

WIC The Integrity Profile: IT Services and Support for Operations and Maintenance

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

Overview

Administered at the federal level by the Food and Nutrition Service (FNS), the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is operated by 90 WIC state agencies, including the 50 states and the District of Columbia, 34 Indian tribal organizations, and 5 U.S. territories. WIC serves 8 million monthly participants at more than 48,000 approved vendors. Participants receive nutritious supplemental foods, nutrition education, counseling, referrals to healthcare, social services, and other social services. As an analysis tool, WIC's The Integrity Profile, known as TIP, provides a means for FNS, state agencies, and Indian tribal organizations to upload annual reports summarizing monitoring of vendor management and related activities. The National Information Technology Center hosts the WIC TIP environments. To implement change requests to the system, the Office of Information Technology requires a hybrid development approach related to both waterfall and agile scrum methodologies.

Insight's tasks under this project include—

- Design, develop, test, and implement improved application enhancements and/or reporting functionality for the WIC TIP application
- Collaborate with FNS and stakeholders to implement functional and nonfunctional requirements for WIC TIP
- Apply prevailing IT standards, regulations, and guidelines applicable to software development
- Troubleshoot and carry out bug fixes, configuration management, patching, and upgrades
- Carry out production database change requests (known as PDCRs)
- Implement change requests to represent functional and technical adjustments
- Create working software through sprints
- Maintain a training environment for end users
- Accommodate backup and disaster recovery
- Conduct user acceptance testing
- Provide Tier 1 and Tier 2 help desk assistance
- Provide weekly and monthly status reports to FNS
- Update all necessary documentation
- Conduct performance reviews

