



The Western RIM



Newsletter of the Wyoming ARMA Chapter
November 2003

<http://www.armawyoming.org>



Pres Talk

I hope everyone enjoyed our beautiful "surprise" Indian Summer weather with temperatures in the 80s! Just as I was leaving for ARMA's International Conference & Expo in Boston, the nice weather hit Wyoming and I went to winter-like weather in Massachusetts. I guess that was the dues I had to pay for going to Boston!

Speaking of the conference in Boston, what a wonderful experience. I would recommend any ARMA member who has an opportunity to attend one of these conferences to not pass it up. There is a wealth of information to learn on records of all levels with experts speaking on a variety of different topics. Plus many attendees from all types of businesses who you can gain much knowledge. The big subject this year was e-records management. Everyone seems to be in the same dilemma on how to organize and manage these records. The opening keynote speaker was William Hooton with the FBI. He discussed the FBI records management program prior to the Timothy McVeigh trial and how their records management program changed after they neglected to provide 3,000-plus documents that the defense lawyers had requested due to lack of organization. After this incident the FBI organization realized they needed a better system to keep track of their records and re-implemented their entire records management program. They saw

how important a good records management program is when trying to locate records! This year's Expo had the largest number of vendors ever for an ARMA conference with 185 vendors present. That is a lot of vendors to visit! On top of many excellent sessions to attend, there was much history to explore in the city of Boston. Besides myself, there were several members from our Wyoming Chapter in attendance, Rich Wilson, Donna Baur and Paula Sutton. There were also many people from our region there that we were able to visit with. Our goal was to find a speaker for our upcoming seminar. We heard several that were very interesting and I'm actually making arrangements with one of them to be a presenter for our seminar as this newsletter goes out.

Our October program that was held in Casper on October 9th on *Records Management and Information Technology Integration* was a success. Janie Wait and Rita Dennis did an excellent job organizing and planning the workshop. We had about 35 people in attendance. Those who attended the workshop found it to be very informative. Janie Wait discussed records management in detail providing subject matter that was most informative and useful. Our speaker on Information Technology had to bow out about 10 minutes prior to his presentation due to an emergency, and our Vice President, Rich Wilson, was brave enough to step in and not only present the information planned, but added much more to this topic off the top of his head, providing a very enlightening presentation. The panel members were informative to listen to and

hear the different scenarios they are going through with records management and how they are handling them with the technology and e-records initiatives. Once again, I would like to thank the Casper members for organizing this event.

At our October Board meeting, we decided on charities the chapter would like to donate to this year. Once again it was decided that we would help out with a Safehouse family by donating \$150 toward the cause with any additional private donations accepted as well. Everyone attending the November meeting is encouraged to bring non-perishable food items to be given to a charity. We have also selected the Kemmerer and Gillette ARMA members to select a charity of their choice in their community that ARMA will donate \$25 to each charity.

The Board is planning the upcoming seminar in February and if there is anyone interested in assisting with this, please contact me and let me know. We are always looking for people to help and to bring new ideas to the chapter. Remember the "Power of One" and help the chapter by recruiting new members. If every member recruited one person, we could double our membership!

The Board members are doing a great job planning the chapter year and I want to thank each of them for all their hard work. It isn't easy keeping the chapter afloat while holding down full-time jobs. The chapter wouldn't function without these individuals volunteering. Again, thank you board members. Kristy

Board of Directors

President
Kristy Anderson

Vice-President/Public
Relations/Newsletter
Rich Wilson

Treasurer
Ramona Christensen

Secretary
Vicci Carter

Programs
Deanne Widauf

Education
Barbara Thomasee

Membership
Wendy Kinkade

Chairman of the
Board/Webmaster
Donna Crock

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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. 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 to let us know what you know!

General Meeting — November 13, 2003 11:30 a.m.

When: Thursday, November 13, 2003 11:30 a.m. to 1:00 p.m.

Where: Hitching Post Inn
1700 W. Lincolnway
Cheyenne, WY

Topic: West Nile Virus Records

Speaker: Gus Lopez, City County Health Director

The Wyoming Chapter of the Association of Record Managers and Administrators International (ARMA) will be holding its monthly meeting at the Hitching Post Inn. This month's topic is The West Nile and It's Records. The City County Health Director, Gus Lopez, will provide a look inside the complex records issues facing his office.

We will be utilizing the Hitching Post's Buffet. The total cost is \$12.40.

Please bring non-perishable food items to help the needy at Thanksgiving.

Please RSVP to Deanne Widauf Phone: **637-6255** or E-Mail: dwidauf@cheyennecity.org or Kristy Anderson Phone: 637-6346 or E-Mail: kanderso@cheyennecity.org by 11:00 a.m. on November 12thth.



August Board Minutes

**Association of Records Managers
and Administrators
Holland and Hart: Cheyenne,
Wyoming
September 23, 2003 11:30am**

Members Present: Kristy Anderson, Vicci Carter, Ramona Christensen, Donna Crock, and Wendy Kinkade.

Guests Present: Paula Sutton, MRM Region Coordinator

Minutes: Ramona Christensen, seconded by Donna Crock, moved to approve the August 19, 2003 Chapter Board Meeting Minutes and the September 14, 2003 General Meeting Minutes as presented. Motion carried. A question was asked about posting the meeting minutes on the website prior to Board approval. Kristy Anderson advised that after researching this topic in *Roberts Rules of Order*, it did not say anything about when the meeting minutes can be posted, whether before or after approval. Several different scenarios were discussed on what different organizations and entities do. It was advised some organizations post their Minutes prior to actual approval, as well as are required by State Statute to publish them in the newspaper prior to approval (i.e. City Council). Other organizations may provide a brief summary of the meeting to post on the web prior to approval, and yet others do not post at all until after approval. After a brief discussion it was decided to continued posting the minutes on the website, but identify the meeting minutes that are posted prior to approval as a draft.

Treasurer's Report: Ramona Christensen presented the September, 2003 Treasurer's Report showing a balance of \$13,384.48 which includes term share accounts. Discussion followed on approving the Treasurer's Report. Kristy Anderson reported that according to *Roberts Rules of Order* the monthly Treasurer's Report does not require action by the board, unless it is the annual year end report. She advised the Chapter always has audited the books and year end report and approved the

final report. It was decided that from now on, the Treasurer would provide a report, but there would be no action on it until the annual report.

COMMITTEE REPORTS:

Education: No Report

Membership: Wendy Kinkade handed out the September, 2003 update of members, and it showed that the chapter has 34 memberships. Wendy also reported that she had received the "Power of One" membership drive brochures from ARMA, International and will hand them out at the October 9th workshop in Casper.

Survey to Chapter Members: Kristy Anderson reported that the surveys had been returned and she handed out a summary of the responses.

Teleconferencing: Discussion followed on information that had been obtained regarding teleconferencing options. Kristy Anderson advised both Deanne Widauf and Barbara Thomasee had checked into available options on this. Based on the information they obtained, she advised the UW Outreach Program provides both audio and compressed video. For audio teleconferencing there are around 42 sites in the state at a cost of \$11.00 per site and required 24 hour notice. The compressed video needs more advanced notice and has 31 sites in the state. Cost for the compressed video was not known. It was decided to obtain more information about both options, the sites, cost, etc., and bring it back to the table at a later date.

Newsletter: Kristy Anderson reported that information for the newsletter should be given to Rich Wilson by Friday, September 26, 2003.

Programs: The October 9, 2003 program is a half day workshop in Casper. Kristy Anderson handed out the workshop brochures and advised who would be on the discussion panel. Donna Crock, seconded by Ramona Christensen,

moved that the chapter reimburse for costs associated with the workshop that were not donated and had not been previously approved, and that the speakers would not be charged for attending the workshop. Motion carried. Wendy Kinkade reported that Deanne Widauf is working on the November program.

Public Relations: No report.

Web Site: Donna Crock reported that she had updated the contact page and posted the October workshop information on the web site.

OLD BUSINESS:

February Seminar: After a brief discussion, it was decided to wait until after the ARMA, International conference to choose a topic(s) and speaker(s).

NEW BUSINESS:

Voting Privileges for Retired Members: Kristy Anderson reported that a question had been asked about the voting privileges of retired members. Upon reviewing the Chapter's by-laws it was determined that retired members do not have voting privileges.

Charity Projects: Several charities were suggested and the Board decided to discuss them further at the next Board meeting.

Next Meeting: The next Board meeting will be held at Holland and Hart on Tuesday, October 28, 2003.

Meeting was adjourned at 12:40p.m.

Submitted by,
Vicci Carter
Chapter Secretary

October General Meeting Minutes — RM and IT Integration

Wyoming Chapter

Association of Records Managers and Administrators

Chapter Meeting and Workshop on “Records Management and Information Technology Integration”

October 9, 2003 11:30am to 4:00pm

Natrona County International Airport
Terminal-Hangar Room, Casper, WY

Members Present:

Kristy Anderson, Ramona Christensen, Rita Dennis, Wendy Kinkade, Carol Mayfield, Paula Sutton, Barb Thomasee, Debra Yeager and Rich Wilson

Guests:

Margaret Maione, Mike Eamon, Greg Rierson, Cynthia Green, Richard Russell, Debbie Leonard, Michael Wingert, Anthony Witbrod, Joan Fogle, Theresa Snyder, Janice Barratt, Mary Nicole, Glenda Irwin, Kermit Green, Chastity Summers and Tiffany Marzlaf

Panelists: Don Campbell, VP, Data Processing, Hilltop National Bank, Casper, WY, Ron Sizemore, Manager, Computer Services, True Co., Casper, WY, Jerry Nelson, Academic Affairs, Casper College, Mike Hayes, CFO, Excal, Casper, WY, Craig Henderson, Supervisor, Bureau of Labor Statistics Programs, Dept. of Employment, Casper, WY

After enjoying networking with people attending the conference over the lunch hour, Kristy Anderson opened the workshop by welcoming everyone in attendance, thanking the Casper members for organizing the workshop, and introduced Janie Wait from the Intermountain Records Center.

Janie Wait spoke on the topic of “Records Management Basics”. She provided a handout on her presentation. Janie noted the differences among records management, information technology and information management. Some of the areas covered were “what is a record”, source documents, originals, life cycle of records, essential elements and functions of the records, electronic records management, imaging technology management, strategies, objectives and benefits of a sound records and information management program.

Craig Swain was scheduled to speak on the topic of “Information Technology Basics”. However, due to an emergency Mr. Swain was unable to speak. Rich Wilson, Electronic Records Unit Supervisor, from the Wyoming State Archives, graciously offered to fill in for Mr. Swain. Rich discussed an overview of electronic records. Rich stressed that

WYOMING CHAPTER ARMA TREASURER’S REPORT August 2003

Beginning Balance Checking

Account 9/23/03:

\$ 1833.70

Ending Balance Checking

Account 10/27/03:

\$ 1887.70

Balance Term Share Account

#4396 \$ 5260.12

Balance Term Share Account

#8435 \$ 4000.00

Share Savings Account

\$ 2366.83

Total Ending Balance

10/28/03

\$ 13,514.65

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

over 95% of information is created originally in electronic format. With the expansion of the internet, you can deal with information right on your desktop. Employee productivity will increase by having this information available, better customer service and generate new revenue by making the information more efficient. The metadata needs to be managed along with the electronic record. Rich noted that with the constantly changing software, media migration is important. However, when the migration is done, there is almost always a loss of some information.

A Roundtable Discussion followed with panel representatives from the following businesses: banking, energy, education, manufacturing and government. Janie Wait acted as the moderator. Each panel member presented their accomplishments and major challenges with the world of technology. They discussed how these challenges effected their records management, migration of records from one electronic format to another, software challenges, and challenges with records being compatible with the electronic age of e-records.

Submitted by,
Ramona Christensen
Acting Chapter Secretary

ARMA Leads E-records Research Initiative

ARMA International is launching an exciting research project focused on electronic records management. The goal of the study is to identify the challenges and business drivers facing both public and private sector organizations with regard to electronic records management (ERM), how organizations are attempting to address these business drivers and challenges, and with what kinds of technology-based solutions.

With supplemental funding from ERM-related firms, ARMA seeks to engage a nationally known, independent research/analyst firm that specializes in information management research to conduct the objective study. The study will

- Identify current and future business trends in ERM
- Report on existing state of the ERM industry
- Determine market size of the ERM industry (revenues, number of providers, and existing participants)
- Identify existing ERM research and best practices
- Identify the gaps in research, application development, best practices, and practitioner skill sets
- Define broad terminology usage

ARMA will use this information to build the needed educational programs, standards, and publications for its members and other records and information management (RIM) professionals. Additionally, ARMA will use the research to position the RIM profession and the association as the primary solution providers for ERM issues.

A special report summarizing the results of the study will be distributed to ARMA members, highlighting key

insights from the research that relate to RIM professionals. This report is expected to be available the first quarter of 2004.

A special advisory team will be formed to assist in evaluating the firms' responses to ARMA's request for proposal (RFP). The team will include RIM practitioners and consultants and representatives from the underwriting firms. Also included will be individuals in corporate compliance, IT, legal and risk management, internal auditing, and post-secondary education.

Requests for information (RFIs) have been sent to several of the top research/analyst firms in the United States, including Gartner, Forrester, and Ovum. ARMA members who would like to receive the RFI may access it at www.arma.org/members/research_resources.cfm. All respondents will be evaluated on their

1. experience in conducting and analyzing information management research projects of a similar scope
2. credibility and citation in the general business press
3. resources for conducting and analyzing such a study

ARMA will send out RFPs in mid-September to the top-five research-analyst firms that meet these criteria.

The following firms will help underwrite the research project: Open Text, IBM, Information Management Research - IMR, TOWER Software, Hummingbird, FileNet, Smead, Iron Mountain, and Accutrac.

"This is an exciting initiative by our fine association," states ARMA International President Gisele

Crawford. "It's the first time we've brought together such an extensive group to research and analyze an issue so critical to the success of all of us."