



WIC Texas State Service Desk - Service Catalog

WIC Mosaic / TXIN Support
Support at WICClinics@HHS.Texas.Gov
Support at WICStateside.Helpdesk@HHS.Texas.Gov
WIC Call Center Support
Disaster Preparedness Recovery Support
Other Support

WIC Mosaic / TXIN Support

Client Disputes:

- Facilitates WIC EBT Client Dispute Resolution Process
- Assists VMO with Researching & Resolving Participant Redemption Issues
- Corrects Participant WIC EBT Card per EBT Client Dispute Resolution Form

Advanced Finds, Custom Dashboards and Reporting:

- Creates Advanced Finds & Custom Dashboards for WIC Directors & Clinic Staff
- Provides Power BI Level 1 Support
- Assists Clinic Staff with Locating Previous & Current Participant Records

Inventory Requests:

- Fulfills Inventory Requests from the WIC State Agency, WIC Directors & Clinic Staff
- Corrects Inventory Issues (i.e. Orders, Transfers, Quantities, Missing Data, etc.)

Mass Transfers:

- Facilitates & Schedules WIC Mass Transfer Process with Mosaic
- Assists with Transferring Participant Data & Active Inventory into Gaining Clinic
- Disables WIC Clinics in the Business Unit of TXIN

Hardware or Network Issues:

- Facilitates Resolution of Clinic Network Issues
- Troubleshoots & Resolves Issues with EBT Card Readers & Signature Pads
- Assists with Surface Go Tablets & Cradle-Point Routers

Support at WICClinics@HHS.Texas.Gov

Opening, Closing and Scheduling:

- Updates WIC Program and WIC State Agency of Clinic Openings & Clinic Closures (Temporary & Permanent)
- Updates WIC Program, WIC State Agency and WIC Website with Clinic Schedule Changes and Changes in Clinic Contact Information

Zip Code Locator:

- Updates the Zip Code Locator Which Feeds into TexasWIC.org for Clients Looking for the Closest WIC Clinic

Auditing:

- Assists Local Agencies with Providing Information for Internal & External Auditors

New, Broken or Missing Hardware:

- Reviews Local Agency Requests for IT Hardware & Services
- Informs WIC Program & WIC State Agency of Clinic Break-Ins or Equipment Theft
- Reports Loss of Hardware to HHSC IT Security & Asset Management

Acquire:

- Assist with Emergency rerouting

Support at WICStateside.Helpdesk@HHS.Texas.Gov

Software or Hardware Requests:

- Facilitates and Oversees Access to WIC-Specific Software Applications for State Employees
- Handles Miscellaneous Requests from WIC Program State Agency Staff
- Submits Tickets on Behalf of WIC Application Development

U.S. Department of Agriculture ("USDA"):

- Submits WIC Local Agency/Clinic Changes to the U.S. Department of Agriculture (USDA)

WIC Call Center Support

Phones:

- Maintains & Updates the WIC Phone Tree
- Supports Texas State Service Desk ("TSSD") & IRM/Policy (800-WIC-FOR-U & Policy) Callers

- Runs Reports for Automated Call Distribution ("ACD") System
- Assists with Troubleshooting Plantronics Headsets
- Assists with Avaya Automated Call Center System
- Updates Phone Messages for WIC Call Center Closures
- Assists with Verint Call Recording System
- Assists with Cisco VoIP Phone System

Disaster Preparedness & Recovery Support

Communication:

- Maintains Emergency Contact Information for Local Agencies
- Notifies WIC Program & WIC State Agency when Clinics are Affected by a Disaster

Hardware (Printers, Computers, Laptops & Tablets):

- Maintains Warehouse of Hardware to be Deployed in Response to a Disaster
- Configures & Ships Hardware to Clinics Affected by a Disaster

Other Support

Compliance Buys:

- Creates and Issues Benefits for Office of the Inspector General ("OIG") Used for Vendor Inspection & Compliance Buying

Sandbox Access:

- Manages Business Units & Security Roles in UAT-Sandbox

Acquire:

- Provides Technical Assistance for Acquire

TXIN New Hire Training:

- Aids TXIN Trainers in New Hire Training Classes

TXIN Advance Training:

- Aids Clinic Staff with Advanced Technical Questions About TXIN

Qualtrics:

- Create and manage user profiles, groups and teams

WIC Staff Apps:

- Create and manage user profiles for viewing reports, ordering breast pump supplies and prenatal bags