



North Carolina Department of Health and Human Services
Division of Social Services

Pat McCrory
Governor

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

Wayne E. Black
Division Director

November 20, 2014

Dear County Directors of Social Services

ATTENTION: County Information Security Officers
County Information System Support Staff

SUBJECT: Microsoft Windows XP Remediation

This letter serves to remind counties that Microsoft Corporation ended Technical Support for the Windows XP operating system on April 8, 2014. As described on the [Microsoft Windows website](#):

“An unsupported version of Windows will no longer receive software updates from Windows Update. These include security updates that can help protect your PC from harmful viruses, spyware, and other malicious software, which can steal your personal information. Windows Update also installs the latest software updates to improve the reliability of Windows—new drivers for your hardware and more.”

Although computers running Windows XP will continue to operate, they constitute a security risk which will get more severe as time goes by.

More to the point, Federal and State regulations require users of information systems and those accessing Federal data (such as IRS data) to maintain up-to-date, secure operating systems with the latest security patches installed. Failure to comply with these regulations can lead to non-compliance findings, corrective action plans and even loss of access to vital information necessary to administer service and benefit programs.

During a recent preparatory conference for an upcoming IRS Security Review, one County DSS was required to develop a plan within 90 days to replace end-of-life software and it was requested the Department of Health and Human Services provide an update to IRS concerning discontinued use of end-of-life software (such as Windows XP) in County Departments of Social Services by July 30, 2015.

Counties that have not done so already should formulate a remediation plan and replace all end-of-life-cycle software, such as Windows XP, as soon as possible. Upgrading to a more current operating system such as Windows 7 or later versions may also require replacement of hardware if your current machines are of “advanced” age.

If you have any questions about this subject, please do not hesitate to contact me at Hank.Bowers@dhhs.nc.gov or by calling me at 919-527-6265.

www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-733-3055 • Fax 919-334-1018

Location: 820 South Boylan Avenue • Raleigh, NC 27603
Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401
An Equal Opportunity / Affirmative Action Employer



Sincerely,

A handwritten signature in black ink that reads "Hank Bowers". The signature is written in a cursive, flowing style.

Hank Bowers, Chief
Performance Management/Reporting and
Evaluation Management Section

DCDL PM-REM-07-2014

Cc: Wayne Black
Jack Rogers
Pyreddy Reddy