Computer Hardware Maintenance and Replacement

I.   Issues and errors with the VISION system and with scanner, signature pad, and MICR printer 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 became property of the local health department on October 1, 2013 and are subject to local health department replacement cycles as long as they do not exceed 5 years. MICR Printers, Scanners and signature pads will continue to be replaced by the State WIC Office. MICR toner will continue to be ordered at the local health department and will continue to be a local operating expense.

   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 was added to 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 shall be 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.