

WIC TIP NextGen System: Hybrid Agile Scrum System Development

U.S. Department of Agriculture, Food and Nutrition Service

Overview

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides supplemental foods, healthcare referrals, and nutrition education for low-income pregnant, breastfeeding, and nonbreastfeeding women, and for infants and children up to age 5 who are at nutritional risk. WIC is administered at the state level and supported and monitored at the federal level. All 50 states, the District of Columbia, 34 Indian tribal organizations, American Samoa, the Commonwealth of the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands participate in the program's administration. The agencies are responsible for operations related to vendors authorized to transact WIC food instruments; that is, paper checks/vouchers and electronic benefit transfer cards loaded with participants' food prescriptions.

Traditionally, the state agencies have submitted vendor data to the The Integrity Profile (known as TIP) database, entering the information manually or submitting a .txt file, depending on the number of records and the sophistication of the management information system in use. The data collected inform the Food and Nutrition Service (FNS) on grantee performance related to vendor training, compliance, monitoring, and sanctions. A 2016 assessment of TIP determined it should

be redesigned to expand its functionality and usefulness. The recommendation was to develop a new and improved TIP-like system referred to as TIP NextGen that would improve oversight and integrity of WIC vendor management, reduce security risk, and facilitate streamlined data collection. This project is to design and implement TIP NextGen.

Under this project, Insight—

- Manages communications and stakeholder engagement, working with FNS, WIC staff, and state agencies
- Develops system requirements
- Works with business owners to create working software through sprints using waterfall and agile methodologies
- Oversees system design, development, testing, security, and implementation
- Develops and maintains operations documentation
- Provides Tier 1 and Tier 2 help desk user support
- Trains state agencies on the new system via webinars and end-user manuals
- Identifies potential failure sources of the system and develops mitigation plans
- Ensures Section 508 compliance of the system
- Performs data migration from the old to the new system
- Prepares weekly and monthly status reports for FNS

Products

The project will result in TIP NextGen and all supporting documentation.

