

Section 9.2: WIC Information System (IS)

11/2017

References: MN Operations Manual, Sections 9.3, 9.4; Functional Requirements Document (FReD) Version 2008 2.0; MN Data Practices Act

Policy: All Local Agencies are required to use and maintain the HuBERT (Health Benefits Real Time) system, as well as State provided or State approved hardware and software. Local Agencies must provide and support a secure and reliable network.

Purpose: To ensure consistency of the system, maximize operational efficiencies and maintain data integrity.

Procedures:

Support

- Local Agencies must use the Help Desk as the first point of contact when in need of assistance in operating the WIC IS. Local Agencies must contact the Help Desk in the event of a hardware or software system failure, or when any error message is received.
- Local Agencies must provide technical support for initial set-up, maintenance and support of the network including any ongoing connectivity issues. The support can be from county or Local IT staff, contractors or Internet Service Providers. Wireless connectivity options are *only* to be used when the **wired** communications **cannot be achieved**.

Software/Hardware

- The State will provide all software and hardware needed to use the WIC Information System. This includes computers, printers, scanners and signature pads.
- Local Agencies will receive computers with an operating system, HuBERT (the WIC application), Office Suite, full disk encryption, and an anti-virus suite installed.
 - The anti-virus software may be replaced with a Local standard, and must be supported by the Local IT staff.
 - Any Local applications needed for WIC staff can be installed but must be supported Locally.
 - Computers can be configured as needed to connect to the Local network.
- Local Agencies can install other software needed by WIC staff for WIC business.

SECTION 9.2: WIC INFORMATION SYSTEM (IS)

- Local Agencies must contact their Program Consultant if there is a need for part-time WIC staff to use the State owned computers for ongoing non-WIC business.
- Local Agencies may provide their own computers for using the WIC Information system but must submit a request to the State and meet the following criteria:
 - Provide adequate IT support that is available, responsive and effective
 - Provide and maintain adequate inventory and replacement-replace within 24 hours
 - Meet needs for new staff or if hardware fails
 - Meets State security standards and hardware specifications; including initial implementation as well as for replacement hardware
 - Provide specified Windows operating system (currently Windows XP) and Office Suite
 - Provide real-time/on-access anti-virus protection
 - Provide regular updates of operating system and anti-virus software and virus definitions
 - Install the WIC HuBERT application only on computers designated for WIC business
 - Install State provided full disk encryption software. Full disk encryption software may be replaced by a Local standard if approved by the State
- Local Agencies must submit a request and receive approval from the State for hardware/software additions or changes. A request can be submitted through the MDH WIC website.

Data

Local Agency staff must enter only actual and accurate participant data.

Training

In partnership with the State Agency, Local Agencies must assure staff are adequately trained to use the WIC Information System. See Guidance.

Additional Information

- HuBERT is a .NET based application designed to update and pull data from a centralized database over the Internet. The system requires a connection to the web servers to function and the client-side install serves only to send and retrieve the necessary data, much like an Internet browser.
- HuBERT is a smart-client web based application. The application must be installed on any computer that will need to use it and access the central database.
- HuBERT requires user authentication via the application. This is separate from any other system authentications, e.g., Windows, Novell, or Active Directory

- HuBERT uses encrypted (SSL) connections over the internet to connect to the web servers which connect to the central database
- “**Security** with regard to communications is achieved by using SSL to encrypt the XML service payloads being exchanged. Application security is controlled by a specialized application authentication and authorization model that leverages a database driven user profile and role-based privilege model to control access to various application features. Customized credentials are used to exchange tokenized authentication during service invocations.”
 - Source: *SPIRIT Detailed Technical Specifications Document PAT.*

Guidance

- Local Agency Coordinators should assure staff are trained on how to use the system.
- The State will provide, via the MDH WIC website, pre-recorded on-demand training sessions, training modules, step-by-step “how-to” guidance and structured exercises. Agencies can request a computer with the HuBERT application installed to access the HuBERT de-sensitized training database. If Agencies have their own test lab, the HuBERT application can be provided for Local Agency installation on their test computer(s).
- The HuBERT application has **On-Line Help**. The user can access On-Line Help by clicking on Help in the menu bar or pressing the F1 key. The F1 key jumps directly to the topic for the screen currently displayed in HuBERT or, if a field is highlighted, to information about that particular field.
- The [Network and New Site Preparation](#) documents cover many of the initial questions and concerns when setting up a clinic for the WIC IS application. [Using Locally Owned Computers with WIC](#) provides guidance for Local IT staff. These documents can be found on the MDH WIC Website.

Reference – Complete Listing of Hyperlinks

[Network and New Site Preparations](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/siteprep.pdf>)

[Using Locally Owned Computers with WIC](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/local.pdf>)

*Minnesota Department of Health - WIC Program 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882;
651-201-4444, health.wic@state.mn.us, www.health.state.mn.us;
To obtain this information in a different format, call: 651-201-4444*