



# The Western RIM



Newsletter of the Wyoming ARMA Chapter  
October 2003

<http://www.armawyoming.org>

## Pres Talk



**W**ell, it feels like fall is in the air and summer is over. The leaves are changing, the temperatures are cooling down, and the wind seems to be picking up. Unfortunately, that means winter is just around the corner. The plus to that is, during the winter months we aren't so depressed about having to stay inside on those cold windy days instead of wishing we were outside on those nice warm summer days.

I would like to thank everyone who responded to the survey. It provided us with useful information to know what "you", the members, want for programs as well as other information to help us bring you the most for your membership. The Board has been busy planning for the upcoming year and looking into the possibility of teleconferencing one or two of our meetings if members are receptive to this in our outlying areas. I would really like to hear from those of you who are interested in this service. We have visited with the University of Wyoming's outreach program. They have 42 hubs for audio-

teleconferencing and 32 hubs for compressed video teleconferencing state-wide available. However, there would be a minimal fee attached to this type of program. If there is an interest, please advise me so I know whether to proceed with looking into the teleconferencing option for a program.

The Board has also been finalizing the arrangements with the Casper chapter members for our October program to be held in Casper on October 9, 2003 entitled *Records Management and Information Technology Integration*. It will be a workshop from 12:30-4:00 (with lunch and networking from 11:30-12:30) that should be very enlightening and a great opportunity to meet your fellow ARMA members from around the state! It is \$10 for ARMA members and \$15 for non-members. Guests are encouraged and welcome to attend this workshop. Please look for information in this newsletter regarding the program.

Our "Kick-off Picnic" for the year was a great success and a wonderful opportunity to visit with the ARMA International President, Gisele Crawford. She came all the way from Edmonton which is located in Alberta, Canada just north of Calgary. We also had the pleasure of the company of our Regional Coordinator, Paula Sutton, who is located in Loveland, Colorado

and just recently acquired a job with the State Archives in Cheyenne. Gisele actually was in the Colorado area to speak at both the Northern Colorado Chapter and the Mile High Denver Chapter's September meetings. Paula realized our Wyoming Chapter was also meeting and suggested having Gisele attend that as well. It isn't very often we have the pleasure of such esteemed company at our picnic. Believe it or not, the weather even cooperated for this event.

The ARMA International Conference and Expo is just around the corner. For anyone planning to attend this conference (October 19-22, 2003), our region is in the process of coordinating a time and place for anyone in attendance to meet on Sunday evening prior to the evening welcome event. If you would like more information on this, please contact me and I will let you know when and where to meet.

I hope I will see many of you at the October meeting in Casper, as a lot of preparation has gone into the planning by our Casper chapter members and it looks like it should be very informative and interesting.

Kristy

### Board of Directors

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Vice-President/Public Relations/Newsletter

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Programs

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Education

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### Inside this issue:

<i>October General Meeting</i>	2
<i>Industry Specific Groups</i>	2
<i>August Board Meeting</i>	3
<i>September General Meeting</i>	4
<i>Treasurer's Report</i>	4
<i>Denver ARMA Meeting</i>	4
<i>Disaster Recovery</i>	5

## Industry Specific Groups can help members

### Join the ISG Exchange for Industry-Specific Discussions Explore the ISG Exchange for industry-specific knowledge!

A new category has been added to the ARMA Member Forum - The ISG Exchange - so members can discuss issues and topics specific to their industries. The category is further segmented by industry sectors. To access the ISG Exchange, go to [http://www.arma.org/members/forum\\_intro.cfm](http://www.arma.org/members/forum_intro.cfm). All you need is your member ID number and password.

### ARMA's ISG Program: Call for Knowledge

What is your specialty within your industry?

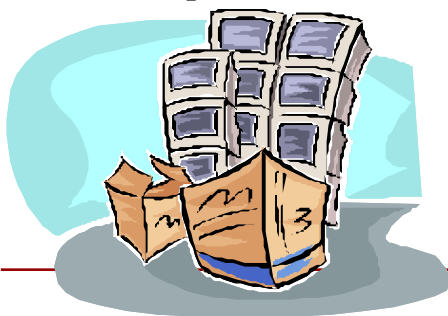
ARMA International's Industry Specific Group (ISG) Program is seeking subject matter experts to serve as members of advisory groups. Advisors work with the sector's content manager to identify industry trends and needs. They also play a pivotal role in helping to create methods for delivering industry-specific information to ARMA members and other RIM professionals. Advisory members and their content managers will work virtually - no travel is required to fulfill their commitment.

Share your knowledge with the members of ARMA International! Complete the form at [www.arma.org/callexperts](http://www.arma.org/callexperts) to let us know what you know!

## General Meeting in Casper—October 9, 2003 11:30 a.m.

**When:** Thursday, October 9,  
2003 11:30 a.m. to 4:00  
p.m.

**Where:** Casper Airport  
Terminal  
Hanger Room  
Casper, WY



The Wyoming Chapter of the Association of Record Managers and Administrators International (ARMA) is holding a half day seminar on Records Management and Technology Integration. The seminar will be held in Casper October 9, 2003 from 11:30 a.m. to 4:00 p.m. at the Casper Airport Terminal in the Hanger Room. The workshop will be discussing the realization that electronic records are a business asset that can be leveraged to improve business processes. While IT Departments own the systems that house digital business content, generally they have not been given the responsibility for "lifecycle" management of the information content in the same way records management departments have for paper records. In most firms, the records management group has little

interaction with corporate IT departments. The goal of this seminar is to create the opportunity for problem solving interaction between RM and IT professionals from a wide variety of industries and governmental agencies. For more information about this seminar and to register contact Janie Wait at 307-265-9553 or Kristy Anderson at 307-637-6346.

**Please see enclosed brochure for more information**

## August Board Minutes

### Association of Records Managers and Administrators Holland and Hart: Cheyenne, Wyoming August 19, 2003 11:30am

**Members Present:** Kristy Anderson, Vicci Carter, Ramona Christensen, Donna Crock, Wendy Kinkade, Barbara Thomasee, Deanne Widhauf, and Rich Wilson

**Minutes:** Donna Crock, seconded by Rich Wilson, moved to approve the May 8, 2003 Chapter Meeting Minutes, the May 20, 2003 Chapter Board Meeting Minutes and the June 3, 2003 Business and Awards Meeting Minutes. Motion carried.

**Treasurer's Report:** Ramona Christensen presented the amended June, 2003 Treasurer's Report showing a balance of \$15,326.83, which includes term share accounts. Vicci Carter, seconded by Donna Crock, moved to approve the report as presented. Motion carried. Ramona then presented the July/August, 2003 Treasurer's Report showing a balance of \$13,434.88, which includes the term share accounts. Wendy Kinkade, seconded by Donna Crock, moved to approve the report as presented. Motion carried. Ramona advised that she had completed and mailed the Form 990 to ARMA International on July 1, 2003. The form reflects our expenditures and donations during the chapter year.

**Transition of Duties:** Kristy Anderson presented the new Board members with a copy of the Chapter's Constitution and By-laws, and a copy of the Code of Ethics.

#### COMMITTEE REPORTS:

**Education:** Ramona Christensen reported that the scholarship recipient is registered at Sheridan Community College, and a check has been sent to the Community College.

**Scholarship Committee:** Rich Wilson reported that he had been approached by Sunrise Enterprises requesting their students be considered for a scholarship. Sunrise Enterprises teaches medical coding and data entry. The Board decided to table the request for future discussion.

#### Membership:

**Survey to Chapter Members:** Kristy Anderson handed out a draft of the

Membership Survey to the Board for review. She asked the Board to return their drafts to her with comments/changes by Friday, August 22, 2003. She will send the finalized survey out to the chapter members on Monday, August 25, 2003.

**Involvement of Members around the State and Recruiting New Members:** The Board discussed what can be done to involve chapter members outside of the immediate Cheyenne area in chapter activities and to recruit new members. Several ideas were to try teleconferencing general meetings, present workshops/mini conferences outside of the Cheyenne area and have the chapter members in the area be responsible for making the workshop/mini conference arrangements. Kristy Anderson announced that chapter members in Casper, Rita Dennis and Janie Wait, had volunteered to make arrangements for presenting a half day workshop in Casper, Wyoming as the October, 2003 program if the Board thought that was a good idea. The Board concurred this was a good idea to have a meeting that was more centralized to allow outlying members to attend and it would be worthwhile for them to travel to since it would be a half day session. Kristy Anderson and Rich Wilson advised they would be in contact with Janie Wait to discuss what needed to be done and finalize the arrangements. Barbara Thomasee volunteered to follow-up on the possibility of using equipment that WYDOT has for possible teleconferencing of meetings and to see what is involved and if any costs are associated with it.

**Newsletter:** Rich Wilson has started putting the newsletter together and needs any information for the newsletter submitted to him by Monday, August 25.

**Programs:** The September kick-off meeting will be the traditional picnic. It will be held on Sunday, September 14, 2003 at Kristy Anderson's home from 1:00p.m. to 4:00p.m. Everyone attending is to bring a side dish and beverage of their choice. Donna Crock, seconded by Ramona Christensen, moved that the chapter pay for the meat for the picnic. Motion carried. The October program will be a half day workshop in Casper, Wyoming. Possible topics and speakers were discussed for the annual seminar.

**Public Relations:** Rich Wilson is working on getting meeting information out to the community by contacting the Wyoming Tribune Eagle, Traders and Channel 11 about our meeting dates.

**Web Site:** Donna Crock reported that the web site has been updated. It shows Rich Wilson as "Chapter Member of the Year" and current position vacancies in the records management field.

#### OLD BUSINESS:

##### MRM Region Leadership Conference

**Report:** Kristy Anderson reported that she, Barbara Thomasee and Rich Wilson attended the conference. Kristy went on to say the conference was well worth attending and they really benefitted from the interaction with the other chapters. Kristy also reported that the Chapter had been awarded the Hall of Fame award for being one of the chapters that contributed the most to their communities through community service projects/donations.

##### Contribution to SHRAB (Wyoming State Historical Records Advisory Board)

Kristy Anderson reported the Chapter had received a thank you note from Tony Adams for the contribution the Chapter had made to SHRAB to assist with the funding needed to present their statewide records and history conference.

#### NEW BUSINESS:

##### ARMA International Conference:

Discussion was held on whether the Board wanted to send a representative on behalf of the Chapter to attend the ARMA International Conference. Donna Crock, seconded by Rich Wilson, moved that Kristy Anderson attend the ARMA International Conference as the Chapter representative and that the Chapter pay her expenses. Motion carried.

**Next Meeting:** The next Board meeting will be held at Holland and Hart on Tuesday, September 23, 2003 at 11:30a.m.

Meeting was adjourned at 12:45p.m.

Submitted by,  
Vicci Carter  
Chapter Secretary

## September General Meeting Minutes — Kickoff Picnic

### Wyoming Chapter Association of Records Managers and Administrators Chapter Meeting - September 14, 2003 Fall Kickoff Picnic

**Members Present:** Kristy Anderson, Ramona Christensen, Dolores Crock, Donna Crock, Wendy Kinkade, Vicki Seals

**Guests:** Pat Anderson, Erica Anderson, Bob Christensen, Dale Crock, Eric Crock, Kathryn Helmerick, Bobby Helmerick, Pat Seals, Jerry Sutton, Janelle Sutton, Destiny Wilkinson

The Fall Kick-Off Picnic was held at the home of Pat and Kristy Anderson. The chapter provided the main dish of barbecued turkey, pork and beef brisket from The Cheyenne Smokehouse. Members carried in side dishes and drinks of their choice. Everyone enjoyed meeting Gisele Crawford, the President of the International Association, as well as Paula Sutton, our Region Coordinator. Gisele came from Edmonton, Alberta, Canada and was in the area to present a session for the Northern Colorado ARMA Chapter meeting to be held on Monday, Sept. 15, 2003. Since she was in the region, Paula thought it would be nice for her to meet members of the Wyoming Chapter as well. The picnic was a

great place to visit with Gisele informally and learn about Edmonton, Canada, and her role with the City of Edmonton as their corporate records manager, as well as a chance for members to meet Paula, our Region Coordinator, from Loveland, Colorado. Everyone enjoyed a delicious array of food (including Ramona's infamous cheesecake), good weather, a game or two of badminton, and fun getting to know each other a little better.

Submitted by,

Kristy Anderson  
Acting Secretary  
President

#### WYOMING CHAPTER ARMA TREASURER'S REPORT August 2003

<b>Beginning Balance Checking Account 7/01/03:</b>	<b>\$ 1884.10</b>
<b>Ending Balance Checking Account 8/18/03:</b>	<b>\$ 1833.70</b>
<b>Balance Term Share Account #4396</b>	<b>\$ 5260.12</b>
<b>Balance Term Share Account #8435</b>	<b>\$ 4000.00</b>
<b>Share Savings Account</b>	<b>\$ 2290.66</b>
<b>Total Ending Balance 8/18/03</b>	<b><u>\$ 13,384.48</u></b>

Prepared By:  
Ramona Christensen, Treasurer,  
Wyoming Chapter of ARMA

### Denver Chapter to present: "Accessing Your Electronic Archives in 5, 50, 500 Years"

If you are going to be in the Denver, Colorado area on October 14, 2003, please plan on attending our October program meeting. You may notice that our speaker, and his topic, are being presented at the ARMA conference on October 21... If you aren't going to Boston, or if you can't make it to Mr. Wilkins presentation while in Boston, here's a great chance to listen to this important and timely topic. The pertinent information is:

Event/Topic: "Accessing Your Electronic Archives in 5, 50, 500 Years"

Speaker: Jesse Wilkins, LIT, CDIA+ EDP, ICP

Date/Time: Tuesday, October 14, 2003 / registration and networking 5:30pm, dinner 6:00pm, speaker 6:30pm

Location: Denver Marriott Southeast 6363 E. Hampden Ave., Denver, CO

Cost: members \$25.00, nonmembers \$30.00

Contact: Register online at [www.armadenver.org](http://www.armadenver.org) or 1-888-897-9990

Please be aware that reservations are required, and must be made by noon on October 10, 2003. We look forward to seeing you on the 14th!

## The Guts and Glory: Vital Records Management and Disaster Recovery Planning *by Janie Wait*

Vital records are the guts of an organization and it takes guts to properly plan for the most undesirable of circumstances: the bombing of your location, the flood that wipes out your entire town or the fire that started miles away but can't be stopped before you are wiped out.

Vital records contain information needed to re-establish or continue an organization in the event of the disaster. To be defined as vital, business records must be irreplaceable and required to operate the business either during the disaster or immediately thereafter. Business records are deemed vital mainly because of their intrinsic uniqueness.

Information is a vital asset to an organization because it establishes the legal status of the organization as a business entity documents the assets and liabilities of the organization from a financial perspective or documents the operations of the organization, which enable production processes or other work to be completed

The basic elements of vital records protection include safeguarding paper documents against the ordinary hazards of fire, water, mildew, light, dust, insects, rodents, acids and their fumes, and excessive humidity. These documents must also be protected against human hazards such as theft, misplacement, and unauthorized access.

The document protection program may include duplication of vital records by means of micrographics or direct copying whose status is determined by statute as evidentiary. Current vital records protection programs do not identify digital scans of the images as an option due to the current undetermined evidentiary status of scanned and digital copies in courts of law. The document protection program may also include preservation of an extra copy in an off-site or vaulted area. Each organization must compare the cost of protecting their records to the cost of reconstructing them and to other direct monetary losses if the records are destroyed prematurely.

It is most effective to initiate a program with endorsement by senior management who should issue a written directive which formally establishes the program, assigns responsibility for the program and solicits the cooperation of all personnel.

Records protection priorities are often considered common sense but for those of us that have never had to think in these terms we are fortunate to have guidelines established by the records management industry. Vital records have the highest protection priority in that they include information without which to business could not operate so their uniqueness

and irreplaceability must be considered because their loss subjects an organization to an unacceptable level of risk. Important records carry secondary protection priority and include records essential to protect organizational assets. While they can be replaced or re-created, a qualitative cost analysis, risk = probability X cost, between reconstruction or protecting records will determine the best means of protection. This category includes active business records needed to resume business. Useful records carry the lowest protection priority because they are records that are only inconvenient to lose, useful but not essential the business.

The two most prevalent methods of protecting vital records include on-site protection or off-site security storage. On-site protection could include specified vital records buildings with standard records vaults or fire-proof file rooms for storage of important records in fire resistant file cabinets. Off-site security storage of vital records requires duplication and dispersal of the records at a distance from their originals that the likelihood of a disaster impacting both locations is minimal. For instance, some federal homeland security contracts require distances in excess of 50 miles from the office of origin.

Protecting vital electronic records is most commonly accomplished through PC data backup. There are several types and frequency of PC data backups including dual system backups, differential backups and incremental backups. On-site storage of removable media is the least effective, so electronic vaulting and data warehousing as an industry has enjoyed significant growth over the last few years. These are computer based information systems that are home for "secondhand" data that originate from another applicator or external system or source in read only, integrated databases that can be restored to the original system via electronic transfer. For that reason, the proximity of the warehouse is not as pertinent as the quality of the transmission lines. It is just as important to consider PC security threats from inadequate password protection and computer viruses as it is to protect against natural disasters because the issue is the lose or inaccessibility of the information not the reason why.

A disaster is a sudden unplanned calamity such as a flood, fire, act of terrorism or computer virus that makes it impossible for an organization to perform critical functions for some period of time. Disaster recovery planning, sometimes call contingency or emergency preparedness planning, is the advance planning and preparation necessary to minimize lawsuits and ensure the continuity of

critical business functions.

The most effective recovery of damage records is accomplished according to a practical, up-to-date records recovery plan. The plan should include the names and contact numbers of disaster recovery team members and their backups who have a copy of the recovery plan.

It is a fact the most common disasters will result in records getting water soaked. Water damage can occur due to frozen pipes bursting, water hoses used to eliminate the threat of fire as well as flash floods. Therefore, any disaster recovery plan should designate locations where water damaged records can be relocated for drying and restoration. The plan should list the name and phone numbers of document and computer restoration experts, companies with vacuum chambers, freezing facilities, or fumigation capabilities and the name and number of companies having large portable fans and dehumidifiers for rent in order to facility the most timely recovery of the records possible.

The first priority is to prevent further damage to records by removing the records from the disaster site. First remove irreplaceable vital records, then remove all active records being used. If possible transport entire file cabinets and computers intact.

Initial Restoration steps at a disaster recovery site involving water is to place wet records in freezing compartment to prevent further deterioration and fumigate records if necessary to eliminate insect threats. Always try to air dry paper records if possible. Vacuum drying paper records is expensive but presents very effective options for recovery which include vacuum freeze-drying and thermal vacuum freeze-drying systems. If the records are on microfilm, keep the film in clean cold water and try to save labels for index data because film can be easily reprocessed and duplicate for recovery. Water damaged magnetic media can be dried with lint free cloths & run through tape cleaner, read and copied to new media as well.

The glory comes from being the one person that has the foresight to consider the unacceptable possibilities, takes the time to develop a plan to stave off the disastrous after effects of a calamity and ultimately saves the business so it can continue providing service on behalf of grateful clients, vendors and employees. You are the hero!

*Janie Wait, CRM, MBA, is an ARMA member and President and Director of Marketing for Intermountain Record Center, Inc*