



INFO XXIX – GARP® & You

How GARP® Can Help S, M, L & XL Organizations Thrive

Inside This Issue

INFO XXIX – GARP® & You March 16, 2011	2
President's Message	
Help Needed & Wanted.....	3
Notice of Elections	4
In Remembrance	
Mildred Poole-Bondurant.....	4
GARP® - Principle of Retention.....	5
Library & Archives Canada	6
Question To Our Members.....	6
Mark Your Calendar	7
Diamond State Chapter Leadership 2010 - 2011	8

Our Speakers: **John C. Montaña**
Vice President and General Counsel of PelliGroup

Gordon E. J. Hoke, CRM
Independent consultant, practitioner, and journalist

Date: Wednesday, March 16, 2011

Time: 8:30 a.m. to 4:00 p.m.

Location: Christiana Hilton
100 Continental Drive
Newark, Delaware

Cost: \$150.00

Please send your registration **by March 11, 2011**

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

**Please see the brochure at the end of this issue
of the Facet for registration details**

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

Our Presenters



John C. 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.

President's Message – Help Needed & Wanted

Val Singler



None of us is as smart as all of us. - Ken Blanchard

I'll open this message by overstating the obvious – without you, our members, there is no ARMA Diamond State Chapter. Each of you has experience and ideas that make you “tour guides” who lead others through places you've already been, rather than “travel agents” who simply send others to places the agent has never seen.

Each year, the Board invites you to help determine the Chapter's course and steer the ship. This year, your help is needed more than ever. As Rainer Naus notes in his article later in this issue, serving as an Officer or Director for the Chapter is a great opportunity to develop or continue to develop your leadership skills, as well as opportunities to explore and expand your skill set. All of this adds to your value as a Records & Information Management professional.

If you're not quite up yet for serving on the Board, there are number of other ways you can contribute to the Chapter's direction – serve on a committee such as Seminar or Membership, contribute an article to the Facet (like Richard Loring's GARP® Principle of Retention in this issue) or send a suggestion for a topic you'd like to hear more about or a speaker you'd like to hear to any of the Board members. We want to make sure we're providing you with the information and opportunities you need and want.

On different note, a big Thank You to everyone who contributed a total of 30 pounds of canned goods to our “Restock the Pantry” campaign for the Food Bank of Delaware! Much, much appreciated!

Finally, don't forget to send in your registration for our annual seminar, INFO XXIX GARP® & You, on March 16, 2011 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.

Notice of Elections

Rainer Naus



The Nominating Committee, Diamond State Chapter, is in the process of preparing a slate of candidates for elections of officers and directors for the 2011-2012 program year. The officers of the Chapter include President, Vice President, Secretary and Treasurer. There are six Directors each serving two-year terms. Three Directors are elected in even numbered years and three in odd numbered years.

Nominees for office must be chapter members in good standing. If you are interested in nominating yourself or another chapter member, please contact one of the two individuals listed below. The deadline for nominations is **April 27, 2011**.

Please keep in mind, serving the chapter is not a time-consuming job, it provides good experience and is a valuable addition to your professional resume.

Lynda Martinez - lyndamartinez51@yahoo.com

Rainer Naus - Nausre@verizon.net

In Remembrance - Mildred Poole-Bondurant

Wendy Sapp



I received notification that one of the Chapter's earliest past presidents has passed away. Mildred was the Diamond State Chapter's second president, right after John M Clayton, and served in 1983-84. She worked for Sun Company at the time and left her job just before the end of her term. (Jean Brown took over as president).

I know we have photos of her in our Archives - with her red hair and big smile. Her second husband, Ed Bondurant, came to many of our dinner meetings - as an "honorary" member.

Mildred was among the first class of Certified Records Managers and was one of a very few women in this group, and in the RIM profession.

She retired to Tarpon Springs FL and her family was always trying to get her move back north, but she stood her ground. Her daughter sent me a note over the weekend - "she passed away (in February) at Helen Ellis Hospital in Tarpon Springs, FL after a brief illness."

* * *

At our next meeting, the Board will determine a donation to the ARMA Educational Foundation in Mildred's honor.

GARP® - Principle of Retention

Richard Loring



Principle of Retention: An organization shall maintain its records and information for an appropriate time, taking into account legal, regulatory, fiscal, operational, and historical requirements.

(From the top of my soapbox): A record is a record based on content. Retention schedules are applicable based on a records' "content." Neither format nor media are relevant in determining a record's retention schedule. There is no such thing as an "e-mail records" retention schedule or even an "electronic records" retention schedule. It is a "Records" Retention Schedule.

There are two main issues to address:

1. The theoretical - How long does the organization need to keep a particular record or a particular record series?
 - a. The organization develops retention schedules based on ethical requirements, and considers the organization's business and operational requirements.
 - b. The more heavily regulated, the easier this maybe, as there may be a regulatory agency which sets standards.
 - c. This determination may not be directly a records management responsibility. This can be left to the legal, accounting, or marketing departments to determine.
 - d. Retention schedules are regularly evaluated to determine whether there have been changes in requirements which may impact the schedule.
 - e. A records retention schedule a process for holding or suspending their disposition.
2. The practical - How does the organization file, track, maintain, archive, and dispose of records?
 - a. OK, so you know it has to go, now you have to find it...

GARP® addresses the issues and challenges of anyone who manages records, applicable and scalable to the household, small to national business, even to global enterprises. In particular, the Principle of Retention starts from the fundamental principle, keep it only as long as necessary. Keeping a record too long is as inappropriate as not keeping it long enough.

The art of effective record retention boils down to two standards: reason and risk.

Alice Magos, Online Advice Columnist

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

Principle of Retention - <http://www.arma.org/garp/disposition.cfm>

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

Web Seminar: GARP® Retention Web Seminar

<http://tinyurl.com/4dk2d2u>

Library & Archives Canada

"Governance and Recordkeeping Around the World" Newsletter

Steve Gerley, Project Officer
Library and Archives Canada



Steve Gerley, Project Officer with the Governance and Society Division of the Society and Governance Branch, Library and Archives Canada has issued an invitation to ARMA Chapter members to examine a resource for information about governance and recordkeeping. Steve writes:

"I am part of the team that produces the Governance and Recordkeeping Around the World newsletter and thought it may be of interest to your ARMA Chapter members.

Governance and Recordkeeping Around the World is a free newsletter published by Library and Archives Canada on a regular basis that helps readers stay up-to-date with the latest news, trends, projects, initiatives, products, surveys, articles and events in recordkeeping/Information Management.

Our latest issue (February 2011) has been posted online (at <http://www.collectionscanada.gc.ca/obj/007001/f2/007001-110200-e.pdf>)

Past issues have included special sections on the consequences of retaining too much information (November 2010); Long-term preservation (September 2010) and E-Discovery (June 2010)."

You can check out the Library & Archives Canada website at <http://www.collectionscanada.gc.ca/government/news-events/007001-1000-e.html>

If you are interested in receiving the Governance and Recordkeeping Around the World newsletter, contact Steve Gerley at steve.gerley@lac-bac.gc.ca

Question To Our Members

What's Your Best Pitch?



In this economic climate, we as Records & Information Managers have to be able to articulate to our executives and managers the value of our programs, our ideas and our skill sets, often in five minutes or less.

Next month, we'll begin looking at how to market/sell our RIM programs to management, starting with developing effective "elevator pitches."

Have you developed a successful 30 second to five minute pitch that helped you win support for your program? Willing to share?

Send a brief write-up of your successful pitch to Val Singler at vsingler@csc.com and we'll include it in next month's issue.

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 24, 2011

Field Trip - Delaware State Archives
Dover, DE
Tour is Free

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 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

President

Valerie Singler
Global KM/RIM Coordinator
Sr. Contracts Specialist
Computer Sciences Corporation
(302) 391-6831
vsingler@csc.com

Vice President

Open

Secretary/Librarian

Lynn Catanese
Head, Manuscripts And Archives Department
Hagley Museum And Library
(302)658-2400
lcatanese@hagley.org

Treasurer

Felix Spittle
Records Storage Analyst
E. I. DuPont de Nemours and Company Inc
(302)999-4475
felix.m.spittle@usa.dupont.com

Director/Program Chair

Janet Mayhew
IKON Office Solutions
(610) 382-6153
JMayhew@IKON.com

Director/Seminar Chair

Hutch Johnson
Records Manager
Young Conaway Stargatt & Taylor
(302)571-4754
hjohnson@ycst.com

Director/Membership Chair

Diane Rizzo
Bayshore
(302) 781-3438
drizzo@bayshoreteam.com

Director

Donna Klair
Sr. Project Manager
Nova Records Management
(302)327-6219
dklair@novarecordsmgmt.com

Director

Rainer Naus
RIM Consultant
Records Systems Associates
(610)869-9123
Nausre@verizon.net

Director/Webmaster

Richard Loring
Records Manager
Morris James LLP
(302)888-6903
rloring@morrisjames.com

Director

Wendy Sapp, CRM
RIM Manager
Connolly, Bove, Lodge & Hutz LLP
(302)888-6313
wsapp@cblh.com

Director

Bill Cochran
RIM Process Specialist
E. I. DuPont de Nemours and Company Inc.
(302) 892-5632
William.A.Cochran@usa.dupont.com

Immediate Past President

Lynda Martinez
lyndamartinez51@yahoo.com



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)*

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.

Leveraging GARP® to Achieve Organizational Excellence *(John C. Montaña)*

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.

Business Continuity Planning *(Mick Sciarrotta)*

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.



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