

**MANAGEMENT INFORMATION SYSTEM (MIS) DIVISION
GOALS AND OBJECTIVES
SPFY 2020**

| GOAL: To improve the quality of WIC services by replacing the current Management Information System by transferring and implementing the selected system of the MIS Bid and eWIC. | | | |
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| OBJECTIVE 1: To implement new MIS Transfer and Implementation (T&I) following the implementation plan. | | | |
| SPECIFIC ACTIVITY OR TASK | RESPONSIBLE STAFF | STARTING-ENDING DATE MONTH/YEAR | COMMENTS |
| Procurement Activities | | | |
| a. Negotiate with winning bidder. | Procurement Office/PR WIC Program | October 4, 2019 | |
| b. Contract agreement. | Contract Administrator/Bidder | October 11, 2019 | |
| c. Submit contract to FNS. | PR WIC Program | October 11, 2019 | |
| d. Review and approval of contract by FNS. | FNS | December 6, 2019 | |
| e. Signature of contract. | Contract Office/Department of Health (DOH) | December 20, 2019 | |

| Initiate Project | | | |
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| a. Kickoff of contractors. | PR WIC Team, Contractors | 1/13/20- 1/24/20 | |
| b. Plan implementation. | PR WIC Team | 1/13/20- 4/17/20 | |
| c. Update and finalize Project Test Plan. | PR WIC Team, Contractors | 1/13/20- 2/21/20 | |
| d. Submit Test Plan to FNS. | PR WIC Team | 2/21/20- 2/21/20 | |
| e. Incorporate any changes of FNS's review to the Test Plan. | PR WIC Team, Contractors | 2/24/20- 4/17/20 | |
| Execute Implementation | | | |
| a. Implement MIS tasks. | PR WIC Team, Contractors | 1/27/20- 6/19/20 | |
| b. Conduct MIS analysis and design (non-eWIC). | PR WIC Team, Contractors | 1/27/20- 3/24/20 | |
| c. Conduct GAP analysis. | PR WIC Team, Contractors | 1/27/20- 2/21/20 | |
| d. Design system and approve changes. | PR WIC Team, Contractors | 2/24/20- 3/20/20 | |
| e. Confirm adequacy of Approved Product List (APL). | PR WIC Team, Contractors | 3/23/20- 3/24/20 | |

| Data Clean Up | | | |
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| a. Conduct data cleanup and conversion design. | PR WIC Team, Contractors | 1/27/20- 4/17/20 | |
| b. MIS RAD development and testing. | PR WIC Team, Contractors | 3/25/20- 6/19/20 | |

| OBJECTIVE 2: To implement eWIC following the implementation plan. | | | |
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| SPECIFIC ACTIVITY OR TASK | RESPONSIBLE STAFF | STARTING-ENDING DATE MONTH/YEAR | COMMENTS |
| Implement eWIC | PR WIC Team, GM/CDP Contractor | | |
| 1. Conduct eWIC analysis and design. | PR WIC Team, GM/CDP Contractor | 1/27/20- 3/20/20 | |
| 2. eWIC development and testing. | GM/CDP Contractor | 3/23/20- 4/24/20 | |
| Vendor Outreach | PR WIC Team, GM/CDP Contractor | 1/27/20- 3/6/20 | |
| 3. Enable hardware/ software infrastructure. | PRWIC Team, OIAT | 2/24/20- 6/19/20 | |
| Vendor Enablement | PR WIC Team, GM/CDP Contractor | 4/27/20- 9/17/21 | |
| 4. Conduct EBT/MIS interface testing. | PR WIC Team, GM/CDP Contractor | 5/25/20- 6/5/20 | |
| Conduct eWIC/MIS User Acceptance Test (UAT) | PR WIC Team, GM/CDP & MIS Contractor | 6/19/20- 11/6/20 | |

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| eWIC and MIS Vendor Onsite - Support of Integrated System UAT | PR WIC Team, GM/CDP & MIS Contractor | 6/22/20- 8/21/20 | |
| 5. Document initial UAT results for FNS's review. | QA Contractor | 8/24/20- 9/4/20 | |
| 6. Submit initial UAT results to FNS for review. | PRWIC Team | 9/7/20- 10/2/20 | |
| 7. Correct defects identified during UAT. | PRWIC Team, GM/CDP Contractor | 9/7/20- 9/11/20 | |
| 8. Conduct regression test. | PR WIC Team, GM/CDP Contractor | 9/14/20- 10/9/20 | |

| GOAL 2: To ensure maximum system availability by implementing redundancy in existing single points of failure. | | | |
|---|----------------------------|--|-----------------|
| OBJECTIVE: To implement redundant communications. | | | |
| SPECIFIC ACTIVITY OR TASK | RESPONSIBLE STAFF | STARTING-ENDING DATE MONTH/YEAR | COMMENTS |
| a. Acquire secondary communication services from clinics to primary and secondary sites. | WIC/OIAT System Contractor | Ongoing October 2019 – December 2019 | |
| b. Upgrade (or install, if different contractor) communications between primary and secondary sites. | WIC/OIAT System Contractor | October 2019 - February 2020 | |
| c. Configure clinics for load sharing. | WIC/OIAT System Contractor | March 2020 -September 2020 | |
| d. Upgrade storage for secondary sites. | WIC/OIAT System Contractor | March 2020 -September 2020 | |
| e. Implement replication for current system. | WIC/OIAT System Contractor | March 2020 -September 2020 | |
| f. Implement replication for new system. | WIC/OIAT System Contractor | March 2020 -September 2020 | |

GOAL 3: To improve current telecommunication and network infrastructures in order to ensure continuous connectivity and services to WIC participants.

OBJECTIVE: To acquire telecommunications and network hardware and services for the PR WIC State and Regional Offices and Local Clinics.

| SPECIFIC ACTIVITY OR TASK | RESPONSIBLE STAFF | STARTING-ENDING DATE MONTH/YEAR | COMMENTS |
|---|---|--|-----------------|
| a. Acquire new telecommunications and network equipment for the WIC clinics. | Purchasing Department, WIC IT staff, OIAT | September 2019-December 2019 | |
| b. Coordinate for the installation of the telecommunications and network equipment in the different facilities. | PRWIC Program | January 2020 | |
| c. Installation, configuration and testing of the new telecommunications system. | Telecommunications Provider, WIC IT personnel, OIAT, WIC IT Provider (GM) | February 2020-June 2020 | |

GOAL 4: To update all current servers and install (hardware and software) in the WIC clinics.

OBJECTIVE: To implement performance and efficiency for all servers.

| SPECIFIC ACTIVITY OR TASK | RESPONSIBLE STAFF | STARTING-ENDING DATE MONTH/YEAR | COMMENTS |
|---|---|--|-----------------|
| a. Acquire new servers for the WIC clinics. | Purchasing Department, WIC IT staff, OIAT | November 2019-February 2020 | |
| b. Coordination, installation and configuration of servers in WIC facilities. | OIAT and WIC IT staff, WIC IT current provider (GM) or new system contractor. | February 2020-September 2020 | |