



GARP® Principle of Compliance in Records Management Programs

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Speaker:	Maura Dunn, CRM, PMP, of Duff & Phelps
Presentation:	GARP® Principle of Compliance in Records Management Programs
Date:	Tuesday, February 22, 2011
Time:	8:00 AM Breakfast Meeting/Seminar
Location:	Christiana Hilton 100 Continental Drive Newark, Delaware
Cost:	\$20.00
Reservations:	Please RSVP via e-mail by February 18, 2011

to:

Alicia Reyes Santiago

alicia.reyessantiago@bankofamerica.com

or

Diamond State Chapter website at

<http://www.armamar.org/DS/meetingregistrationdsc.html>

About This Month's Speaker

Maura Dunn is a Director in Duff & Phelps, LLC's Legal Management Consulting Group. She leads the Enterprise Information Management/Records Strategies practice for Duff & Phelps, counting among her clients worldwide leaders in media/internet advertising and content, entertainment, luxury goods, and professional services firms. Her experience spans the full lifecycle of records management program implementations including assessment, strategy, policy development, technology implementations, training and operations.

NOTE: Since we were not able to take donations for the Chapter's "Help Restock the Pantry" canned goods campaign in January, we'll be happy to accept your donations at our February meeting. If you have a donation that you would like to make (goods or monetary), please bring it to the February meeting. If you'd like more information about the Food Bank of Delaware or a shopping list of the most urgently needed items, you can visit their website at <http://www.fbd.org>

President's Message – Planting the Seeds

Val Singler



*Coming together is a beginning. Keeping together is progress.
Working together is success. – Henry Ford*

Once Mother Nature decided that the whole “wintry mix” thing had run its course, the Board was finally able to get together. As I sat at the table, listening to the ideas flowing fast and furious, the laughter, and plans for transitions, I realized I was watching a change of seasons unfold.

Some of our long-time members, some who’ve been with the Chapter from the beginning, are starting to make changes that will take them in new directions. Their legacy of a rich tradition, pride in a profession that they helped nurture, and willingness to share their lessons and experience form a rich soil waiting to receive the seeds of new ideas, as well as serve the foundational needs of those who follow.

While there have been stumbles as we’ve worked through professional and personal challenges while negotiating some steep learning curves, we’re learning and moving forward together. Our new Board members Janet Mayhew and Diane Rizzo are already helping us take a fresh look at the seeds we want and need to plant in order to sustain and grow both our community and our profession. Other members stepped up to try new things – Richard Loring is taking on the Chapter website, Felix Spittle is teaching Donna Klair how to navigate the role of Chapter Treasurer, our Mr. (Hutch) Johnson put together a slate of speakers for this year’s INFO XXIX Seminar and went all the way to Washington to land the endorsement of the U.S. Small Business Association, and Bill Cochran took on the Facet and continued to move it forward. Our seasoned members – Wendy Sapp, Rainer Naus, Lynn Catanese, and Lynda Martinez – continue to lead by generous example, helping us learn the lay of the land and navigate around the pitfalls.

I am deeply grateful to be working with a group of people who are great representatives of our Chapter, profession and the RIM community, and I’m looking forward to seeing just how far we can go together.

On a final note, don’t forget to mark your calendar – March 16, 2011 – and plan to join us for our annual seminar, INFO XXIX GARP® & You, at the Christiana Hilton when we’ll be (as Hutch Johnson, our leader of the Seminar pack put it) “bringing a bit of the 2010 ARMA Conference in San Francisco home.” Gordon E. J. Hoke, who spoke on the recordkeeping challenges for small to medium-size organizations, and our own John C. Montaña will address the recordkeeping challenges faced by organizations of every size – S, M, L, XL – and how GARP® can be utilized to meet these challenges. You’ll find information about the program on the following page and a registration form at the end of this issue of the Facet.

INFO XXIX – GARP® & You, March 16, 2011

Our Presenters



John Montaña

Leveraging GARP® to Achieve
Organizational Excellence



Gordon E. J. Hoke, CRM

Records Management for Small-
and Mid-size Organizations

&

Mick Sciarrotta

Business Continuity Planning

On March 16, 2011, the ARMA Diamond State Chapter will present our annual seminar - *INFO XXIX – GARP® & You*. This year's seminar, which is endorsed by the U. S. Small Business Administration, will focus on how GARP® can help organizations of all sizes – S, M, L & XL – thrive. We have an all-star line-up of speakers:

John C. Montaña

Leveraging GARP® to Achieve Organizational Excellence

The ability for an organization to govern its conduct and ethics is now made easier with the release of the Generally Accepted Recordkeeping Principles®, but what is the value of GARP® to an organization, to regulating bodies, and to society?

This session examines the requirements of the GARP® principles, the use of the GARP® Maturity Model, and the role that both play in assessing GARP® compliance and developing a GARP® program. You'll walk away with a practical strategy for implementing GARP® within your organization.

Gordon E. J. Hoke, CRM

Records Management for Small- and Mid-size Organizations

Small- and mid-size organizations need RIM as much as Fortune 500 organizations. The discipline is the same, but the application is different, and most books and sessions are aimed at large organizations.

This session is for solo records managers, some of whom must balance competing responsibilities. It uses risk management and change management to apply RIM with modest resources. It shows how the Generally Accepted Recordkeeping Principles® can meet their special needs and challenges.

Mick Sciarrotta, Agility Recovery

Business Continuity Planning

The frightening reality is that disasters happen every day, and any event that prevents work from happening can be catastrophic for your business, whether it is a broken water pipe, building fire or a regional event like a hurricane. That's why it is imperative to assess, strategize and mobilize resources to get your operations up and running and employees back to work without delay. Agility Recovery has 20 years of experience in rescuing companies from the unthinkable, and Mick Sciarrotta, Agility Director of Sales, will share the keys to an executable business recovery plan in an easy to follow, easy to implement format.

Whether you work for a small or mid-size business, a large corporation or a small or mid-size group within a large business, GARP® offers a solid framework to help you and your organization thrive.

You'll find a seminar brochure at the end of this issue of the Facet that provides the times, location and other information regarding INFO XXIX.

We hope you'll join us for a day of getting to know GARP® and looking at the many benefits it can provide to businesses of every size.

GARP® - Principle of Availability

Rainer Naus



ARMA International released Generally Accepted Recordkeeping Principles® (GARP)® in February 2009. The eight GARP principles identify critical hallmarks of information governance.

In the Principle of Availability, ARMA states, an organization shall maintain records in a manner that ensures timely, efficient and accurate retrieval of needed information. In other words, having the right information available at the right time, in the right place and in the right format.

Gordon E.J. Hoke, CRM, stated in an article published in ARMA's Information Management publication, January/February 2011 issue, "Availability is generally an operational issue, and it is here that RIM meets enterprise content management (ECM). ECM software provides many of the tools RIM practitioners use to ensure digital availability, including workflow, report management and document management. "

He added that "availability of paper is largely a logistical issue, including filing, storage, retrieval, and accompanying document management techniques such as check-out, delivery, and check-in."

Other issues surrounding availability include documented recordkeeping policy and practices, RIM staff training, proper storage conditions, reliable media on which the information is recorded; and routine back-up procedures.

As Mr. Hoke noted, "What good is it to save records and not be able to produce them when needed?"

"We want what we want, when we want it. Most businesses don't think about availability of information until it's not available. Then all hell breaks loose."

from InfoSecPro Security Professional on "Information Security Common Sense," at Toolbox.com

You can find more information on the Principle of Availability and GARP® here:

Principle of Availability - <http://www.arma.org/garp/availability.cfm>

GARP® Overview - <http://www.arma.org/garp/index.cfm>

Web Seminar: GARP® Availability Web Seminar - Facilitator: Jim Coulson, CRM, FAI
<http://tinyurl.com/4hmttye>

Mid-Atlantic Region of ARMA - Region Team Update

Denise L. Pickett, CRM



Recently, Denise Pickett, Manager of the ARMA Mid-Atlantic Region announced updates to the Mid-Atlantic Region team. Denise outlined the following changes in her February 14, 2011 e-mail:

Beginning July 1, 2011:

- **Michelle VanAllen** will assume the role as the Region Manager plus retain the role of Region Coordinator for the Southern Area.
- **Tod Chernikoff** has been approved for his second term as the Region Coordinator for the Capitol Area.
- **Peter Casey** will serve his second year of his second term as Region Coordinator for the Northern Area.
- **Brad Davis** will serve his first term as the Region Coordinator for the Central Area.
- **Tammy Wheeler** will continue in her role as the Region Treasurer.
- **David Noack** will continue to support us as the Region Webmaster.

Please feel free to congratulate the incoming Mid-Atlantic Region of ARMA Board. This is a fine group you will be working with and I know you will continue to support this team in the same cooperative way you have in past years. Again, this is effective July 1, 2011.

Thanks for all of your support to me in my four years as Region Manager. The Region Manager role was enjoyable thanks to each of you and your chapters. – *Denise L. Pickett, CRM*

*None of us is as
smart as all of us.*

- Ken Blanchard -

Board Report – February 2011



The weather finally cooperated and the Board met on February 3, 2011.

- With the Board's approval, two new Directors were appointed: Diane Rizzo of Bayshore and Janet Mayhew from IKON Office Solutions
- ARMA International Education Foundation is running a campaign to collect donations to support RIM education in Africa and other developing countries. The Board agreed to donate to this campaign
- Felix Spittle, our long-time Treasurer, will be retiring at the end of this term and he is working with Donna Klair to transfer knowledge and help her transition into the Treasurer's role. He is updating signature cards, mailing addresses, etc. to facilitate the transfer at the end of the Chapter year.
- Diane Rizzo agreed to become the Membership Chair for the Chapter, taking over from Donna, who is transitioning into the Treasurer's role.
- Janet Mayhew agreed to become the Program Chair for the Chapter.
- Hutch Johnson, Seminar Chair, secured the endorsement of the Small Business Association (SBA) for our seminar.
- Richard Loring volunteered to take over as the Webmaster for the Chapter website.

The level of energy and the enthusiasm was high and the ideas were coming fast and furious. We'll be doing a lot of plotting and planning for next year. Bottom line - it was a lot of fun!

Online Graduate Education Opportunity

San Jose School of Library and Information Science Offers Graduate Education in Archives and Records Management



Today's archivists and records managers are faced with a variety of challenges, including managing records created using emerging technologies. While many archivists and records managers recognize the need for further education to prepare them to meet these challenges, busy work schedules and family commitments present barriers.

In response, the San Jose School of Library and Information Science launched a fully online Master of Archives and Records Administration (MARA) degree program three years ago. Students can live anywhere as they complete their degree using a variety of sophisticated distance learning tools.

MARA students participate in a cohort model, studying with a small group of peers who share the learning journey together. They receive instruction and mentoring from faculty and professionals who are award-winning scholars and leaders in their academic and professional communities – and who live around the globe, bringing an international perspective on emerging trends in the field.

Applications are now being accepted for the fourth MARA cohort, scheduled to begin classes in August 2011. **The deadline to apply is March 31.**

To learn more about the MARA program or apply, visit <http://slisweb.sjsu.edu/mara/index.htm>

Online open house events are also an excellent way to find out more about the MARA program. To see the schedule for upcoming open house events, or to view a recorded open house, visit <http://slisweb.sjsu.edu/slis/openhouse/>

Individuals interested in applying for the MARA program can also contact Dr. Patricia Franks, the MARA Program Coordinator, at patricia.franks@sjsu.edu

ARMA International Educational Foundation

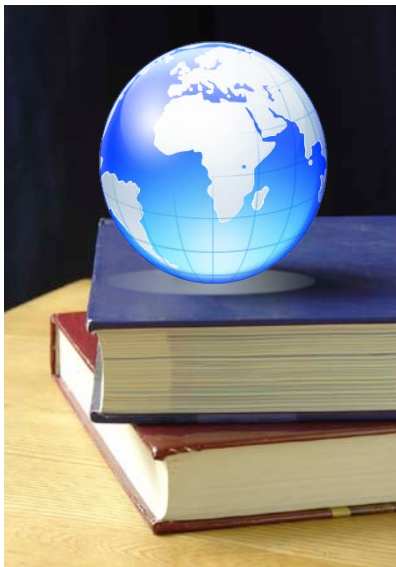


ARMA International Educational Foundation Board Approves Tripling Funding for Programs; Strengthens Partnership with ARMA International and International Records Management Trust

Denver, CO January 23, 2011: The Board of Trustees of the ARMA International Educational Foundation (www.armaedfoundation.org) today approved an immediate increase in the total funding for core programs of research, scholarship and education from the current \$22,000 to \$64,000. The allocation of the new level of funding includes \$10,000 in support of the African Book Project to provide educational texts to sixteen universities in Central and Southern Africa for use by students pursuing degrees in records and information management. In addition, \$5,000 was dedicated to the new Academic Award for Excellence in Records and Information Management Education, which is expected to be awarded to the two best educators within the field in late 2011. The Foundation's scholarship and research programs have been allocated \$20,000 each with the balance of the funds to be utilized for core mission programs at the discretion of the Board of Trustees. Foundation Chairman, Larry Eiring, noted after the Board approved the allocations that, "ninety cents of every new dollar donated to the Foundation by individuals, corporations and foundations will directly benefit programs that have a positive impact on the future of our profession and how those in our profession serve the global community."

During the initial day of the two-day meeting, the Foundation Board of Trustees was joined by ARMA International President, Nicholas De Laurentis; ARMA's executive director, Marilyn Bier; and the Executive Director of the International Records Management Trust, Dr. Anne Thurston. The three organizations agreed that a focus in the near term should be a strengthening of the partnership with a focus on ensuring synergy of efforts as well as results. To that end, ARMA International suggested that the parties conduct a conference call on a quarterly basis to ensure open communication and harmony across the diverse set of shared and individual projects each organization is working upon.

On Friday, January 21st, representatives Barbara Voss, Denver regional administrator, and Paul Wester, director of modern records for the United States National Archives and Records Administration (NARA), spoke to the group regarding the effort to evolve the Agency towards supporting the challenges of managing records and information in the digital age. Upon the conclusion of the discussion, the leaders of ARMA, the IRMT and The Foundation all felt that an opportunity exists to work more closely with NARA in partnership to ensure consistency in educational and research-oriented efforts going forward.



Mark Your Calendar

Unless noted otherwise, meetings are scheduled for breakfast on the third Tuesday of each month at:

*The Christiana Hilton
100 Continental Drive
Newark, Delaware*



March 16, 2011

INFO XXIX – GARP® & You

How Generally Accepted Recordkeeping Principles (GARP®)
Can Help Organizations Thrive
8:30 a.m. to 4:00 p.m.
Christiana Hilton
100 Continental Drive, Newark, DE

April 19, 2011

8:00 a.m. Breakfast Meeting
Speaker: To Be Determined
Presentation: "Principle of Disposition"

May, 2011

Field Trip – Dover, DE

June 21, 2011

8:00 a.m. Breakfast Meeting
Induction of Officers & Awards Ceremony
Speaker: Pete Casey, CRM – Mid-Atlantic Region Coordinator

Other Events Around the Region

ARMA Central NJ Chapter presents "*Got Paper?????*", Tuesday,
March 1, 2011, 8:30 AM to 12:00 Noon.

Speaker: Michael Haley, Cohasset Associates

For more information, please check out our chapter website at
<http://armacentralnj.org>

ARMA Metro Maryland presents their Spring Seminar "*Information Governance in the Web 2.0 Era*", Wednesday, **April 13, 2011**, 7:30 AM to 4:30 PM

Speakers:

- Pat Franks, PhD, San Jose State, MLIS/MARA, "Records Management: The Cornerstone of an Effective Information Governance Strategy," <http://www.linkedin.com/pub/pat-franks/11/97/5a7>
- Craig Rhinehart, IBM, ECM Product Strategy, "Information Governance in an Increasingly Sophisticated Digital World," <http://www.linkedin.com/in/craigrhinehartprofile>
- TBD

Location: University of Maryland, Shady Grove Conference Center, 9640 Gudelsky Drive, Rockville, MD; Cost: \$125.00

For more information go to:
<http://www.arma.org/calendar/display.cfm?ID=605>

Diamond State Chapter Leadership 2010 - 2011

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INFO XXIX

GARP® & You

S, M, L or XL?

How Generally Accepted Recordkeeping Principles (GARP®) Can Help Organizations Thrive

March 16, 2011

at the
Christiana Hilton
100 Continental Drive
Newark, DE

Endorsed by the U.S. Small Business Administration



P.O. Box 687
Wilmington, DE 19899

Educating Delaware's Information and Records Professionals Since 1982.

Records Management for Small- and Mid-size Organizations *(Gordon E. J. Hoke)*

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Seminar Schedule

7:30 - 8:30 a.m.	Registration and Continental Breakfast
8:30 - 8:45 a.m.	Introduction
8:45 - 10:30 a.m.	Records Management for Small- and Mid-size Organizations
10:30 - 11:00 a.m.	Break/Vendor Exhibits
11:00 - 12:00 p.m.	Business Continuity Planning
12:00 - 1:30 p.m.	Luncheon, Door Prizes, Vendor Exhibits, Networking
1:30 - 3:00 p.m.	Leveraging GARP® to Achieve Organizational Excellence
3:00 - 3:30 p.m.	Break/Vendor Exhibits
3:30 - 4:00 p.m.	Q&A/Panel Discussion
4:00 p.m.	Seminar Adjournment

Vendor Expo

Included with your ARMA Diamond State Chapter seminar registration fee is admittance to the Vendor Expo. The Expo will feature products and services for managing both traditional and electronic records systems. During breaks, be sure to view the product demonstrations and enter your name at the many vendor booths for valuable prize drawings.

Speaker Bios



John Montaña is the Vice President and General Counsel of PelliGroup, formerly Cunningham and Montaña, Inc., a records and information management

consulting firm based in Reston, Virginia. In this capacity he advises corporations, law firms and non-profit organizations on records and information management. He is widely recognized as one of the foremost records management experts in the country.

Mr. Montaña has published three books on records management issues, as well as dozens of articles for magazines and professional journals, and is an active seminar speaker on records management topics.

He holds a Juris Doctor from the University of Denver.



Gordon E.J. Hoke, CRM, is an independent consultant, practitioner, and journalist. A self-described recovering content manager, Hoke brings a business

perspective to his convert's zeal for RIM. Hoke has spoken at ARMA International events and published numerous articles.

He holds a Master of Divinity from the Graduate Theological Union and a B.A. in Sociology from Macalester College.

Seminar Info

Cancellation Policy: For a complete refund, cancellation must be received by March 11, 2010. Unable to attend? Send a substitute. No shows will be billed.



Hutch Johnson
hjohnson@ycst.com
302-571-4754

Seminar Location

Hilton Christiana/Newark
100 Continental Drive
Newark, DE 19713

Directions

From the North: Philadelphia/NY/NJ

Follow I-95 South into Delaware. Take Delaware exit #4B (Churchman's Road/Route 58). Bear right at the top of the exit ramp and proceed on Churchman's Road to the fourth traffic light. Make a left onto Continental Drive. The Hilton Wilmington/Christiana will be the first driveway on the left.

From the South: Baltimore/Washington D.C.

Follow I-95 North into Delaware. Take Delaware exit #4B (Route 7 North). Stay in the right-hand lane and proceed to exit #166 (Churchman's Road/Churchman's Crossing/Route 58). Turn right at the bottom of the exit ramp, yielding onto Churchman's Road. Follow to the second traffic light, and make a left onto Continental Drive. The Hilton Wilmington/Christiana is the first driveway on the left.

Registration

Name: _____

Organization: _____

Address: _____

City: _____ State: _____

Zip: _____

Phone: _____

Fax: _____

E-Mail: _____

Registration Fee:

\$150 per person

Federal ID No. is 48-0993520

Credit Cards and Checks Accepted

Make checks payable to:

ARMA – Diamond State Chapter

Credit Card Type (circle one):

Visa MasterCard Discover Amex

Card Number _____ Exp. Date _____

Signature _____

Registration includes exhibits, continental breakfast, buffet lunch and exciting door prize drawings. **Free** parking available!

Return form with payment by

March 11, 2011

To: ARMA International
Wilmington-Diamond State Chapter
P.O. Box 687
Wilmington, DE 19899