

# Management Information System (MIS) Performance

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Many factors can impact MIS Performance: Networks, Hardware, and Software. The following are some suggestions to consider that could possibly improve the system performance.

## What can Local Agencies do?

### Networks

- Assess your network connectivity.
  - Contact your local IT staff for assistance in determining network congestion.
  - If WIC has a dedicated Internet service, contact local Internet Service Provider (ISP) for network support.
- Perform speed tests for upload and download information (<https://www.speedtest.net/>)

### Hardware

- Review inventory to ensure the local agency does not have out-of-date State-owned models, such as HP laptops. Contact the MN WIC Help Desk to receive a replacement.
- If using local-owned computers, compare specifications to State-provided computer specifications. Refer to [Network and New Site Preparation \(https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/siteprep.pdf\)](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/siteprep.pdf).

### Software

- Assess what other programs/applications may be running simultaneously,
- Ensure that all system updates are being applied. (Malware/viruses can affect system performance.)

## What can/does MDH WIC do?

### On-Going

- Assess impact to performance during design of any future enhancements and prior to development.
- Require contractor to identify and implement any improvements in performance during software development for specific enhancements or defect fixes.
- Perform benchmarking to assess performance impact as part of UAT for any software release.
- Monitor performance of the centralized servers to ensure there are adequate resources and bandwidth.

### Long Term

- Code improvements, system redesign, and architectural changes to improve system performance are priorities being incorporated into the SPIRIT Web (WINNIE) browser-based system currently in development.
- This is a major, multi-year project that is expected to be completed by the end of CY2022.

*Minnesota Department of Health - WIC Program 85 E 7<sup>th</sup> Place, PO BOX 64882, ST PAUL MN 55164-0882; 651-201-4404, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); To obtain this information in a different format, call: 651-201-4404*