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OBJECTIVE

Aligning people, process and technology with business objectives ®

RESPONSIBILITY

Develop and lead a technology team to appreciate the objectives of the business and build a best practice IT infrastructure and support environment

LEADERSHIP

Provide leadership to implement IT Best Practices:

- IT Governance Structures and Strategic Planning are in place
- Business Strategies are internalized to achieve IT alignment
- IT Portfolio Management provides the basis for IT investment decisions
- Resources are balanced across support and development projects
- Project Management controls affect all major projects
- An enterprise view of IT risk is maintained and managed
- Disaster Recovery, Business Continuation Planning, Privacy and Security are institutionalized activities

PROFESSIONAL EXPERIENCE

INTERIM CIOs

President and CEO

2000 to Present

Interim CIO and trusted advisor to CEOs, COOs and Boards of Directors to assess IT environments, review options, develop IT Strategic Plans, and lead enterprise-wide Change Management projects.

Sample Engagements:

Gorman Health Group is a leading Business Consulting company specializing in Federal Health programs and CMS regulatory compliance. Medicare related projects include:

- Provide interim CIO services to GHG clients, including the design of a Virtual Office infrastructure for a start-up Managed Care Organization offering Medicare coverage to institutionalized seniors
- Provide IT architectural strategy, guidance and systems integration services to support the development of a startup Special Needs Plan (SNP)
- Design and utilize technology solutions to perform Medicare enrollment, eligibility, and Prescription Drug Event (PDE) reconciliation for multiple Blue Cross & Blue Shield Health Plans
- Led Business Process Reengineering (BPR) efforts in Medicare Health Plans (MAPD) to support CMS compliance and best practice enrollment operations

Belair Excavating is in the Site-Work Construction business. As interim CIO, completed an assessment of current IT operations and developed an IT plan to support their anticipated growth. Deliverables from the engagement with Belair included the establishment of an IT Steering Committee, the development of an IT Strategic Plan, and IT Best Practice Guidelines.

CHS Cooperatives is a producer-to-consumer cooperative owned by farmers, ranchers and local co-ops. Deliverables from the engagement included:

- Established an IT Steering Committee with a formalized process to present and prioritize business integration projects
- Designed an Enterprise Application Integration (EAI) strategic platform to support internal and external data communication and systems integration
- Designed a Shared Services architecture for centralized IT Infrastructure and Human Resource services
- Published IT Strategic Plans for four operating groups and an IT Strategic Plan for the Grain & Foods division
- Outlined a Disaster Recovery / Business Continuation Plan for the enterprise

rClient is a Professional Services organization managing strategic initiatives for their clients from beginning to end. Mr. Clark was interim CIO and Director of Consulting Services for rClient, LLC. Jim's role within rClient was to provide executive leadership and strategy in the consulting services practice and design technology solutions in Shared Services environments.

CRANESPHARMACY.COM

Chief Information Officer (CIO)

1999 to 2000

Responsible for IT leadership and strategy to support the cranespharmacy.com business model of designing, building and hosting private label e-pharmacy sites on the Internet. The IT challenge was to define an application framework that would support multiple clients and design a technical infrastructure that would provide integrity, security and scalability for clients and consumers. The first client site was soft launched on the Internet in June 2000.

UNITED HEALTHCARE

VP, COO, Allina/Medica Services Contract

1996 to 1999

Responsible for the outsourcing agreement between UHC and the Allina Health System to provide billing, enrollment, claims processing, underwriting, accounting and information systems to support the Medica Health Plan, a \$1 billion, 1 million member managed care organization. Mr. Clark led both sides of the Shared Services agreement as COO for UHC and interim CIO for Medica, managing an annual UHC budget of \$80 million.

VP, Business Information Systems / Regional CIO 1994 to 1999

Combined business analysts, testers and trainers from UHC business units with 150+ technical IT employees to form a 230 employee IT organization focused on designing, developing and supporting health plan information systems.

TECHNALYSIS / Compuware

Vice President, Professional Services / Corporate Officer 1972 to 1994

Responsible for Sales, Marketing, Human Resources and Branch Office Operations of Technalysis' Professional Services Division. Included profit and loss responsibility for four Branch offices and 275 employees.

NORTHWESTERN NATIONAL LIFE / ING ReliaStar

Business Analyst 1967 to 1972

Programmer, Analyst, and Senior Systems Analyst for the Actuarial Department of NWNL.

EDUCATION

North Dakota State University, Fargo, ND 1962 to 1967
Bachelor of Science, Mathematics

CERTIFICATIONS

CDP Certification in Data Processing from DPMA/AITP/ICCP
ATM Able Toastmaster recognition from Toastmasters International

SECURITY CLEARANCE

Secret clearance from DISCO - Columbus, Ohio

COMMUNITY INVOLVEMENT

Past President, Association of Information Technology Professionals (AITP)
Board of Advisors, Benchmark QA
Board of Advisors, Advanced Prevention Technologies
Board of Advisors, PRC Consulting, Inc
Technical Advisory Committee, Dunwoody Institute, College of Technology
Technical Advisory Committee, Capella University, School of Technology
Minnesota High Tech Association (MHTA) member
Healthcare Information and Management Systems Society (HIMSS) member
America's Health Insurance Plans (AHIP) member