



POOR RICHARD'S ARMAnc

THE OFFICIAL NEWSLETTER OF THE LIBERTY BELL CHAPTER OF ARMA

Volume 10-11, Issue 5 - January 2011

Join Us For Our Next Chapter Dinner Meeting

February 17, 2011 at the Holiday Inn - Philadelphia

Inside this issue:

Presidents Message	3
Have You Thought of Achieving your CRM ?	4
Ask The CRM	6
ICRM 2011 Test Schedule	7
Liberty Bell Chapter Board of Directors	8
2010-2011 Remaining LB Chapter of ARMA Schedule	8

February Meeting Registration Information

Member \$30
Non-Member \$35

You may register on line at

www.armalb.org

Please direct any questions regarding this meeting to
Dennis Huston

dennis.huston@siemens.com

E-Discovery and Litigation Readiness

Our Speaker And His Bio

Brian Fox
Director of Computer Forensics
And Discovery Preparedness
Pricewaterhouse Coopers

Brian provides process and technology consultation to major public and private corporations in both preparing for and responding to unplanned events with a legal or regulatory element. Among the services he provide are:

Assistance with litigations, subpoenas, and corporate investigations, including computer forensics, breach investigations, e-discovery, forensic preservation, data mapping and complex data analysis. He has extensive experience scoping and executing preservation efforts and with analysis of electronic data and presenting that analysis to corporate boards, adversaries and/or the government

Dinner Menu

Iceberg Wedge- with Bacon, Blue Cheese, Chopped Tomato
and Creamy Blue Cheese Dressing

Half Spring Honey Roasted Chicken

SHRIMP AND SCALLOP SCAMPI
IN A LEMON BUTTER WINE SAUCE

Sides: Potatoes Parmesan and Seasonal Vegetables
Rolls and butter, Coffee, Tea, Iced Tea

Dessert



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Ray Davis
President
Liberty Bell Chapter

The Presidents Message

Hello Chapter Members,

I'd like to use this months message to discuss multiple topics. Forgive me if I number them, but it helps me !!!!

1. I'm returning to the position of President of the Liberty Bell Chapter of ARMA. It wasn't something I was expecting. But during our January 2011 Board Meeting, this seasons elected President, Eileen Reader submitted her resignation, needing to step away from the position due to personal issues. To say that the announcement took us by surprise is a mild understatement. Without question, Eileen has been a major influence at the Liberty Bell Chapter for quite some time. She has held pretty much every position on the Chapter Board from Director to President. One of the things that I can say without a moments hesitation

is that Eileen has been a champion of the members in every aspect. Not only at the local Chapter level, but to the Regional and National level as well. The members have always been her priority and her focus. We greatly appreciate her time and effort over the years and hope that everything works out and we see her back with us soon !!!

2. Please welcome and say congratulations to the Chapters newest Vice President, John Stubbs. John has been our Web Master and a Director of the Chapter for several years. In looking toward the future of this Chapter, it was a natural progression for John to assume the position of Vice President as he is member focused, results driven, and wants to lead this Chapter as President in the future. We've all seen the amazing transformation our web site has taken since John took over www.armalb.org and I've seen that same energy from John in our Board Meetings. It has been a pleasure to serve with John on this Board in his Director position and I welcome his participation as Vice President.
3. It was disappointing that we had to cancel our annual seminar. Our speaker, who is an attorney was prepared and psyched about presenting for our Chapter Seminar when, as luck would have it, one of his cases was scheduled for court the Monday of the week of our seminar. Well if you're scheduled to present a case you have to show !!!! ... Imagine getting up and saying ... "You know Your Honor, I'm scheduled to speak at the Liberty Bell Chapter Seminar, you can't schedule my case for that week !!!". Now wouldn't that have gone over well !!!! With the limited amount of time to source a new seminar speaker and get that information out to you in time for you to plan to attend, we felt it was best to scale the seminar back to a regular monthly meeting. But next season, we'll be back with our annual seminar !!!
4. It was great that we could secure a speaker like Brian Fox from Pricewaterhouse Coopers for our February monthly meeting. Brian is the Director of Computer Forensics and Discovery Readiness. He'll be speaking on a topic of Readiness, that's on all of our radars. We don't want it to happen, but if it does, we need to be prepared. I anticipate an informative and enjoyable presentation. I hope you can be there !!!

Okay ... I'm done with my numbered list !!! For now !!!

I look forward to serving as your President and would love to hear from you with comments and suggestions as to how we can make things even better. Please reach out to me any time, either at our monthly meetings or by email if you prefer ...

rdavis@thefxorganization.com

Have You Thought Of Achieving Your CRM ? ... Then Read ... Message From A Records Management Rookie by Angel Ramos



I switched to records management on Valentine's Day 2006 after my marketing department was downsized. I enrolled to take the exams for Certified Records Manager (www.icrm.org) certification in 2009 thanks to the support of my boss Martin ("Mickey") Dolan, a former Liberty Bell member. I missed passing Part VI by 1 point that same year. Then I failed on my next try by many, many points and almost gave up hope.

I was ready to give up. But my former bosses Scott Bowker and Sheila Chandonnet as well as ICRM's Mimi Donne encouraged me. I retook the final CRM test in November, and figured I might work my grade up a bit. And then this January, I heard the news. I passed it!

Everyone of us new CRMs has a list of thank you's like mine....

Thanks especially to the ARMA Liberty Bell Chapter Board and CRM guru Peter Casey for the materials and support from their awesome Liberty Bell chapter study group. John Stubbs, CRM led me to join Liberty Bell on the strength of his amazing practice test app at www.armacb.org/crm_resources.html.

The chapter was incredibly welcoming to me even on my visits to chapter meetings even though I was an interloper from New Jersey 2 hours away. Peter Casey's study guides, outlines, and notes were golden. They helped me pass 4 of the first 5 tests on my first try. I passed a fifth test the following test period. I would have passed my final Part VI sooner if I had followed Peter's advice and develop case study answers and practiced writing them under test constraints. Unfortunately, I did not because my free study time disappeared due to downsizing at my former company and the retirement of my manager Mickey.

Also I'd like to thank friends and family, the Records Management List Serv, ARMA Liberty Bell's Robert Tocher and Julie Gable, ICRM mentor Jason C. Stearns, ARMA Central NJ's Elinor Gellner, Irene Gelyk and her online CRM Toronto Google study group, Inside the Records Room's Ray Davis (an ARMA Liberty Bell stalwart who's radio show ramped me up) and ITRR's co-host Jeff Glover, and the Board members at ARMA's Northern NJ chapter.

Thanks also to ICRM for offering their great seminars at the ARMA International Conference and for making the test so widely available. Last-but-not-least, thank you to you, the ARMA Liberty Bell members. We have a great chapter, but the chapter is you. If you did not support your chapter through your membership and participation, I would have missed out on my greatest resource for attaining certification. I am in your debt.

Ever think of getting a CRM? Do you think you cannot get one? Well, I did, too.

Thanks to you and ARMA Liberty Bell, I was wrong.

With much appreciation,

Angel R. Ramos, CRM



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Ask the CRM” - Bob Dalton, CRM



Question:

Is the “Paperless Office” still a Myth?

Question asked by a participant at a seminar.

Response:

This is a question that arose from an article written The New Yorker, 25 Marcy in 2002: “The Social Life of Paper” by Malcolm Gladwell, reflecting on how computer technology was supposed to provide the paperless office.

It is my contention that the “Paperless Office” is ***no longer*** a myth for both public and private organizations. Unfortunately, technology has grown faster than our ability to adequately manage electronic information effectively from a records management standpoint. While the information is being created by individuals within organizations, we are losing the same information by not managing information produced by of technology such as email, blogging, Wiki’s, Twitter, and Facebook.. Basically, we are losing our organizations’ business memory.

One only has to follow the legal, records management and other information management listservs to recognize the legal problems facing organizations who do not take steps in managing their information. There does not seem to be one day that goes by when there is not a court case at the local, state or federal level on litigation and sanctions for the loss of or inability to find documentation required in a lawsuit. But as a company lawyer once told me, “all we need is another good lawsuit to get the attention of management on the need for a document management program”.

With this message in mind I would review current litigations in the federal and state courts that may be related to the business of the company. I would then send a copy of the document(s) to the appropriate areas within the company and to the lawyer for his information. By being pro-active I accomplished two things:

1. Provided internal clients with current articles on possible problem areas.
2. Increased internal client awareness of the organization’s records management program.

The following are a few articles of interest on various document management topics that were recently on the Records Management Listserv:

- Top 7 Legal Things to Know about Cloud, SaaS and eDiscovery — CIOUpdate.com - <http://bit.ly/fdFHZT>
 - FTC Issues Guide for Businesses on Securing Digital Copiers : Info Law Group - <http://bit.ly/eKicPc>
 - Gmail Tips: How to Take Chat Off the Record; Archive E-Mails - <http://bit.ly/dMa9Fw>
 - The Revolution Should Not Be Digitized—Put It on Microfilm Instead | Discoblog | Discover Magazine - <http://bit.ly/qJtXxy>
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In addition, there are resources that may provide some guidance for the records manager on the use of the new technologies. For example:

- Guidelines and Best Practices for Social Media Use in Washington State – <http://www.sos.wa.gov/archives/RecordsManagement/ElectronicRecordsManagementAdviceandResources.aspx>.
- Guidance on Managing Records in Web 2.0/Social Media Platforms, October 20, 2010 - <http://www.archives.gov/records-mgmt/bulletins/2011/2011-02.html>
- Guidance on Managing Records in Cloud Computing Environments, September 30, 2010 <http://www.archives.gov/records-mgmt/bulletins/2010/2010-05.html>

In closing, I believe RIM professionals are tasked to be aware of the problems an organization may encounter when managing the technologies of the 21st Century. I hope the resources outlined in this article may be useful to the RIM professional in becoming aware of both the positive and negative points of use of technology.

Bob Dalton, CRM of Dalton Consulting

Note: My thanks to editor, Barbara Werelius, Records Manager and Guru at the Tacoma Public Utilities for her assistance in the development of this article. Other articles by Mr. Dalton can be reviewed and copied at his BLOG site: askthecrm.blogspot.com.

2011 CRM Exam Schedule



Winter: Parts 1-5, February 7-11, 2011 | Part 6, February 10, 2011
Registration Open: November 19, 2010 - February 3, 2011

Spring: Parts 1-5, May 2-6, 2011 | Part 6, May 5, 2011 |
Registration Open: February 25, 2011 - April 28, 2011

Summer: Parts 1-5, August 1-5, 2011 | Part 6, August 4, 2011
Registration Open: May 20, 2011 - July 28, 2011

Fall: Parts 1-5, November 7-11, 2011 | Part 6, November 10, 2011
Registration Open: August 19, 2011 - November 3, 2011

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2010-2011 Liberty Bell Chapter Meeting Schedule

Date/Location	Speaker	Topic
February 17, 2011 Holiday Inn - Philadelphia 4th and Arch Streets Philadelphia, PA 19103	Brian Fox	E-Discovery and Litigation Readiness
March 10, 2011 Holiday Inn - Philadelphia 4th and Arch Streets Philadelphia, PA 19103	TBD	Identification and Preservation of Vital Records
April 2011 Mainline Chamber of Commerce 175 Strafford Avenue - Suite 130 Wayne, PA 19087	Joint AIIM/ARMA Meeting TBD	TBD
May 19, 2011 Philadelphia Museum of Art	Susan Anderson Archivist of the Philadelphia Museum of Art	Tour of an Archives and Learning How They Built Records Management Into Their Archives Program