

# ARMAil

Central New York

Vol. 9 No. 2

November 1999

## AF to offer records tools government-wide

by Elana Varon

The Air Force soon plans to add electronic records management (ERM) software from three vendors to a government-wide software and services contract and is reviewing whether to choose one product for service-wide deployment.

The addition to the Air Force's *Integrated Computer-Aided Software Engineering* (I-CASE) contract, held by Logicon Inc., would offer federal agencies the first broad-based vehicle from which to purchase a package of ERM software, training, integration and other support services. Having such a contract in place could make it easier for agencies to install these systems, which officials complain are hard to integrate with existing applications and require extensive training.

"There's definitely a need for some vehicles out there," said Charley Barth, leading-edge services manager under

the Navy's chief information officer. Although the products, from Provenance Systems Inc., Tower Software Corp. and PSSoftware Solutions Ltd., are available on the General Services Administration Schedule, I-CASE would offer pre-negotiated discounts on licenses. Being able to buy a set of services as well "would definitely be a draw," he said.

Meanwhile, the Air Force could become the first agency to commit to an extensive installation of a single ERM application, which would pave the way for a DOD-wide license potentially covering 365,000 users.

All Defense agencies and offices are required to deploy electronic recordkeeping software by this fall, but so far installations have been limited to a few users. Civilian agencies, with no such mandate, have been piloting ERM software, and none have chosen to adopt it agency-wide.

"You can't force people to buy things if they can't afford it," said Burt Newlin, a computer specialist who is in charge of the DOD Records Management Program. However, he said, "we're trying to get things moving" by getting ERM products on a contract in time for DOD agencies to use year-end funds to buy them.

The Air Force Communications and Information Center, which is in charge of the Air Force's records management

---

*All Defense agencies and offices are required to deploy electronic recordkeeping software by this fall, but so far installations have been limited to a few users.*

---

strategy, is studying whether a service-wide deployment of a single package makes sense and how such a deployment would be funded, said Toy Robinson, who is in charge of procurement for the Air Force Standard Systems Group, Gunter Air Force Base, Alabama.

John Paul Deley, records officer with the Federal Trade Commission, noted that none of the ERM products on the market offer complete solutions, and agencies need funding and records management policies in place to be able to use them.

"These [products] are hammers," he said. "They're not going to build the house any faster. We still need to know how to use the hammers." ♦

*Reprinted from Federal Computer Weekly, 6/28/99.*

---

### Inside

- 2 President's Message:  
*Education is a two-way street*
  - 2 An Awesome Web Site
  - 2 CNY Chapter Goes Electronic
  - 3 History: We're Losing It
  - 4 Meeting in Review
  - 4 Chapter Calendar for 1999-2000
  - 5 ICRM Examination Schedule
  - 5 Treasurer's Report
-



Message from the President

by Martha Westbrook

## Education is a two-way street

While Central New York ARMA does its best to present programs that will educate and inform our members, our members must do their part to make sure they partake of the opportunities we provide. Our meeting in September was a resounding success, with a presentation by **John Jessen**, CEO of Electronic Evidence Discovery, Inc. Mr. Jessen is a nationally renowned speaker who is a frequent presenter at the ARMA annual conference, as well as presenting at many of the larger ARMA chapters throughout the year. Sharing his insight with us regarding the use of e-mail and electronic records in litigation and in the larger scheme of information management programs, Mr. Jessen armed us all with ammunition which will help us get support for our records management programs.

This month we are proud to have **Terry Good**, the records manager for the White House, speak to our Chapter, along with **Paul Singleton**, our Region Director. This is your opportunity to hear from a very interesting and non-political perspective the state of records management within one of our unique governmental institutions. In addition,

learn where ARMA is headed, and what it will take both from headquarters and from members to get there. ARMA has made many changes over the past year, and is responding in a much more efficient manner to member needs.

**The bottom line is that we are presenting the programs; all you have to do is make sure that you ATTEND!** Education is a two-way street and the value of education cannot be underestimated. Knowing that not everyone can make it to the annual conference, the board has been determined to bring national level speakers to our chapter. Let the board know that their efforts are appreciated and that you appreciate the hard work that goes into getting informative speakers to present to our chapter.

This month, make the effort to attend the ARMA meeting. It is centrally located, will prove to be interesting and informative, and will be well worth the effort. Once you attend, you may even be interested in getting more involved. Give it a chance and *you will see that you get from your ARMA membership what you give to the chapter.* ♦

## An Awesome Internet Site

<http://home.earthlink.net/~survivoraz/infomgmt/instruc.htm>

Do you wonder where to start when looking for Records & Information Management (RIM) assistance? Are you a one-person RIM Department? Are you interested in professional development and maybe even becoming a CRM? For all of this and a whole lot more, do we have a website for YOU!! Point your browser to the address shown above for a truly terrific site.

This site has been developed by a RECMGMT listserv member, Alan S. Zaben, who proudly announces in his signature line that he is "A Cancer Survivor" and that "Cancer may have robbed me of that blissful ignorance that once led me to believe that tomorrow stretched forever. In exchange I've been granted the wisdom to see each today as something special, a gift to be used wisely and fully. Nothing can take that away. Hopes and dreams reign where cancer cannot go."

We thank you, Alan. ♦

## CNY Chapter goes electronic

[sumweb.syr.edu/archives/cnyarma/](http://sumweb.syr.edu/archives/cnyarma/)

Thanks to the generosity of one of our members, CNY ARMA now has a presence on the Internet. Ed Galvin, Archivist and Records Manager at Syracuse University, has created and is hosting our web site on his server at SU. Take a look!

### A Chapter LISTSERV, too!

The Chapter also has a member's LISTSERV to be used solely for information/comments/questions about CNY ARMA. Only members of the CNY Chapter of ARMA can belong to this list. To join, send an e-mail to Ed Galvin (our LISTSERV manager) at <elgalvin@syr.edu>.



## History: We're Losing It

*They told us digital data would last forever. They lied.  
How do we save the past before it all disappears?*

*by Arlyn Tobias Gajilan  
From July 12, 1999 Newsweek*

First-time parents Michele and Steve Brigham of New York can't imagine life without their 6-year-old daughter, Courtney — or the family camcorder and camera. Like millions of other parents, the Brighams have videotaped and photographed their daughter's first breaths, first steps, first birthday and dozens of other events in a rapidly growing library of more than 1,800 minutes of videotape and 3,000 photographs. "It may seem excessive," admits Michele. "But I think Courtney will appreciate it all when she grows up." Unfortunately, she might have nothing to look at. By the time Courtney turns 30, sunlight may have faded most of her color childhood photos, and in the off chance that the tiny VHS-C videotapes featuring her many firsts survive decades of heat and humidity, there probably won't be a machine to play them back on.

Home videos and snapshots aren't all that are at risk. Librarians and archivists warn we're losing vast amounts of important scientific and historical material because of disintegration or obsolescence. Already gone is up to 20 percent of the data collected on Jet Propulsion Laboratory computers during NASA's 1976 Viking mission to Mars. Also at risk are 4,000 reels of census data stored in a format so obscure that archivists doubt they'll be able to recover it. By next year, 75 percent of federal government records will be in electronic form, and no one is sure how much of it will be readable in as little as 10 years. "The more technologically advanced we get, the more fragile we become," says Abby Smith of the Council on Library and Information Resources.

For years, computer scientists said the ones and zeros of digital data would stick around forever. They were wrong. Tests by the National Media Lab, a Minnesota-based government and

industry consortium, found that magnetic tapes might last only a decade, depending on storage conditions. The fate of floppy disks, videotape and hard drives is just as bleak. Even the CD-ROM, once touted as indestructible, is proving vulnerable to stray magnetic fields, oxidation, humidity, and material decay. The fragility of electronic media isn't the only problem. Much of the hardware and software configurations needed to tease intelligible information from preserved disks and tapes are disappearing in the name of progress. "Technology is moving too quickly," says Charlie Mayn, who runs the Special Media Preservation lab at the National Archives.

He speaks from experience. In the 1980s, the Archives transferred some 200,000 documents and images onto optical disks, which are in danger of becoming indecipherable because the system archivists used is no longer on the market. "Any technology can go the way of eight-track and Betamax," says Smith, whose own dissertation is trapped on an obsolete 5-inch floppy. "Information doesn't have much of a chance, unless you keep a museum of tape players and PCs around." That may not be such a farfetched idea. Mayn's temperature-controlled lab in the bowels of the National Archives

houses many machines once used to record history. In one room, archivists are resurrecting the 1948 whistle-stop oratory of President Harry Truman; the give-'em-hell speeches were recorded on spools of thin steel wire, an ancestor of reel-to-reel tape recordings. Though some of the wires have rusted and snap during playback, Mayn and his team are busy "migrating," or transferring, what they're able to recover onto more stable modern media.

Unfortunately, migration isn't a perfect solution. "Sometimes not all the data makes the trip," says Smith. Recently the Food and Drug Administration said that some pharmaceutical companies were finding errors as they transferred drug-testing data from Unix to Windows NT operating systems. In some instances, the errors resulted in blood-pressure numbers that were randomly off by up to eight digits.

So what's to be done? "That's a question no one really has an answer for," says Smith. A good way to start is to separate the inconsequential from the historic, and save on simple formats. Making those decisions won't be easy, especially for families like the Brighams, who continue to roll video on their young daughter. "We don't want to miss anything," says Michele. Unfortunately, they may have to. ♦

# MemberQuest

Sponsored by  
**Canon**

**1999–2000 OFFICERS & DIRECTORS  
CENTRAL NEW YORK CHAPTER**

**PRESIDENT**

Martha Westbrook ..... 607-797-7333  
*Rogers Service Group*

**VICE PRESIDENTS**

Ed Galvin ..... 315-443-9760  
*Syracuse University*  
Mary Ann Hess ..... 607-758-2246

**SECRETARY**

Laura Davidson ..... 315-479-5561  
*Henderson-Johnson Co., Inc.*

**TREASURER**

Linda Humphries ..... 315-738-5009  
*The Savings Bank of Utica*

**BOARD OF DIRECTORS**

JD Albro ..... 315-463-6790  
*Iron Mountain Records Management*

Carol Compton ..... 315-432-2842  
*Bristol-Myers Squibb*

Suzanne Etherington ..... 607-721-8428  
*NYSARA*

Steve Goodfellow ..... 315-682-1188  
*Access Systems, Inc.*

Deanne Gugger ..... 315-432-0591  
*Image Max*

Dianne Liuzzi Hagan ..... 315-432-3804  
*Carrier Corporation*

Marcia Hagan ..... 315-428-6215  
*Niagara Mohawk Power Corporation*

Eileen Keating ..... 607-255-3530  
*Cornell University, Rare & Manuscript Division*

Jackie Lewis ..... 315-866-2920  
*Herkimer Area Resource Center*

Ed MacKenzie II ..... 315-797-5800  
*Harza Northeast*

Susan MacLeod, CRM ..... 315-437-6100  
*O'Brien & Gere Resource Center*

Carla McDonald ..... 315-435-8400  
*Onondaga County Dept. Social Services*

Holly Murphy, CRM ..... 315-428-5663  
*Niagara Mohawk Power Corporation  
(immediate past president)*

Chris Smith ..... 315-461-2061  
*Agway, Inc.*

**NORTHEAST REGION DIRECTOR**

Paul Singleton ..... 617-951-8402

*Meeting in Review*

# The Use of Electronic Data in Litigation and Its Impact on the Organization

by Laura Davidson

*Speaker — John Jessen, Electronic Evidence Discovery Inc., the nation's leading provider of electronic evidence litigation services to law firms and corporations.*

Our September kick-off meeting was held on September 14, 1999 at the Turning Stone Casino. Amid the glitz, glitter, and clanking of coins, our members and their guests enjoyed listening to our speaker, John Jessen.

Electronic Discovery has become an issue due to both lawyers and regulatory agencies targeting electronic data. Federal and State laws and rules are changing to adapt to new technologies, and computers have become so commonplace that most lawsuits involve discovery of computer-stored information. Electronic evidence is created instantly in the form of e-mail, voice mail, spreadsheets and databases, to name a few. Huge repositories of electronic data exist due to routine data backups which are saved, and then users are unwilling to destroy the data.

Electronic data is always the most authentic and effective evidence because computer files contain information that paper printouts cannot, information such as creation and access dates, versioning, and usage statistics. Many computer users are unaware that data that is thought to be deleted or lost is often still accessible. John points out that simply the threat of conducting proper electronic discovery is a powerful new negotiating tool.

What can be done? You must prepare in advance. That means conducting risk assessments, integrating electronic data into records programs, lowering your risks, and implementing a litigation response plan.

We were happy to have John as a guest speaker, and enjoyed the day. ♦

## ARMA CNY Events 1999–2000

*For your Calendar!*

- November 18** — **Records Management at the White House and ARMA Northeast Region Director Paul Singleton**  
The Empire Room, NYS Fairgrounds, Syracuse,  
11:30 a.m.–2:30 p.m.
- February 8** — **E-mail and Internet Panel Discussion**  
Carousel Center Skydeck, Syracuse, 11:30 a.m.–3:30 p.m.
- April 4** — **Bus Trip to Corning Inc.;** Overview of Corning's Records Center, Library of the Future, and Knowledge Management Program; Tour of Glass Center  
7:45 a.m. – 6:00 p.m.
- June 13** — **Researching the Past**  
1890 House, Cortland, 11:30 a.m. – 3:30 p.m.



# ICRM Examination Schedule

In an effort to improve the response time to candidates after their exams, the ICRM Board voted to move the exam dates up two weeks. By giving the exams during the first week of May and November, instead of the third week, the Board feels they should be able to avoid some of the delays caused by mailing during holidays and computer-grading exams too close to finals at the university used to grade these exams. These date moves do not change any of the application deadlines. The change in dates was effective for the exams beginning in May 1999.

## Fall 1999

Original Application Due ..... July 1, 1999  
 Supplemental Application Due ..... September 1, 1999  
 Examination Dates ..... November 4-5, 1999

## Spring 2000

Original Application Due ..... January 1, 2000  
 Supplemental Application Due ..... March 1, 2000  
 Examination Dates ..... May 4-5, 2000

## Disclaimer Notice

ARMAil is published at least five times during the fiscal year. Readership includes members of the Central New York Chapter of ARMA International, as well as interested records and information management professionals in the central New York area. The information contained in this newsletter does not necessarily reflect the views of the membership or the editor, nor is there any endorsement of advertisements or published seminar information. This newsletter is offered only as a source of information.

## Newsletter Editor:

Susan D. MacLeod, CRM  
 O'Brien & Gere Resource Center  
 5000 Brittonfield Parkway  
 East Syracuse, NY 13057  
 E-Mail: MacLeoSD@obg.com

Deadline for next issue:  
 December 28, 1999



Printed on recycled paper.  
 Typesetting and design by  
 Impress Publications, Tully, New York.  
 Phone: (315) 696-5895;  
 Fax: (315) 696-5843;  
 e-mail: asmith@dreamscape.com

## Advertising

By sponsoring one of our five meetings this year, your company will also receive advertising space in **ARMAil**. You will reach practicing Records and Information Managers who are interested in your products and services in two different ways. At the meeting you will be given five minutes to speak about your company. The following are the advertising rates for the 1999-2000 fiscal year:

Full sponsorship with full page ad	\$300
Co-sponsorship with 1/2 page ad	\$150

To sponsor a meeting and advertise in **ARMAil**, please contact:

JD Albro  
 Iron Mountain  
 220 Wavel Street  
 Syracuse, NY 13206  
 Phone: (315) 463-6790  
 Fax: (315) 463-6919

## Contributions

Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not deductible as charitable contributions for Federal Income Tax purposes.

# Treasurer's Report

October 4, 1999

Submitted by Linda M. Humphries, Treasurer

Balance forward from 8/3/99 ..... \$3,767.93

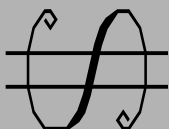
### INCOME

Bank Interest ..... 4.98  
 Meeting Sponsor ..... 1,600.00  
 Escrow ..... 140.00  
 Meeting Revenue ..... 1,180.00  
 TOTAL INCOME ..... \$2,924.98

### EXPENSES

Newsletter/mailings ..... 702.86  
 Bank Service Charge ..... 15.75  
 Speaker rm (Turning Stone) ..... 85.00  
 Speaker honorarium / travel ..... 2,494.19  
 Deposit for Coach to Corning ..... 50.00  
 Deposit on Carousel 2/8/2000 ..... 150.00  
 Deposit on NYS Fairgrounds ..... 200.00  
 Supplies / name badges ..... 26.68  
 9/14/99 Lunch/Turning Stone ..... 703.52  
 TOTAL EXPENSES ..... (\$4,428.00)

New Balance ..... \$2,264.91





Central New York Chapter, ARMA International  
c/o Susan D. MacLeod, CRM  
O'Brien & Gere Resource Center  
5000 Brittonfield Parkway  
East Syracuse, NY 13057

## Solutions To Business Problems

- COM-AFP, Metacode, Image Archive Microfiche
- COLD Systems - CD-Rom or Optical Disc • CD-Rom One-off Production
- Custom CD-Rom Application Development • Document Imaging Systems
- Data and Media Conversion Services



*Since 1980...*

### *Benefits to Partnering with CSM:*

- Flexible approach to problem solving
- Leader in data management, storage and retrieval solutions
- State of the art technology
- Improved service to your customers
- Reduction of paper costs
- Increased efficiency of your staff
- Increased bottom-line profitability
- Guaranteed quality

*...over 120 Leading Companies*

*24 hour courier service and direct line data transmission are available*



**COMPUTER AND SOURCE MICROFILMING, INC.**

145 Midler Park Drive, Syracuse, NY 13206

**1-800-875-1CSM**

(315)437-0542

(315)437-1728 FAX