day (EOD) Job
- Regular EOD Job
- Caseload EOD Job
- Clinic EOD Job
- Vendor Web EOD Job
- Database Backup

The HANDS Maintenance Window is every weekend starting Saturday 8:30PM – Monday 6:30 AM Arizona time. The maintenance window allows for the State Agency IT Team to perform maintenance on WIC application production environments for all Consortium members (Arizona, American Samoa, Commonwealth of the Northern Mariana Islands, District of Columbia, Guam, and Navajo Nation. Maintenance includes operation system patching, database patching, software updates, windows updates, and other changes that can only be completed during this window due to the various time zones of all HANDS Consortium members.

## Technical Support

The State Agency will provide hardware and application support through the WIC Service Desk. The WIC Service Desk will support all current WIC automation resources and the following applications:

- Health and Nutrition Delivery System (HANDS)
- EzWIC
- Participant Portal
- Clinic Search
- Complaint Tracking
- UPC Collection Application
- Vendor Web

The WIC Service Desk is available Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 8:00 a.m. to 1:00 p.m. (Arizona time). Local Agencies may report issues to the WIC Service Desk by email to [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) or toll-free at 855-432-7220.

The WIC Service Desk will:

- Track and resolve all issues reported to the WIC Service Desk.
- Work together with Local Agency IT to resolve an issue when an issue cannot be resolved solely by the State WIC IT team.
- Provide a monthly WIC Service Desk report to Local Agencies with issues reported.
- Provide, as needed, training and materials for users of automated systems that directly support WIC clinic programmatic processes.

## WIC Automation Resources Requiring Repair or Maintenance

The State Agency provides personal computer workstations and laptops with 3 years of onsite support, so Local Agencies can contact the manufacturer for issues with personal computer workstations, laptops or monitors. Local Agencies may contact Lenovo equipment technical support via website at <https://support.lenovo.com/us/en/> and by phone at is 1-855-253-6686. Local Agencies may contact Dell for equipment technical support via website: <https://www.dell.com/support/incidents-online/en-us/contactus/dynamic?spestate> and by phone at 1-800-624-9897. The State Agency supports all other WIC automation devices issues through the WIC Services Desk at 1-855-432-7220 or by email at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov). The State Agency will assess the WIC automation resource and determine the course of action, including, but not limited to: repairing the WIC automation resource, replacement, or purchasing an alternative WIC automation resource.

## Inventory

The State Agency will complete the Arizona Department of Health Services required inventory process annually. The State Agency will provide each WIC Local Agency with spreadsheet(s) of WIC automation resources that need to be physically verified, updated, and sent back to the State Agency. The inventory spreadsheet includes the following fields:

- FA No (Tag#)
- FA Component Serial No
- Item
- Make/Model
- Subrecipient Notes
- Check Box if Found
- Location/Sub Location
- Optional Detailed Notes

The State Agency will track WIC automation resources inventory at purchase, changes in physical location, and disposal by using the F4 Property Control Sheet. WIC automation resources that are used for teleworking (e.g., laptops, monitors) will be considered to be located at the person's place of employment. In some instances, the State Agency may request the Local Agency to surplus or dispose of equipment and complete the F4 Property Control Sheet.

The State Agency is required to have all individuals that are conducting the physical inventory to attend an ADHS-provided Annual Inventory Training. The physical inventory will be completed annually in May and must be completed within one month. During the physical inventory, equipment moves at the State Agency and Local Agency should be limited and only made if necessary. The State Agency will provide each Local Agency with its current inventory of WIC automation resources prior to each annual physical inventory.

During the physical inventory, the State Agency will:

- Physically verify the location of all equipment in State Agency locations.
- Account for automation resources that State use at home for teleworking.



- Add WIC automation resources to the State Agency inventory found during physical inventory that was not included in the State Agency-provided inventory.
- Indicate the WIC automation resources that were on the State Agency inventory but could not be found during the physical inventory.
- Update WIC automation resource physical location changes (e.g., laptop on State Inventory was documented at clinic A, but was found at clinic B).
- Verify that a WIC automation resource is in a single location and not duplicated across multiple clinic locations.

When inventory is completed at a specific physical location, the State Agency is required to have the individual who completed the inventory sign to indicate the physical inventory was completed accurately.

### Tagging

The State Agency will tag WIC automation resources according to Arizona Department of Health Services (ADHS) policy with an ADHS property sticker with a unique identification number. The State Agency will tag all WIC automation resources that cost \$250 and above.

### F4 Property Control Sheet

The State Agency will track WIC automation resources transferred between the State Agency, another Local Agency, or another clinic by using the F4 Property Control Sheet. The F4 Property Control Sheet, referred to from this point forward as F4 Form, is available for download at <https://www.azdhs.gov/documents/prevention/azwic/agencies/f4-form.docx>. Completed F4 Property Control Sheet must be submitted to the WIC Services Desk via email at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) and include all fields (Tag#, Serial#, Item and Make/Model), be in Microsoft Word format, and with signature.

### Hardware Request Process and Form

The [Request for Hardware Form](#) provides Local Agencies with the ability to request WIC automation resources and is available at <https://azdhs.gov/documents/prevention/azwic/agencies/request-for-hardware.pdf>. To request WIC automation resources, Local Agencies must complete the Request for Hardware Form and send it (as an attachment) to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov). The Hardware Request Process Flow is available at <https://azdhs.gov/documents/prevention/azwic/agencies/hardware-request-standard-workflow.pdf>.

It provides an end-to-end process flow that details the responsibilities and decision points which lead to the approvals or denials of hardware requests.

### Surplus

The State Agency will surplus aging WIC automation resource according to State of Arizona procedures. Prior to the surplus of any device with a hard drive (e.g. computers, copiers), the State Agency will clear and dispose of the hard drive. In some instances, the State Agency may

request the Local Agency to surplus and dispose of equipment and complete the F4 Property Control Sheet with the exception of any WIC automation resources with a hard drive.

## Software Requests

The State Agency requires the Local Agency to submit a written request to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) prior to any software purchase using WIC funds. The written requests will include the software being requested, cost, and justification. The State Agency does not require the Local Agency to submit a written request prior to any software purchases with non-WIC funds.

New software must not impact the use of WIC applications on the WIC automation resource. The State Agency accepts requests for testing software that the Local Agencies may want to purchase to ensure that the WIC applications are not impacted. Local Agencies may submit software testing requests to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov).

## WIC Automation Resource Change Requests

The State Agency will accept written requests emailed to the WIC Service Desk for:

- Changes to their standard WIC automation resource configuration (e.g., Removing Microsoft Edge and using Chrome as the sole internet browser).
- Sharing the use of WIC automation resources with non-WIC operations.
- Moving WIC automation resources to a different location within the Local Agency.
- Use of WIC funds for development of software by a non-State Agency source.

WIC automation resource change requests must be submitted at least 30 calendar days prior to the change. The Nutrition Services Consultant will notify the Local Agency of the decision within 30 calendar days of receipt of the request/proposal.

**Note:** The review process will be conducted by ADHS employees with expertise specific to the subject matter of the request, and will assess its technical feasibility and associated performance and security issues.

## Guidance

- The State Agency will provide guidance for any WIC automation resource changes prior to implementation. Local Agencies may contact the State Agency regarding any WIC automation policy questions.
- The State Agency will provide Local Agencies with access to a website <https://speedtest.wichands.com/tech.html> which provides answers to frequently asked questions and common problems.
- The State Agency will provide WIC Program staff with training resources for WIC applications as referenced in WIC Policy and Procedure Chapter 7.

## Agreements Between the State Agency and Local Agencies

The State Agency will prepare, approve, and monitor all agreements (including contracts and Intergovernmental Agreements (IGAs) between the State Agency and the Local Agency and/or third-party contractors or consultants regarding the use, sharing, and interconnectivity of WIC-funded WIC automation resources.

**Note:** All agreements will reinforce the need for compliance with this policy document, and will define or clarify issues as required to achieve mutual understanding and agreement.

## Section B – Local Agency and Third-Party Contractor Responsibilities

### WIC Automation Resources

Local Agencies will receive the State Agency provided WIC automation resources as defined in the Laptop Configuration and Desktop Configuration. Local Agencies may request State Agency optional WIC Automation Resources including: docking stations, printers, all-in-one printers, mifis, webcams, and headsets. If Local Agencies elect to add WIC automation resources to their Local Agency domain, the Local Agency accepts responsibility for any software updates or future maintenance. In the event that the Local Agency provides the State Agency with permission to make changes to WIC automation resources (whether in person or remotely), the Local Agency must give the State Agency temporary administrative access. The Local Agency may remove administrative access immediately after the change has been completed.

Local Agencies will ensure that State Agency-provided WIC automation resources are kept in good working order at all times. Local Agencies will provide the necessary hardware and/or software to provide an internet connection between the State Agency and Local Agency networks for all WIC applications (e.g., HANDS).

### WIC Application Operating Hours

Local Agencies will use the WIC applications within the operating hours defined in the table below. Local Agencies are prohibited to use HANDS outside of the operating hours. The State Agency has regularly scheduled maintenance that would be impacted if users were accessing HANDS. Refer to the State Agency – WIC Application Hours section for regularly scheduled maintenance.

| Application Name                   | Operating Hours (Arizona time zone)                                 |
|------------------------------------|---|
| HANDS Production                   | Monday through Saturday from 6:30 AM to 8:00 PM                     |
| HANDS Training                     | Monday through Friday from 6:30 AM to 8:00 PM                       |
| EzWIC                              | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Participant Portal                 | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Clinic Search Web Application      | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Complaint Tracking Web Application | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| UPC Collection App                 | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |
| Vendor Web                         | 24 Hours a Day, 365 Days per Year (excluding scheduled maintenance) |

## WIC Automation Resources Security

Local Agencies will be responsible for ensuring that all WIC automation resources, including hardware and software, are secured. Local Agencies will:

- Provide safeguards for protecting Personal Identifiable Information (PII).
- Secure automation resources located in areas accessible to clients and/or the public to prevent tampering or accidental interruption of service.
- Portable systems (e.g., flash drives) must be stored securely.
- Encrypt sensitive data files on all portable systems.
- Ensure users log off or turn off their computers/workstations when they will be away for an extended period of time.
- Protect automation resources by using surge protectors or line conditioners.
- Create procedures for reporting security incidents or irregularities (e.g., virus, hackers, software bugs).

## Automation Resources Requiring Repair or Maintenance

Local Agencies may obtain technical support for State Agency provided person computer workstations, laptops, and monitors by contacting the manufacturer. Local Agencies with Lenovo computers or monitors, may contact Lenovo equipment technical support via website at <https://support.lenovo.com/us/en/> and by phone at is 1-855-253-6686. Local Agencies with Dell computers or monitors may contact Dell for equipment technical support via website: <https://www.dell.com/support/incidents-online/en-us/contactus/dynamic?spestate> and by phone at 1-800-624-9897. Lenovo and Dell will provide onsite support for computers issues, and provide replacements for monitor issues. Local Agencies may contact the WIC Services Desk at 1-855-432-7220 or by email at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) for all other State Agency provided WIC automation devices technical support. The Local Agency may receive any of the following: repair of the WIC automation resource, replacement, or purchasing an alternative WIC automation resource.

If there are any WIC automation resources that are malfunctioning or require repair, the Local Agency will email the issue to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov). The State Agency will assess the WIC automation resource(s) and provide a resolution as indicated in Section A – WIC Automation Resources Requiring Repair or Maintenance. The WIC Service Desk will email the decision and rationale to the Local Agency.

## WIC Automation Resources Change Request

The Local Agency must submit a written request by email to the WIC Service Desk for any changes to the existing State Agency Resources defined on page 17-5 or to share WIC automation resources with non-WIC operations at least 30 calendar days prior to the change. For example, the Local Agency must submit a written request to remove Microsoft Edge and use Chrome as the Local Agency's internet browser. The Local Agency will receive the decision from the State Agency within 30 calendar days of receipt of the change request.

The Local Agency may add additional software or hardware to the WIC automation resources without requesting approval from the State Agency. For example, the Local Agency may add antivirus software to computers without contacting the State Agency for approval.

## Inventory

The Local Agency will control and monitor all State Agency-provided WIC automation resources. The Local Agency will be required to report when WIC automation resources move physical locations by using the F4 Property Control Form. The Local Agency must completely fill out the F4 Property Control completed forms (including Tag#, Serial#, Item and Make/Model) in Microsoft Word format with signature and email it to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov). The Local Agency will report lost, stolen, or damaged property to the State Agency as defined in Section B – Lost or Stolen Property. The State Agency will delete the items from the inventory after the Lost or Stolen Hardware process has been completed.

The Local Agency is required to complete an annual physical inventory of WIC automation resources with ADHS property tags at all Local Agency locations (e.g., clinics, offices, call centers). The physical inventory must be completed annually in May and within one month. The Local Agency is required to have all individuals that are conducting the physical inventory attend an ADHS-provided Annual Inventory Training.

During the annual physical inventory, equipment moves at the Local Agency should be limited and only made if necessary. The Local Agency will receive the current inventory records from the State Agency prior to the start of the physical inventory. WIC automation resources that are used for teleworking (e.g., laptops, monitors) will be considered to be located at the person's place of employment. During the physical inventory, the Local Agency will:

- Physically verify the location of all equipment in the State Agency-provided inventory.
- Account for WIC automation resources that Local Agency staff use at home for teleworking by bringing the WIC automation resource into a Local Agency office or clinic.
- Add WIC automation resources to the State Agency-provided inventory that were found during physical inventory that was not included in the State Agency-provided inventory.
- Indicate the WIC automation resources that were on the State Agency-provided inventory, but could not be found during the physical inventory.
- Update WIC automation resource physical location changes (e.g., laptop on State Inventory was documented at clinic A, but was found at clinic B).
- Verify that a WIC automation resource is in a single location and not duplicated across multiple physical locations.

When inventory is completed at a specific physical location, the Local Agency is required to have the individual who completed the inventory sign to verify the accuracy and be available to answer any State Agency questions.

## Tagging

The Local Agency will comply with the tagging policy referenced in Section A – Tagging.

## F4 Property Control Sheet

The Local Agency will complete the F4 Property Control Sheet (including Tag#, Serial#, Item and Make/Model) in Microsoft Word format with signature and provide a copy to the State Agency by email ([WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov)) when transferring any WIC automation equipment between the State Agency, another Local Agency, or another clinic. The F4 Form must be signed by an authorized sender and upon receipt, signed by an authorized receiver. Transfer of any WIC automation equipment from one location to another location is strictly prohibited without completion and submission of the F4 Form.

## Lost or Stolen Hardware

The Local Agency will notify the State WIC Program Integrity Special Investigations Supervisor of the loss or theft of State-owned WIC automation resources within 24 hours of the occurrence. The Local Agency must provide final documentation within 10 business days. Final documentation includes the F4 Property Control Sheet and police report. The Local Agency is only required to provide a police report for stolen WIC automation resources. The State Agency will use the final documentation to complete the Form SP101 to remove the WIC automation resources from the inventory.

## Hardware Requests

Local Agencies may request new hardware by completing the [Hardware Request Form](#) (referenced in A - State Agency Responsibilities – Hardware Request Form) and emailing it to the WIC Service Desk ([WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov)) as an attachment. The Hardware Request Form may only be submitted by the Local Agency WIC Director or their designee(s). Hardware requests are approved or denied based on the process flow referenced in Section A – New Hardware Request Process. The Local Agency will receive the decision and rationale from the State Agency within 30 calendar days of receipt of request. The Local Agency will notify the State Agency within five calendar days of when the hardware has been received.

## Software Requests

The Local Agency will obtain authorization prior to the purchase of any software using WIC funds. The Local Agency will submit a written request to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) and include the software being requested, cost, and justification. The Local Agency does not need to obtain authorization to purchase any software using non-WIC funds.

The Local Agency is responsible for ensuring that new software will not impact the use of WIC applications on the WIC automation resource. The Local Agency may submit a request for testing new software that the Local Agencies may want to purchase to ensure that the WIC applications are not impacted. Local Agencies may submit software testing requests to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov).

## WIC Automation Resource Change Requests

Local Agencies may request changes to their WIC automation configurations as referenced in Section A – WIC Automation Resource Change Request. WIC automation configuration changes may only be submitted by the Local Agency WIC Director or their designee(s). Changes to WIC automation resources may include, but are not limited to:

- Hardware settings
- Software settings

The WIC automation configuration change requests must be submitted in writing to the WIC Service Desk at [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov). The Local Agency will receive the decision and rationale from the State Agency within 30 calendar days of receipt of request.

## Local Agency IT Point of Contact

The Local Agency will provide the State Agency with a point of contact for Local Agency IT or a contractor who supports the Local Agency WIC automation resources. Point-of-contact information must include phone numbers and email addresses. The Local Agency may provide points of contact such as the Local Agency IT help desk. The Local Agency will notify the WIC Service Desk by email ([WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov)) for any point-of-contact changes.

## Technical Support

The WIC Service Desk will work with the State Agency to address any hardware or WIC applications issues. In the event that the hardware or WIC applications issue requires Local Agency IT support, the Local Agency will report the issue to Local Agency IT or contractor. Once the hardware or WIC applications issue is resolved, the Local Agency, Local Agency IT, or contractor will notify the WIC Service Desk.

## Agreements

The Local Agency will comply at all times with the agreement (including contracts and IGAs) from the State Agency as referenced in Section A – Agreements.



## Section C – Definitions

**Authorization** – Approval in writing from the State Agency that gives a Local Agency permission to proceed with the change or shared use of equipment for WIC-owned WIC automation resources.

**Authorized Receiver** – Person that has the authority to receive a hardware transfer from another organization or person.

**Authorized Sender** – Person that has the authority to transfer hardware to another organization or person.

**Component** – Any part, sub-element, or peripheral of a WIC automation resource that may be modified, removed, and/or replaced.

**Cost Allocation Proposal** – A formal written proposal from a Local Agency that clearly delineates the apportioned costs of implementing and operating any shared WIC automation resource in the Local Agency for WIC use and for non-WIC use.

**Equipment** – May include some or all of these devices: personal computers, laptops, printers, signature pads, scanners, PIN pads, USB hubs, magnetic stripe card readers, servers, server shelves, personal computer tables, power supplies, routers, cables, or telecommunication lines.

**Fraud** – Misuse of a WIC automation resource through deliberate deception so as to secure unlawful gain. For example: issuing eWIC cards for personal use.

**Hardware** – WIC automation resources that are not software. (See Equipment.)

**Inventory List** – A list that details all equipment received by a State or Local Agency. Each item on the list is identified by Agency/location, make, model, item description, ADHS property tag number, and serial number.

**Maintenance** – Repair required on any portion of a WIC automation resource.

**Moved Equipment** – Equipment that is moved from one building to another, from one Local Agency to another, or from a Local Agency to the State Agency.

**Network** – Two or more computers and peripheral devices interconnected as a system to facilitate communication between computers and devices, sharing of software and database information, sharing of peripheral devices, security, and backup information. A network can take on one of many forms, which is usually determined by resource numbers and usage. A network may connect computers and peripherals in a single office or a building or may connect two or more networks into a local area network (LAN), a wide area network (WAN), or the internet.

**Outsource** – Going outside of the government agency to obtain resources to perform specialized or short-term tasks. Outsourcing is usually done when the agency does not have employees to complete the required work.

**Peripheral Device** – A device that is associated with a personal computer or server, such as a printer, Personal Identification Number (PIN) pad, magnetic stripe card reader, USB hub, external drive, tape backup, monitor, modem, speaker, and uninterruptible power source.

**Property Control Sheet Form** – This multipart form is the single audit source of WIC-owned computer equipment within facilities, agencies, clinics, and ADHS. The form should be accurately completed and forwarded to ADHS to report lost or stolen equipment, transfer of equipment from one facility to another, or any other disposition of equipment.

**Sharing** – WIC and non-WIC operations using the same WIC automation resource. For example, WIC staff use a personal computer to serve WIC clients and check Local Agency email. This example shows how personal computers can be used to do WIC business and business that relates only to the Local Agency.

**Software** – Processes written in a symbolic language that is recognizable to a computer. A word processing software program may consist of millions of unique processes that work together to add words to a text box in a document and print the document.

**Standard WIC Configuration** – The WIC automation resource design prescribed by the State Agency for use in the Local Agencies and clinics. For example, a personal computer designated for a particular clinic function will have predefined settings, memory and hard drive requirements, specific software, specific Windows settings, designated peripherals, or specific network connections that may not be altered so as to ensure secure and effective operation.

**State Tag** – The ADHS property tag that must remain affixed to all capital equipment during its period of service.

**Support** – Provision of State Agency, Local Agency, or third-party assistance in the form of the Help Desk, software training, software, hardware, and network-related upgrades and maintenance.

**Telecommunications** – A general term that is used to describe the electronic transmission of information from one location to another over a communications link.

**Third-Party Contractor** – A contractor whose services have been procured to perform a series of predefined tasks. Examples include an equipment maintenance technician, a network technician, and a software contractor.

**Transferred Equipment** – Equipment that is moved from one facility to another or equipment returned to the State Agency by the Local Agency. Any transferred equipment must include the completed F4 Form.

**Upgrade** – The act of loading the latest version of software that is already installed on a personal computer or server, or bringing the hardware configuration of a personal computer up to the capacity required to meet the specifications of the software used by that personal computer.

**WIC Automation Liaison** – State Agency WIC staff that assist Local Agency and clinic personnel who have encountered problems or questions about software specifically built to enhance WIC operations (e.g., the HANDS software). WIC Automation liaisons also perform the initial training of staff on the use of hardware.

**WIC Automation Resource** – Includes desktop computers, laptops, monitors, signature pads, document scanners, magnetic stripe card readers, and PIN Pads. State Agency may provide optional WIC Automation Resources based on business need. The optional WIC Automation Resources include: docking stations, printers, all-in-one printers, mifis, webcams, and headsets.

**WIC Service Desk** – The WIC Service Desk is the single point of entry for users to call when hardware, software, LAN, or other problems occur. WIC Service Desk personnel gather information about the problem or request and direct calls to appropriate personnel. The WIC Service Desk can be reached at 855-432-7220 or [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov).

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