



North Carolina Department of Health and Human Services

Pat McCrory
Governor

January 28, 2013

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Dear Employees,

I am very pleased to announce that I have selected Joseph Cooper Jr. as Chief Information Officer for the North Carolina Department of Health and Human Services (DHHS). This is a new position in our department, which I hope you will recognize as an indication of the critical importance of information technology in DHHS and across state government. By realigning and consolidating DHHS IT services and operations under the CIO, we can make better use of our staff and resources across the department and create a more cohesive approach to IT projects and initiatives.

Mr. Cooper brings to his new role extensive experience as a technology executive who has managed large, interconnected systems and projects. Since 2009, he has been senior vice president for technology and operations with RBC in Raleigh. Previously, he served First Citizens in Raleigh for 15 years as executive vice president and chief information officer. He also worked 17 years for Bank of America in Charlotte in technology management positions.

Without adequate, up-to-date technology, DHHS can neither capably nor efficiently serve the millions of North Carolinians who rely on us. One of Mr. Cooper's primary tasks will be to evaluate the technological needs across DHHS with a strong emphasis on customer service. He also will be part of a cross-departmental team that is working to strengthen IT across all of state government.

At the same time we assess our hardware and software needs, we want to acknowledge the work of our current IT staff. I will also ask Mr. Cooper to look at ways we can provide opportunities for professional growth as we strengthen our IT workforce. As the Governor said in his remarks to staff this morning, we have a lot of work to do and it will take all of us to do it.

Mr. Cooper will start full time in early February and will be working closely with our IT leadership. I look forward to his arrival and to working with him and with you as we strive to build a more effective and efficient IT operation for DHHS.

Sincerely,

A handwritten signature in dark ink, appearing to read "Aldona Wos", written over a horizontal line.

Aldona Wos, M.D.
Secretary

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