Computer Hardware Maintenance and Replacement

I.   Issues and errors with the VISION system and with scanner, signature pad, and card reader hardware should promptly be reported to the WIC Help Desk. Other computer hardware issues should be reported to county/local health department IT departments or State DTS as appropriate for the local agency.

II. All computers are the property of the local health department and are subject to local health department replacement cycles as long as they do not exceed 5 years. Card readers, scanners and signature pads will be replaced as needed by the State WIC Office.

    a. Monies are added to the local health department budgets annually that are to be used for technology maintenance and support.

    b. A line item is included in the local Monthly Expenditure Report that is provided to the Utah Department of Health. Technology maintenance and support costs are reported on this line.

    c. Inventory records of local agency property purchased with WIC funds are required to be maintained. See Equipment Inventory Policy document within this section.

III.   Minimum hardware requirements/specifications.

    a. Computers must be sufficient to operate the VISION computer system over the internet.

    b. Computers must use currently supported operating systems and be kept current with security updates.

IV.   Hardware not allowed. Apple computer products are not compatible with the VISION system and are not allowed.