CNY ARMA Newsletter March 2012

Mother nature skipped winter this year and now it appears she may skip spring and go straight into summer. I'm OK with that!

The weather is heating up and with it the activities of the Central New York ARMA chapter. We have a hot spring planned with a new and improved website and two great educational events at some new venues.

Our new website is not complete, but it already has some great new features. You can now register for our education events online and pay for them too! If you're like me, you live on plastic, and now you don't have to worry about forgetting to bring cash or your checkbook to the event! We'll be adding some great new features soon, like a members only section with exclusive content for chapter members.

We have two great spring events planned!

If you regularly read *Information Management*, ARMA's

Quick Links

Central New York ARMA

professional journal, you'll recognize the name, Bruce Dearstyne. Bruce writes regularly for *Information Management* and has been a well known and well respected member of the RIM profession for decades. We're lucky to have Bruce residing in the CNY ARMA region. On April 19, 2012 he'll present, *RIM's Turbulent Future: Challenges, Threats, Opportunities,* in Albany.

I bet ediscovery is one of your biggest challenges as a RIM professional. If so, you really need to join us on June 14 in Syracuse for a great presentation by Elliot Goldman of Index Engines who will explain the challenges of ediscovery and demonstrate some tools that can help you.

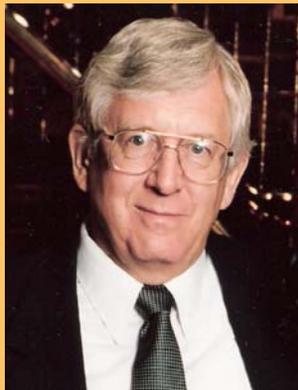We have a productive Spring ahead of us and I hope to see you at one of our events.

Dave Lowry
Chapter President

APRIL IS NATIONAL RIM MONTH!

April is RIM Month and it's just around the corner so be sure to check out the Promote RIM page at www.arma.org/promoterim You will find all the materials you need to help show everyone in your organization how important information governance is to your business. New features include: this year's poster, a new exciting blog, and information on ARMA International's RIM awareness campaign and tools for you to promote information governance to your company!

RIM's Turbulent Future: Challenges, Threats, Opportunities
Bruce Dearstyne

Records and information management (RIM) professionals work in institutions that are buffeted by unpredictable, volatile, constant change. CEOs' expectations for information programs are unsettled, information technology is constantly evolving, the legal context keeps shifting, the ways users create and access information are impacted by mobile devices and social technologies. On top of everything else, the recession imposes severe fiscal constraints on our programs. This discussion will focus on underlying issues and trends and suggest how we can transform challenges into opportunities.

Dr. Bruce W. Dearstyne is a frequent contributor to ARMA's journal, Information Management, and the author of a

management book for information professionals published by ARMA, Managing Records and Information Programs: Principles, Techniques and Tools (2009). He is also the author of a number of other books and articles. Bruce teaches graduate courses in strategic information management, project management, and management of information programs as an Adjunct Professor at the College of Information Studies, University of Maryland, where he was a professor for several years. Prior to that he was a program director at the New York State Archives.

Thanks to our sponsor for this event, the School of Library and Information Science at San Jose State University!

(Please click on their logo on the right and visit their website)

Italian-American Community Center   .

257 Washington Avenue Extention
Albany, NY 12205
April 19, 2012

Registration: 11:30am

Lunch: 12:00pm
Presentation: 12:30pm - 2:00pm

How to Register

Contact: Jackie Lewis

Where & When

(315) 574-7525
jlewis@herkimerarc.org

$25.00 - Members
$30.00 - Non-Members
$15.00 - Students

Directions to the Italian-American Community Center

From the West.

Take I-90 East to exit 24. Once through the toll booths continue on I-90 east a short distance to Exit 2, Washington Ave. Make a right at the exit and continue straight onto Washington Ave. Ext. The community center is about 1.5 miles down on the right past the Crossgates Mall entrance.

From the North.

Take I-87 South to the Crossgates Mall Road exit. Turn right. You'll see a sign that says Washington Ave. Ext. West on your right. Make a slight right here. You'll travel around the mall access road about a mile and you'll see another sign for

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Washington Ave. Ext. Make a left here to merge onto Washington Ave. Ext. and you'll see the Community Center on your right.

From the South.

Take I-87 north to exit 24. Once through the toll booths continue on I-90 east a short distance to Exit 2, Washington Ave. Make a right at the exit and continue straight onto Washington Ave. Ext. The Community Center is about 1.5 miles down on the right past the Crossgates Mall entrance.

From the East.

Take I-90 West to Exit 2, Fuller Road. Make a left on Fuller Road then a Right onto Washington Ave. Ext. The Community Center is about 1.5 miles down on the right past the entrance to the Crossgates Mall.

eDiscovery and Managing Your Data
Elliot Goldman

Save the Date: June 14
Syracuse, NY

Session Description

Hoarding data is running rampant in organizations; adhering to the "save everything" policy when it comes to sensitive user data is not a best practice. This data has become a liability as it contains sensitive content and valuable intellectual property. It must be managed and the risk controlled.

The key challenge in managing corporate data assets is dealing with the volume and the complexity of the data. Access to this data is challenging enough, but when the volume reaches hundreds of terabytes or even petabytes, it becomes overwhelming. In this presentation learn how you can use technology to manage your liability, reduce costs, streamline operations and stop the hoarding. All attendees will receive an ILTA white paper on this topic called "Warning: Hoard Data at Your Own Risk."

About the Speaker:

Elliott Goldman consults with Fortune 2000 organizations providing them information management solutions that support compliance and governance requirements. Elliott's mix of technology experience, with certifications from EMC, Dell, Cisco, and business knowledge allows him to work with clients to solve complex challenges in an ever changing IT environment. Before joining Index Engines Elliott worked for

CRM Corner

Spring 2012: Parts 1-5, May 7-11, 2012| Part 6, May 17, 2012 Registration Open: February 24, 2012 - May 3, 2012

Summer 2012: Parts 1-5, August 6-10, 2011 | Part 6, August 16, 2012. Registration Open: May 25, 2011 - August 2, 2012

Study Group Wiki

The San Antonio chapter has a wiki that mainly serves as a convenient place to collect and display study notes from the previous CRM study sessions. It is open to all and free of charge. Create an account at www.icrmstudygroupsa.wikis aces.com Your feedback on this site is always welcomed.

UPCOMING ANNUAL CONFERENCES & EXPO

Sept. 23 - 26, 2012 Chicago, IL

Northeast Regional Leadership Training

June 6-8, 2012

GreenPages in the New England area, focusing on virtualization, storage and IT managed services.

Registration will open May 1. More information to follow.

Many thanks to our sponsor Index Engines. Please click on their logo on the right and visit their website.

SUPPORT YOUR LOCAL CHAPTER - Join up Today!

Local chapters have long been the heart and soul of ARMA International. They give ARMA its personal face and add a local flavor to the organization. To get the most out of your ARMA membership you really need to join a local chapter and make an effort to get involved. If you're shelling out $175 to join ARMA International why not pay an extra $40 for the best part of your membership? You'll enjoy many added benefits such as:

- bringing first class RIM education to your backyard. You can't always make it to the International conference but CNY ARMA brings you top notch speakers and educators right here to upstate New York. We've brought you and will bring you such renowned RIM educators as Bill Saffady, Bruce Dearstyne, David Stephens, and Greg Hunter. If there's no local chapter, there's no one to bring you such great speakers.

- saving money on training. Starting in June chapter members will receive a $10 discount on all educational events. If you attend all four annual events you'll recoup your $40 right there!

- having access to the Session of the Month program. Only chapter members have free access to ARMA's Session of the Month Program. They can enjoy sessions from the prestigious Managing Electronic Records (MER) conference. (see article below)

- meeting local RIM professionals. Here's your chance to network and exchange ideas with other RIM professionals without having to travel to a national or international conference.

Free Webinar Training

The School of Library and Information Science at San José State University is conducting a series of guest lecturers by software vendors as part of the Master's Degree in Archives and Records Administration (MARA). The November 2, 2010 lecture by Merv Richter of Eloquent Systems Inc is now online as a Webcast.

Vancouver, BC
(November 15, 2010) -
Merv Richter President and founder of Eloquent Systems Inc used screenshots from the Web-based **Eloquent Records™** RIM software in a lecture on November 2, 2010, to the School of Library and Information Science (**SLIS**) at San José State University (**SJSU**). It was the first in a series by software vendors to the Master's Degree in Archives and Records Administration (**MARA**) program organized by **Dr. Patricia C. Franks** Ph.D., CRM, Associate Professor SLIS and MARA Program Coordinator.

The presentation by Mr. Richter covered the following broad topics:

1. The value of a **Classification Scheme and Retention Schedule** as the central control for filing all documents and for their timely disposition, including the destruction of electronic documents.
2. The software tools for everyone in an organization to **file their own e-records** of every type for immediate access by all authorized personnel. At the same time giving the Records Manager the ability to create and assign virtual folders and to audit all filing.
3. The management of the entire **life cycle of paper records**

- making new friends. Joining your local chapter is also a great way to meet new people and make new friends.

So if you're not a chapter member please visit the ARMA website and join CNY ARMA today!

Session of the Month Program

ARMA International has joined forces with RIM On Demand to provide ARMA **chapter** members with another great benefit: The Session of the Month program. Chapter members are provided free access to recorded sessions from the annual MER conference, the preeminent electronic records management conference. MER always has top notch speakers including renowned experts, experienced users, prominent attorneys, and distinguished judges.

Each month chapter members will receive an email telling them what great session they have free access to that month. To access the session you need only to log in to My ARMA on the ARMA website and you'll see the session under Chapter Memberships. Here is the lineup for the CNY ARMA until June 2012:

March 2012	Cracking the Content Conundrum: A New Way to Apply Content Based Retention Periods to Individual Unstructured e-Records
April 2012	Case Study: Toward the Future: City of Toronto Digital Preservation Initiative
May 2012	Case Study: 3M Company's Enterprise Email and Records Management Solution - Reducing the ECM Landfill!
June 2012	Case Study: "Manage in Place" - Information Governance Strategy for Taming the Wild West

2011 ARMA International Conference & Expo Dave Lowry

I had the pleasure of attending the 2011 ARMA

starting with accessioning of boxes for semi-active storage or as early as the creation of folder labels for active records. Controlling workflow and statistics related to storage, retrieval and tracking.

The presentation is available to the general public on the SJSU website as a MARA Webcast, which requires the use of QuickTime. Another copy of the presentation available on the Eloquent Systems website uses Flash Player. Full screen viewing with the Eloquent Webcast provides better detail on reports and screenshots.

About SJSU SLAIS
The School of Library and Information Science at San José State University is the largest accredited library and information science program in the world. The office is located on the San José State University campus. By means of their online program they serve students throughout the entire state of California as well as other states and nations.

About Eloquent Systems Inc
Eloquent Systems is a privately owned developer of Web-based knowledge management applications.
Eloquent Records™
is one of 4 applications in the **Eloquent WebSuite** which is built around the powerful **WebGENCAT™**
search engine. Customers often start with a single application and, as they grow into the system, add other applications by simply installing a new license key. The software can be purchased for installation on any Windows server or used as a service (SaaS).

For further information contact
Merv Richter at
800-663-8172/101 or
merv@eloquent-systems.com

International Conference in National Harbor, MD, just outside of Washington, D.C. this past October. National Harbor is a new development of hotels, restaurants, and shops surrounding the Gaylord National Harbor Convention Center.

Attendance at the International Conference has many benefits and rewards: great educational sessions with talented speakers, networking opportunities with RIM professionals from around the world, demonstrations of the latest in RIM tools and technologies, and after hour's site seeing and fun. Three days loaded with learning.

The day before the conference officially opened I attended the Chapter Awards luncheon, followed by chapter leadership training. The Northeast region, which includes CNY ARMA, did quite well at the awards luncheon. The New York City chapter won both the Chapter of the Year Award and the Chapter Newsletter of the Year Award in the very large chapter category. The Northeast region won the website of the year award. Chapter leadership training focused on member recruitment and retention, a big issue for many chapters, so it proved to be valuable training.

There were plenty of educational sessions to choose from. GARP (Generally Accepted Recordkeeping Principles) appeared to be the most prevalent topic but others included metadata standards, auto classification, SharePoint, and e-discovery. My favorite session was Discovery in a Virtual World: A Mock Meet and Confer in Federal Count. It was billed as a mock "pre-hearing Rule 26(f)" where a judge had to rule on contentious issues of e-discovery regarding web-pages, social media, portable devices and other electronically stored information.

2012 brings ARMA to Chicago from September 23-25. I'd strongly encourage you to attend.

Great Blog for RIM Professionals

A CNY ARMA Board member recently shared a link to great blog for RIM professionals called Barclay T Blair

The blog has an Archives going back to January of 2010 and has array of entries under such categories as E-Discovery, Social Media, Information Governance, and even Humor. Some great recent entries are *Advancing a Definition of Information Governance (Feb. 24)* and *Solving the Shared Drive Problem*

Two-Pay Plan Option for Annual Dues

In these tough financial times, ARMA International has instituted a new payment option, which eases the burden of paying your annual dues in one payment

This is the way it works:

1. ARMA will include a form with the annual dues invoice for members to complete if they would like to pay

their dues in two equal payments.

2. The two-pay plan requires the dues be paid with a credit card (Visa, MasterCard, American Express, or Discover) or a debit card with the Visa or MasterCard logo.

3. Members must provide their card information and sign an agreement allowing ARMA to process payment for half of their dues upon receipt of the form and the other half six months later. A $5.00 processing fee will be added to each payment. We will keep this form on file.

4. ARMA will send a reminder notice to those individuals participating approximately one month prior to processing the payment for the second half of their dues.

5. The chapter dues will also be paid in two payments. Chapters will receive their chapter escrow payment as it is paid to ARMA - 50% upon the renewal and 50% six months later for members who opt for the two-pay plan.

6. ARMA cannot accept checks with this plan. The credit card information on file provides somewhat of a guarantee that the second half of the membership payment will be made - a guarantee that is not available with check payments.