



The Western RIM



Newsletter of the Wyoming Chapter of ARMA International

<http://www.armawyoming.org>

September 2009

Pres Talk



Welcome-Welcome everyone to our 2009-2010 Chapter year..... this new Chapter year promises lots of great educational events, activities, and opportunities.

Donna Crock, Janie Wait, and I attended the Midwest-Rocky Mountain Region Leadership Conference in Estes Park, Colorado in July. It was a great conference and educational opportunity for everyone who attended, not to mention it was located in one of the most beautiful locations ever chosen for the Leadership Conference. Estes Park is truly a beautiful place, and I had never had an opportunity to visit, let alone stay at the history (and haunted) Stanley Hotel. Everyone with the Northern Colorado Chapter worked hard to make our visit and Conference a memorable one. We came home with lots of new friends, networking ideas and our Chapter was honored to be awarded the Region Teamwork Award this year!! Please look elsewhere in this issue for Janie's article about her experience as a first time attendee at the Midwest-Rocky Mountain Region Leadership Conference, and thank you Janie for sharing your great article.

At the conference a memorial to \$Bill Ptacek was shared with everyone our first morning. As most of you remember \$Bill was our Midwest-Rocky Mountain Treasurer for quite a while. Not only was he there behind the scenes, but he was always a friend and mentor through his many years in ARMA. Thank you Donna Crock for sharing your wonderful slides and memories of \$Bill with all of us - It meant more than can be expressed.

At the Leadership Conference, Sheila Isaacson-our region manager (Minneapolis, MN), Brian Stark-our region treasurer, (Denver, CO) and our region coordinators, Sheri Nystedt (Denver, CO), and JoAnn Wooten (Jefferson, MO), were officially installed as our Region Leadership. Thank you Sheila, Brian, Sheri, and JoAnn for your many hours of time, effort, and hard work. For more information about the Midwest-Rocky Mountain please check the website at: <http://armamrm.org/>.

A huge **Thank You** to each and every one of our last year's Board members and for all of their work and efforts, which made our 2008-2009 year so very successful.

Please join me in welcoming our 2009-2010 Board of Directors. This year, Mary Bausserman (our Chapter Member of the Year) will be our Newsletter Editor, and our board is rounded out with Bob Curtis-Vice President, Wendy Kinkade-Programs Chairperson,

Tim Tyler-Membership Chairman, Debbie Leonard-Secretary, Barb Thomasee-Scholarship Chairperson, Rich Wilson-Member At-Large, and Donna Crock-Chairperson of the Board & Webmaster. Thank you everyone, for your continued commitment.

This is going to be a **FANTASTIC** Year!

Our first General meeting will be our visitation from Doug Allen, ARMA President. Doug will share his presentation, "Selling Yourself to Management & ARMA Competencies", at Poor Richards, September 16th beginning at 11:30 a.m. **Please** check for the menu in this issue **and** R.S.V.P. with your lunch choice to Wendy Kinkade - before the close of business, Monday-September 14th, at 637-6329 **or** send an E-mail to: wkinkade@cheyennecity.org.

Great News—Due to an overwhelming response our October General meeting is full. It will be a great two part educational workshop (with an optional Silver Mine Box lunch for \$5.00). It will be held Oct. 2nd in the Conference Center of the Herschler Building (Room B-63). Beginning at 10:00 a.m., will be a 'Hands On'- Disaster Recovery Workshop, followed with the 30 minute box-lunch and at 12:30 – 2:00 p.m., will be Media Mix and Conversions. Pre-registration for this Workshop and educational opportunity will be required. Pre-registered attendees will have the option of a \$5.00



Board of Directors

President
Pat Newbern

Vice-President
Bob Curtis

Treasurer
Vacant

Secretary
Debbie Leonard

Programs / Public Relations
Wendy Kinkade

Education
Barbara Thomasee

Membership
Tim Tyler

Newsletter
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Member at Large
Rich Wilson

Chairperson of the Board / Webmaster
Donna Crock

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Wyoming Chapter of ARMA September Chapter Meeting
September 16, 2009
11:30 a.m.



“Selling Yourself to Senior Management”

With Speaker

Douglas P. Allen, CRM, CDIA+

Selling yourself to management is critically important to each of us as individuals and to the promotion of our RIM programs. The turmoil of the global economy has made our efforts to sell our skills and knowledge even more important during the past twenty four months. As the economy recovers and new opportunities present themselves to us, positioning ourselves now to take advantage of those opportunities makes great sense.

The focus of the discussion for this meeting will be on how ARMA members and others in the RIM profession can make use of the ARMA Competencies to bolster their skills, knowledge and improve their job and career security. As our chapters and our Association begin their fall education efforts, RIM professionals can and should assess their competencies, develop plans to fill the gaps that may exist in their experience, education and training, and plot a course for future career success. Attendees should become: (1) fully aware of what the competencies are, and what they include, (2) should be able to navigate the ARMA web site to download the competencies, (3) should understand how the self-assessment tool will work for them, and (4) be challenged to make use of the tools that exist to help them in their career planning.

Menu Choices

Location: Poor Richards Restaurant, Cheyenne, Wyoming

Cost: \$12.00 (includes menu choice, drink, and gratuity)

Contact Wendy Kinkade with your menu choice by close of business on Monday Sept 14, 2009.

Phone: 307-637-6329 or E-mail: wkinkade@cheyennecity.org

- Option 1:** Grilled chicken Caesar Salad
- Option 2:** Roasted Turkey Breast on Whole Wheat Bread, Swiss Cheese, Lettuce and Tomato Served with French Fries
- Option 3:** Roast Beef Sandwich on Sourdough Bread Served With a Cup of Soup

To add Salad - \$2.25 additional

To add Soup & Salad Bar- \$3.00 additional

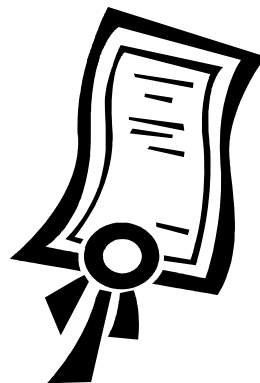
About our Speaker:

Douglas P. Allen, CRM, CDIA+ is the President of ARMA International, and works as the Regional Sales Manager for Tyler Technologies Incode Division. Formerly, Doug was the Business Development Manager for Information Outsource Services for Global 360's Work Management Group. He is a 35 year industry veteran and a 33 year veteran of ARMA International. Doug writes semi-regularly about issues pertaining to Records and Information Management on his blog site (<http://www.rimthought.com>) and maintains certifications as a Certified Records Manager (CRM), and Certified Document Imaging Architech (CDIA+). He served previously on the ARMA International Board between 1991 and 1995 and has also served as a member of the Board of Directors of AIIM (the Association for Information and Image Management).

The "Tony Award"

Available for Eligible Members to Join ARMA

Once again the Wyoming Chapter of ARMA will be offering a member scholarship award. This award is intended to help financially support individuals interested in joining the Wyoming Chapter of ARMA and ARMA International or members of the Wyoming Chapter of ARMA who do not receive reimbursement for ARMA International/Chapter membership from their organizations. Applications accepted September 1, 2009 – November 30, 2009.



See next page for "Tony Award" application or online at
<http://armawyoming.org/TonyAwardApplication2009.pdf>



**“The Tony Award”
Wyoming Chapter of ARMA International
2009 - 2010
Member Scholarship Application**

Applications accepted September 1, 2009 – November 30, 2009

Once again the Wyoming Chapter of ARMA will be offering a member scholarship award. This award is intended to help financially support individuals interested in joining the Wyoming Chapter of ARMA and ARMA International or members of the Wyoming Chapter of ARMA who do not receive reimbursement for ARMA International/Chapter membership from their organizations.

The scholarship is administered and managed by the Wyoming Chapter of ARMA International. The recipient will be awarded ARMA International and Wyoming Chapter dues. The recipient who is awarded the scholarship agrees to be an active member of the Wyoming Chapter of ARMA seminar committee.

Please indicate what items your organization does NOT reimburse:

- Monthly Chapter Meetings _____
- Spring Conference Registration _____
- International/Chapter Membership Dues _____

Please complete the following:

Name _____

Company _____

Phone Number _____

E-Mail Address _____

Year joined ARMA _____

Years in Records and Information Management Profession _____

What would you gain by being awarded this scholarship?

Applicant’s Signature: _____ **Date:** _____

Supervisor/Manager Signature: _____

Applications must be mailed and postmarked by November 30, 2009 to:
Membership Chair
P.O. Box 474
Cheyenne, WY 82003

If you would like more information or have any questions
please contact Tim Tyler at Timothy.Tyler@dot.state.wy.us or call 307-777-4380

May 2009 Board Meeting Minutes

WYOMING CHAPTER

Association of Records Managers & Administrators

2618 Van Lennen, Cheyenne, |Wyoming

May 27, 2009

Note: These minutes are abridged.

Members Present: Mary Bausserman, Ramona Christensen, Donna Crock, Bob Curtis, Wendy Kinkade, Debbie Leonard, Pat Newbern, Barb Thomasee, Tim Tyler, Deanne Widauf, Rich Wilson.

Meeting was called to order: By President Pat Newbern at 11:59 a.m.

Minutes:

Rich Wilson made a motion to accept the board meeting minutes of April 28, 2009 and the minutes of the May 21, 2009 General Meeting. Seconded by Bob Curtis. Motion carried.

Treasurer's Report: Ramona Christensen presented the May 2009 Treasurer's Report with checking account deposits of \$35.00, disbursements of \$1,079.77 with a balance of 11,452.80. Including Term Share accounts investment and savings balances ending April 28, 2009 the balance was \$22,894.41.

Education: Barb Thomasee reported that the 2 UW students have registered up and their scholarships have been sent to the University. She is still waiting for Western Wyoming College to notify her of the final scholarship recipient's registration. Barb will follow-up on this.

Membership: Tim Tyler reported there are 4 memberships expiring in June. Barb has done the paperwork for renewal. There was discussion about continuing the Tony Award. Donna Crock moved to approve continuation of the Tony Award for the 2009-2010 Chapter Year. Seconded by Tim Tyler. Motion carried. Donna will update the website.

Programs: Wendy Kinkade reported she

has a contact person at Echostar and will try to schedule a tour for November. Pat will check to see when the ARMA President will be coming in September so we can arrange our meetings around her visit. Janie Wait will possibly do a presentation in September. Other options include Disaster Recovery, Game & Fish Licensing System and Martin Zimmerman from the State Engineer's Office.

Wendy and Donna reported that the April cooperative meeting with the Northern Colorado ARMA Chapter had a very nice PowerPoint presentation of how the Rawhide Power Plant works, Paula Sutton spoke about the changes in the plant's records program, She had a PowerPoint presentation with pictures of before and after, and those attending the meeting finished with a tour of the Rawhide plant.

Newsletter: Deanne reported she is waiting for Pres Talk. Donna is getting pictures from the Rawhide tour and will submit to Deanne for the newsletter. The newsletter will be put out after the June 2nd banquet.

Website: Donna reported she will be updating the website.

Old Business:

Leadership Conference: Pat asked if anyone else would like to go to the Leadership Conference. Pat, Donna and Bob will be attending. Rich Wilson made a motion to provide funds for Pat, Donna and Bob to attend the Leadership Conference. Seconded by Mary Bausserman. Motion carried.

New Business:

ARMA Chapter Member of the Year will be announced at the June 2, 2009 banquet.

ARMA Conference: Pat reported she received a request for silent auction items for Orlando. Last year the silent auction earned over \$10,000. Ramona Christensen made a motion to arrange/pay airfare for the ARMA Conference for Pat and Rich and Rich will reimburse the chapter. Seconded by Bob Curtis. Motion carried. The next board meeting will be Aug 25, 2009 at Donna Crock's house.

There being no further business the meeting was adjourned at 12:45 p.m.

Respectfully Submitted by:

Debbie Leonard

Secretary

WYOMING CHAPTER ARMA TREASURER'S REPORT May 2009

Beginning Balance Checking	
Account 3/24/09:	\$ 12,497.57
Ending Balance Checking	
Account 4/28/09:	\$ 11,452.80
Balance Term Share Account	
#4396	\$ 5,260.12
Balance Term Share Account	
#10412	\$ 4,000.00
Share Savings Account	
	\$ 2,181.49
Total Ending Balance	
3/24/09	<u>\$ 22,894.41</u>

June 2009 Chapter Meeting Minutes

WYOMING CHAPTER OF ARMA INTERNATIONAL

Chapter General Meeting

June 2, 2009, 6:00 p.m.

Mayflower Restaurant

Please Note: These minutes are abridged.

Members Present: Tony Adams, Kristy Anderson, Mary Bausserman, Ramona Christensen, Dolores Crock, Donna Crock, Bob Curtis, Wendy Kinkade, Debbie Leonard, Pat Newbern, Sheri Nystadt, Connie Rothwell, Barb Thomasee, Rich Wilson.

Guests: Pat Anderson, Bob Christensen, Eric Crock, Dale Crock, Tommy Thomasee, and Destiny (Wendy's daughter).

Topic: Annual Business and Awards Meeting

Members and guests met at the Mayflower restaurant. President Pat Newbern welcomed everyone and began by thanking Tony Adams for chartering our Chapter 30 years ago, June 21, 1979. Donna played a PowerPoint presentation with the year's recap information and photos. and Pat began with a summary of our 2008-2009 Chapter Year.

Kristy Anderson gave a summary of our March seminar. Wyoming SHRAB gave our Chapter a \$1,000 grant and we applied for and received a \$500 ARMA International speaker grant. CLE, CRM, CMC and MMC credits were earned at the seminar. Kristy read some of the comments received from the seminar attendees. There were 102 attendees and the silent auction raised \$1,506.75. The total seminar revenue was \$7,506.12.

Tony Adams then spoke and thanked the Chapter for all the great resources provided and gave a brief history of the chapter. The Wyoming chapter began in the

late 1970's as the 'Wyoming Division of the Rocky Mountain Chapter' (out of Denver, CO). Later, fifteen people signed off to form the Wyoming Chapter. Tony expressed pride in the Chapter's years' of accomplishments and encouraged us to continue to get more people involved in the chapter.

Donna Crock then presented awards and certificates of appreciation to individuals and organizations that had assisted with our many activities during the year, including 5 year longevity awards to Debbie Leonard, Tim Tyler (not present) and Michelle Motzkus (not present), and 15 year longevity awards to Kristy Anderson and Valerie Roybal (not present).

Treasurer's Report: Ramona Christensen presented the year end Treasurer's Report with a beginning balance of \$5,702.09, checking account deposits of \$16,684.12, total disbursements of \$12,090.69 and an ending balance of \$10,297.55. Term share accounts investment and savings balances ending June 2, 2009 was \$11,441.61 for a total balance of \$21,739.16. Bob Curtis moved to accept the annual treasurer's report. Seconded by Rich Wilson. Motion carried.

Chapter Member of the Year: Donna Crock presented the Chapter Member of

the Year award to Mary Bausserman for her dedication and willingness to help wherever needed.

2009-2010 Board Nominations: Pat introduced Sheri Nystadt, ARMA Midwest-Rocky Mountain Region Coordinator and asked for additional nominations from the floor for the 2009-2010 board. There being no additional nominations, Donna read the slate of officers. Kristy Anderson moved to approve the slate of officers. Seconded by Ramona Christensen. Motion carried. The 2009-2010 board is: President, Pat Newbern; Vice President, Bob Curtis; Secretary, Debbie Leonard; Treasurer, Connie Rothwell; Education, Barb Thomasee; Membership, Tim Tyler; Programs, Wendy Kinkade; Newsletter, Mary Bausserman; Chairperson of the Board, Donna Crock, Webmaster, Donna Crock; Member at Large, Rich Wilson. With those of the nominated board standing, Sheri Nystadt swore in the board.

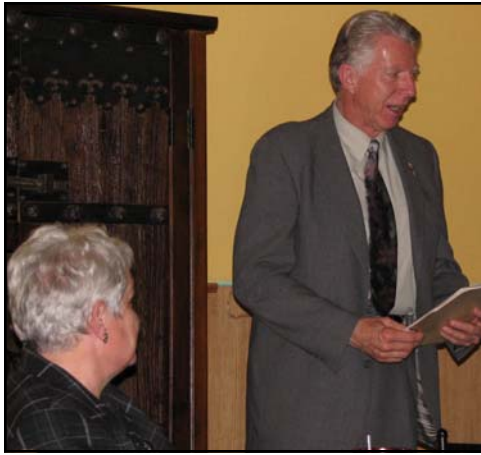
Pat thanked everyone for the great year. Bob Curtis moved to adjourn. Seconded by Mary Bausserman. Motion carried.

Meeting was adjourned at 8:44 p.m.

Respectfully Submitted by:

Debbie Leonard
Secretary





ARMA in the news!

Paper jam: Document management company stays busy after flood

By MEGAN LEE
Casper Star-Tribune staff writer

THURSDAY, JULY 9, 2009 2:05 AM MDT

Of all the businesses near the Casper-Natrona County International Airport, Janie Wait's was one of few not hit during Friday's flash flood.

Too bad, she said, because she was probably the most prepared in case of emergency.

"It boggles my mind, because I'm probably the most prepared person in town for this and I didn't get touched by [the flood]," Wait said.

A certified records manager, Wait runs the only full-service document management company in Wyoming. Her business, Inter-mountain Record Center, Inc., does micro-filming, scanning, storage and confidential destruction of documents.

Since Friday, she's received calls from at least six major businesses seeking advice on how to recover documents submerged in water.

"Their records were wet, and they didn't know how to do the recovery," she said. She sent them information on document recovery and recommended that from now on, they keep a copy of the local emergency plan and an individual business emergency plan.

"You need to know where you're going to get help in the event of a disaster," she said. "What are their priorities, and what level of help will you get from them?"

During a major flood in Cheyenne in the 1980s, "most records went under water," she said.

Wyoming's permanent records laws require that official documents held by state agencies be kept on paper or microfilm.

"Probably the biggest thing is people don't realize if they've scanned their records, they can put them back to paper," she said. "It's a good thing, because we can recover paper and microfilm really easily."

There's no time like the present to get important documents in order, she said, and disasters sometimes help people to remember that documents aren't always replaceable.

Contact reporter Megan Lee at (307) 266-0616 or megan.lee@trib.com.



Records Triage

Like triage in hospitals, damaged records and documents should be dealt with on an as-needed basis. Wait suggests the following order of priorities:

1. Saturated paper records: Air dry in a room with fans. Put blotting paper between pages to soak up excess moisture. This step should begin immediately, as mold can develop within 48 hours.
2. Slightly wet paper documents: Can be dried as described above.
3. Records stored on modern media: CDs, floppy disks, photographs, tapes, etc. could be damaged irreparably. Be sure to have backup copies stored off-premises.

In all cases, Wait said, records will likely not return to their pre-disaster appearance. Paper may be marked or distorted after water damage.

Photo Recovery

Personal photographs often act as the only records of family memories and times past. Wait suggests the following to minimize water damage to photographs:

- * Keep damaged materials cold and wet. Never let them dry.
- * Rinse heavy mud or dirt deposits off photos with clean, cold water.
- * Place wet items and identification in a plastic bag; seal tightly; keep cold.
- * Place the bag in a sturdy box and immediately take it to a document reprocessor or photographic conservator for advice and treatment.

Note: The above applies only to 20th century black-and-white photos and contemporary color materials. Images made by earlier processes require different procedures and should be referred directly to a photographic conservator for advice and treatment.

Due to an overwhelming response,
registration for this workshop is closed.

Don't miss this great workshop!

Disaster Recovery and Media Mix Workshop

October 2, 2009

Herschler Building – Room B-63, Cheyenne, WY

Presenters:

Janie Wait, CRM, MBA - President, Intermountain Records Center, Casper, WY

And

Rich Wilson, MSP - Manager, Wyoming State Records Management Unit, WY State Archives

[There is No Charge to attend this Workshop!](#)

The Wyoming Chapter of ARMA International in partnership with the Wyoming State Archives is sponsoring a two part workshop on October 2, 2009 from 10 a.m. to 2 p.m. This workshop will be presented at the international Records and Information Management Conference in October. We have been able to schedule these valuable training sessions prior to this conference.

Workshop Agenda:

10:00 a.m. - 12:00 noon - Disaster Planning and Recovery

A disaster is any event that creates an inability on the part of an organization to execute business functions for a period of time. Disasters will affect your records. As documents are necessary to successfully recover from a disaster, you must put protocols in place to ensure their protection and recovery when a disaster strikes. Only a fully trained recovery team can assure the best possible outcome. You will learn how to be the key to your disaster recovery.

12:00 noon - 12:30 p.m. Lunch

12:30 p.m. - 2:00 p.m. - Media Mix and Conversions

Choosing the appropriate media mix for your organization's information involves understanding the benefits, costs, and risks of the media available. In this session, we will explore paper, microfilm, and digital media applications. You will be able to evaluate your information needs from six different perspectives in order to determine the best media choice for your records as it moves through the information life cycle. Media conversions are expensive challenges. Careful planning, understanding the processes, and clearly defining goals will assure you meet the challenge successfully. We will identify critical information you must consider before you start your conversion; equipment used and their limitations for each type of conversion; implementing conversions between digital, microfilm, and paper media; and critical workflow processes to assure cost effective solutions for these conversion challenges.

Pres Talk *continued*

box lunch (Note: You may bring your lunch or lunch option requires pre-registration and commitment only for the \$5.00 cost of box-lunch). Please see the notice and registration information / form for this meeting elsewhere in this issue.

Also, coming up in October will be the ARMA International Conference in Orlando, FL. Leadership and Pre-Conference days will be Oct. 13th and 14th with the Conference proceedings beginning on Thursday the 15th and continuing through the 18th. Due to the current economic picture, only three of our Wyoming Chapter members will be attending this year. If you can attend, but have not registered for the ARMA International's 53rd Annual Conference in Orlando – it's not too late. The ARMA International Conference is

the place of the most concentrated training, educational, and networking opportunities available to those of us in RIM. For more information and to register, please visit the following website: <http://www.arma.org/conference/2009/index.cfm>. There is always a lot to do, see, and learn at the ARMA International Conference and this year's Orlando venue promises to do all that *and more!*

I am pleased to announce we will again be offering the "Tony Award", which is a scholarship for one year's dues for the Wyoming Chapter of ARMA and ARMA International (a \$195.00 value). If you are unable to pay for dues and willing to assist during our Annual Spring Seminar, the Tony Award scholarship is a great way to participate and join our Chapter for continuing educational opportunities and activities. This chapter year

promises to again be a busy and successful one. Your participation can help to make it an enjoyable and exciting year. Please look for the Tony Award Scholarship Application in this issue of the newsletter, fill it out and get it sent in.

If I (or any member) can assist you in any way, please feel free to contact me. My phone number at the Archives is 777-8907. I look forward to hearing from you and seeing you at our chapter meetings and RIM activities during the year.

Pat



Web Seminars

ARMA International Web Seminars:

- **Keys to Effective Business Communication** September 21 – 29, 2009
- **Seven Questions Guide Records Management Strategy and Implementation** September 28 – October 06, 2009
- **Enforcing Routine Disposition on Unmanaged and Uncontrolled Documents**, October 5 – 20, 2009

Industry Intelligence Web Seminars:

- **Facility Transition Services** Wednesday, September 16, 2009 – LIVE

Questions? Contact headquarters@armaintl.org or +1 800.422.2762

Descriptions of Upcoming ARMA International Web Seminars:

Title: Keys to Effective Business Communication

Experience Level: 1

Competency Domain: Business Functions

Facilitator: Ken Neal

Registration Deadline: 12:00 p.m. (CT), Friday, September 18, 2009

Viewing Period: Monday, September 21, 2009 – Tuesday, September 29, 2009

Live Teleconference: 12:00 p.m. (CT), Tuesday, September 29, 2009

Due to the fast pace of daily business tasks and interactions, we often forget to utilize the keys to effective business communication to gain support for records programs. This web seminar focuses on strategic and persuasive communication techniques that enable records management professionals to obtain support for their programs. Enhancing personal and business communication skills will assist you in effectively communicating the importance of your records program and technologies to legal, IT, and other departments.

Upon completion of this web seminar, participants will be able to:

1. Present a business case for your RIM program to senior management
2. Obtain support for strategic programs
3. Master personal and business communication

Facilitator Biography:

Ken Neal has more than 20 years of corporate communications experience, including implementing programs for IBM, BearingPoint, and, currently, Oce Business Services, a leader in document process management. Neal is a certified advanced speaker with Toastmasters International and has published articles on effective communication in media outlets, such as *US Business Review*. He has also presented on effective communication at the 2008 ARMA Conference & Expo, New York Real Estate Institute, and National Council on Economic Education.

To participate, you MUST register by 12:00 p.m. (CT), Friday, September 18, 2009.

Title: Seven Questions Guide Records Management Strategy and Implementation

Experience Level: 3

Competency Domain: Business Functions

Facilitator: John O'Brien, CRM

Registration Deadline: 12:00 p.m. (CT), Friday, September 25, 2009

Viewing Period: Monday, September 28, 2009 – Tuesday, October 06, 2009

Live Teleconference: 12:00 p.m. (CT), Tuesday, October 06, 2009

Effective management of multimedia records demands a comprehensive grasp of the business, operational context, and the information that grounds and is evidence of action. This web seminar presents the seven key questions that clarify and provide focus for executives to understand the importance of records management at the strategic level, while providing a guideline for project activities at the tactical level. You will gain a straightforward overview of a records management implementation.

Upon completion of this web seminar, participants will be able to:

1. Describe the essential business questions to be answered through records management
2. Identify one or more activities to be carried out to answer each question
3. Position records management needs in relation to a management perspective on the organization
4. Assess personal competency and determine any needs for additional learning

Facilitator Biography:

For more than 25 years, John O'Brien, CRM, has experienced almost every records management role. Bringing practitioner and senior executive insights, his consulting and education roles focus on records management as fundamental to balancing accountable, defensible business practice with learning and knowledge management. As director of government records service and principal archivist in Hong Kong, O'Brien emphasized authenticity in electronic records management. He served as president and certification maintenance regent for ICRM and sits on the ARMA International Relations Committee.

To participate, you MUST register by 12:00 p.m. (CT), Friday, September 25, 2009.

Title: Enforcing Routine Disposition on Unmanaged and Uncontrolled Documents

Experience Level: 1

Competency Domain: Risk Management

Facilitator: Cydni Tetra

Registration Deadline: 12:00 p.m. (CT), Friday, October 2, 2009

Viewing Period: Monday, October 5, 2009 – Tuesday, October 20, 2009

Live Teleconference: 12:00 p.m. (CT), Tuesday, October 20, 2009

Every year, businesses around the world create more than 7.5 billion documents; 35% of these documents contain legally sensitive information. An estimated 80% of these documents are uncontrolled – stored on users' hard drives and shared drives. That's more risk than any business needs.

Often, this problem seems so large that companies freeze – either overwhelmed by the complexity of the task or waiting to perfect a solution before doing anything. That's a mistake. There are steps you can take to begin minimizing the risk to your company by tackling this challenge a little at a time. Join us to learn how to turn your governance plan into reality by corralling the content and stop risk in its tracks.

Upon completion of this web seminar, participants will be able to:

1. Retain relevant information

2. Clean up working copies, drafts, and non-business documents
3. Decrease the cost of storage across the enterprise
4. Add the right control to information regardless of location
5. Apply document retention and disposition policies across all enterprise information

Facilitator Biography:

Cyndi Tetro directs the strategy and execution of NextPage's product and marketing initiatives, including product marketing and strategy, customer support, brand management, market research, and marketing communications. Prior to joining NextPage, Tetro oversaw the Novell directory services (NDS) product management group at Novell and managed Novell's NDS technical support and escalation team. She holds a master's degree in business administration and a bachelor's degree in computer science from Brigham Young University.

To participate, you MUST register by 12:00 p.m. (CT), Friday, October 2, 2009.

Industry Intelligence Web Seminars:

Title: Facility Transition Services

Speaker: Tanya Mahan, Senior Project Manager, Pitney Bowes

Sponsored By: Pitney Bowes

Date: Wednesday, September 16, 2009

Time: 11:30 a.m. to 12:30 p.m. (CT) - LIVE!

In the current economic climate, organizations are seeking long-term cost-cutting solutions to downsize their physical space. Many companies are choosing to digitize hard copy records and reduce onsite storage costs by moving semi-active records to offsite storage facilities instead of in their office locations. Organizations that have, or are planning to have, from one to multiple document content management systems can benefit from the best practices utilized, standardization applied, and lessons learned during this session.

Attendee Takeaways:

- Identify action steps to prepare for digitalization of paper through archiving and conversion workflow examples
- Staff and appropriately resource the project to ensure a timely, cost effective and successful migration
- Understand the benefits of selecting an outsource vendor to support the myriad aspects of work associated with both the digital migration and the physical move
- Understand the risks associated with supporting this migration internally without experienced and trained professionals to support the effort
- Identify lessons learned of organizations that have undergone these transitions

Who Should Attend:

- Records management professionals
- Operations and facilities managers
- Organizations seeking to relocate their operations to a location with a smaller footprint

Speaker Biography:

Tanya Mahan has more than 14 years of professional experience in corporate and project management working for Pitney Bowes. Mahan currently serves as a senior project manager in the Pitney Bowes Management Services (PBMS) Document Processing Solutions/Information and Records Management team. She manages the implementation and execution of document processing solutions projects related to records inventory management, scanning and indexing services, and provides consultative services to large domestic and global customers on their DPS and IRM requirements. These customers range from domestic locations to customers with global footprints who require a global approach to their solutions from PBMS. Mahan works at all levels of the organization to build solutions that address corporate process improvements.

Attend the event and complete the survey at the end of the session to be entered to win an 8GB iPod. A random drawing will be held immediately after the event.



One-Day Registration Now Available

Can't attend all four days of the conference this year? Then one-day Conference and Expo passes are the ideal solution so that the top opportunity of the year doesn't entirely pass you – and your organization – by. One-day registration includes that day's educational sessions and breaks, an Expo pass, and the session handouts and presentations.

But wait, there's more! Thursday's fee includes Opening General Session and exhibit lunch. Friday's fee includes U.S. Federal Government Day and the Expo reception. Saturday's fee includes the Technology Spotlight. Sunday's fee includes the Closing General session. One-day passes are available for October 15, 16, 17, and 18, 2009, in addition to the Pre-Conference seminars. Simply go to the registration page for more details.

Pre-Conference Seminars

Be sure to take advantage of the outstanding Pre-Conference seminars available this year to help manage your electronic information, including "Effective E-mail Management" facilitated by Jesse Wilkins on October 13, "E-Discovery & Beyond" facilitated by Brian Foster on October 14, and "Actively Transforming Your ESI" facilitated by Doug Magnuson on October 14. Other pre-conference seminars are the popular "Records and Information Management: The Fundamentals" with Dr. Mark Langemo and the "CRM Exam Prep Workshop," which will be facilitated by the ICRM.

Bookstore Sale!

This year's closing session keynote Randolph A. Kahn, Esq., along with Barclay T. Blair, worked together to create this great resource: *Information Nation: Seven Keys to Information Management Compliance - 1st Edition*. The book introduces information management compliance as a business approach to evaluate, design, and/or improve current information management practices. Get your copy for only \$10 before you attend Kahn's keynote "Better, Faster, Cheaper" at the closing general session October 18. Visit www.ama.org/bookstore to order your copy today!



Leadership conference — a member's perspective

By JANIE WAIT, CRM
Wyoming Chapter Member

I was invited to the 2009 leadership conference for ARMA's Midwest/Rocky Mountain Region in Estes Park, Colorado last week to fill in for our Wyoming Chapter's Vice President who was unable to attend. The chapter knows I am always ready to help out anyway that I can, given my remote location to the chapter center in Cheyenne, but "what in the world is an ARMA leadership conference?" was the looming question. Not looming enough to keep me from enjoying a few days at the famous Stanley Hotel and get to see a lot of terrific people I have meet through International conference get-togethers. Those meetings are strictly meet and greets but this was real work with the real mission of making our Midwest/Rocky Mountain chapters the best value and resource for records managers in our region.

You may have already noticed that the record managers that end up with leadership positions as President, VP, Secretary and Treasurer of your local ARMA chapters are real tail twisters. What you may not know is how dedicated they are to your success. Yes, they are all strong personalities and have that way about them that gets us members involved when we really don't think we have time. You have no idea how much time they put into making sure that they know their counterparts around the region, the resources available through ARMA and the ICRM and their dedication to you. The regional leadership conference is their way of making sure you get the best value for your membership in ARMA.

The beginning of the conference was getting to know our region leadership team. Sheila Isaacson (Minnesota) is our region Manager and was tough

about being on time and terrific at keeping things moving. Sheri Nystedt (Denver) and JoAnn Looten (Missouri) are our region coordinators. Sheri was responsible to come up with an ice breaker activity. What a blast we had trying to guess the company that partial logo's represented...I cannot believe that we had so much trouble with Walmart even after figuring out the companies were in alphabetical order. You are pretty relaxed around people that you have showed your ugliest face to, created a special hand shake with or been linked arm in arm as you perform a rousing cheer! JoAnn made sure we know our ARMA code of Ethics and why it is important. JoAnn is new to the region coordinator position along with Brian Stark, our new region treasurer. Congratulations JoAnn and Brian! Thank you for taking us on!

The first afternoon training on "Building your leadership Momentum – putting your strategic planning to work" was terrific. The basic strategic planning principles presented were customized to ARMA chapter and region perspective.

The exercises to align vision, mission and values was very insightful. I really enjoyed the SWOT analysis (strengths, weaknesses, opportunities and threats) as a great tool to determine where each chapter is, what each one needs and what each one has to offer to others! The personal style overview was also specific to understanding how each person's style can be used to enhance the chapter's goals.

As always, the hospitality room was stocked with everything you need at the end of a busy day to relax and enjoy the networking opportunities.

Sheila's strong management style was put to the test as each chapter presented individual reports with only 3

slides out of their full reports which included membership numbers, treasury reports and, most informative of all, their monthly attendance and speaker reports. Most chapters spent time reviewing their spring seminar offerings and how well those were received and attended. Yes, they spent a lot of time reviewing speakers and the response by their chapters so that they know how to get the best value and information for you.

During these "chapter year in review" presentations was when you really got a feel for what these chapter leaders are facing. We laughed, cried, worried, and were amazed by these reports. Some chapters are seriously struggling for their survival, some have more money than they know what to do with, some are brand new and most are small and mighty but all shared a common goal of making sure that ARMA Chapters are supported region wide. It was really humbling to see how invested these dedicated people are in making it all work for our common good!

The presentations and reports from the ARMA foundation, ARMA International and the ICRM were full of information. The ARMA foundation has wonderful and frankly under utilized scholarships and offer support to international entities that are trying to get the RIM houses in order. ARMA Headquarters is far more responsive that I had ever imagined to the feedback and needs of their membership, all coordinated with the regional and local chapters. The ICRM is responsible for managing the gold standard in RIM and are hugely dedicated to making sure the CRM designation maintains real value in the marketplace.

The most fun/value matrix for the weekend had to be the MRMR "Playhouse-not ready for prime time"

presentations. Each team made up of different chapter members was commissioned to come up with "A chapter Stimulus Package". The ideas were great but the presentation styles that each team came up with were priceless. We had a radio call in show, Oprah interviewing a chapter, the RIM top ten ala Letterman, and a shrink evaluating his patients and making Rim related diagnosis just to name a few. You get the idea, we were rolling on the floor but the ideas to increase membership, the meat of the discussions, were golden! I cannot tell you how well the conference flowed without thanking all those that made it seem effortless and recognizing all the

hard work that made it seem so! Thank you to the Denver Mile High chapter and Northern Colorado chapter for a great time, wonderful information, stunning setting and spooky lodgings.

What I learned from leadership conference is that no one who takes on a leadership position in a chapter is an island unto themselves. Do not be intimidated when asked to step up to the plate for your chapter. You have resources that are right there to help from day one, from individual to regional to international support! Of course, inviting a member to come to leadership conference is the ultimate

persuader. No one in their right mind would miss the opportunity to join our leadership when they know that such great folks are there to guarantee your chapter's success – let alone the opportunity to work with such dedicated and fun people. These are our kind of people. Just do it, you can make a difference! They are why your ARMA chapter is the best value around.

Respectfully,

Janie Wait, CRM
Wyoming Chapter Member

If you have an idea
for a meeting let a
board member know

Potential Upcoming Meetings for 2009—2010

Eco Star Tour

Wyoming Game & Fish

Weld County Records Storage in Greeley Missile Silo

Preparing for the CRM Examination - A Handbook

Institute of Certified Records Managers

June 2002

Section 3 - Sample Examination

Part 2

RECORDS CREATION AND USE

1. Organizations find that their greatest paperwork costs usually occur during:

- a. records creation.
- b. active files maintenance.
- c. inactive records storage and retrieval.
- d. archival operations.
- e. records disposition.

2. The greatest cost saving in forms management typically result from:

- a. reducing distribution.
- b. using multi-part forms.
- c. using recycled paper products.
- d. transferring the cost of forms to the originating department.
- e. reducing the time spent processing forms.

3. A forms management functional file:

- a. cannot be used in all organizations.
- b. has a limited number of subject classifications.
- c. can be customized to meet company needs.
- d. accepts a limited degree of description.
- e. is a backup to the history file

Answer Key: 1) a 2) e 3) c

Newsletter of the Wyoming Chapter of ARMA International
<http://www.armawyoming.org>



*CONTRIBUTIONS OR GIFTS TO
ARMA ARE NOT DEDUCTIBLE AS
CHARITABLE CONTRIBUTIONS FOR
FEDERAL INCOME TAX PURPOSES.*

Websites of interest:

For weather information:
<http://www.weather.com>

For Wyoming Road Information:
<http://www.wyoroad.info/index.html>

For Wyoming Facts of Interest:
http://wyoming.gov/state/wyoming_news/general/general.asp

To check out other ARMA Chapters:
<http://arma.org/chapters/index.cfm>

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