



Materials for publication may be submitted to **Keywords** editor at the following address:

**Linda Dorsey**  
 JHU/Applied Physics Laboratory  
 11100 Johns Hopkins Road – MS #7-153  
 Laurel, MD 20723  
 Phone: 443-778-4807 or 240-228-4807  
 Linda.Dorsey@jhuapl.edu

**SERVICES FOR TODAY'S LEGAL NEEDS**

**Courthouse Copy Service**  
 SCANNING, IMAGING, GRAPHICS AND DESIGN

IMAGING LITIGATION & HIGH SPEED DOCUMENT COPYING  
 LAMINATING ON-SITE DISCOVERY COPYING  
 OCR SCANNING X-RAY DUPLICATING SERVICES  
 CD DUPLICATION LARGE DOCUMENT COPYING  
 COLOR LASER COPYING VHS & CASSETTE COPYING  
 COMPUTER GENERATED GRAPHICS DOCUMENT NUMBERING  
 ELECTRONIC DATABASE MANAGEMENT DRYMOUNTING  
 EXHIBIT PREPARATION AND DIGITAL COLOR OUTPUT BINDERY

**Baltimore** **Washington**

38 South Street Baltimore, Maryland 21202 410-685-1100 dhudghton@courthousecopy.com

**Courthouse Digital** 2029 K Street NW, Lower Level, Washington, D.C. 20006 202-872-1100 rtabler@courthousecopy.com

**THANKS TO MARK PARR AT COURTHOUSE COPY SERVICE FOR PRINTING OUR NEWS-LETTER EACH MONTH AT NO COST TO THE CHAPTER.**

**CONTRIBUTIONS OR GIFTS TO THE ASSOCIATION OF RECORDS MANAGERS AND ADMINISTRATORS, INC. ARE NOT DEDUCTIBLE AS CHARITABLE CONTRIBUTIONS FOR FEDERAL INCOME TAX PURPOSES.**

**2008-2009 Keywords Ad Rates**

Color Ad Size and Rates	Business Card (3.5" x 2") or Internet Banner	1/4 Page (3" x 4.5")	1/2 Page (6.5" x 4.5")	Full Page (6.5" x 9")
Non-Member 1 Issue/Month Newsletter	\$26.00	\$39.00	\$65.00	\$130.00
Member 1 Issue/Month Newsletter	\$12.00	\$26.00	\$45.00	\$85.00
Non-Member 10 Issue/Month Newsletter	\$195.00	\$325.00	\$585.00	\$900.00
Member 10 Issue/Month Newsletter	\$90.00	\$195.00	\$360.00	\$585.00

# Keywords

Vol. XXXIV, Issue VIII  
 Website: [www.armamar.org](http://www.armamar.org)



April 2009



GBMC ARMA  
 P.O. BOX 207  
 Simpsonville, MD 21150

*Keywords is the official newsletter of the Greater Baltimore Maryland Chapter (GBMC). The Chapter's official address is above. The Keywords newsletter is published monthly from September through June of each year.*

*GBMC/ARMA is not responsible for the opinions of writers of articles published in this newsletter.*

## Mark Your Calendar

### MONDAY, April 6, 2009 MEETING

**PLACE:** Snyder's Willow Grove  
 841 N. Hammonds Ferry Rd.  
 Linthicum, Maryland 21090

**TIME:** 5:30 PM Registration & Networking  
 6:00 PM Dinner

**Choice of:**  
 Maryland Crab Cakes  
**OR**  
 Roast Prime Rib  
**AND**  
 Salad, Baked Potato, Broccoli  
**AND**  
 Dessert

**6:45 PM** Announcements & Speaker  
 (See pg. 2 for Additional Information)

**COST:** Members: \$30.00 Guests: \$35.00

**RSVP:** By **WEDNESDAY, APRIL 1, 2009** to Linda L. Staub via phone: 443-539-0219, Evite, or email: [lstaub@impaqint.com](mailto:lstaub@impaqint.com)

**\*Please notify Linda for special dietary request**

**DIRECTIONS:** Take Exit 8 off of Baltimore Beltway (695)

**NOTE:** If you make a reservation for dinner and do not attend, you are responsible for payment to the Chapter.


**GBMC Officers and Key Personnel**  
 Chapter Year 2008-2009
**President**

Linda Dorsey  
 (443) 778-4807  
 linda.dorsey@jhuapl.edu

**VP Membership**

Dave DiBattista  
 (301) 596-7734  
 davetheboxguy@gmail.com

**VP Programs**

Tony Mallett  
 (410) 238-7180  
 t\_mallett@verizon.net

**Secretary**

Jeanne Upchurch  
 (410) 313-2280  
 jupchurch@howardcountymd.gov

**Treasurer**

Chad Doran, CRM  
 (443) 778-2391  
 chad.doran@jhuapl.edu

**Director 3 yrs**

Greg Chalmers  
 (410) 884-9100  
 gchalmers@qualityassociatesinc.com  
 Regina A. Martin  
 (410) 951-7360  
 rmartin@crs.org

**Director 2 yrs**

Linda Staub  
 (443) 539-0219  
 lstaub@impaqint.com  
 Kathleen R. Moyers, CRM  
 (410) 659-4708  
 kmoyers@crowncentral.com

**Director 1 yr**

Dave Dibattista  
 (301) 596-7734  
 ddibattista@paigecompany.com  
 Valecia Winston  
 (443) 539-0219  
 winston.valecia@epamail.epa.gov

**Past Presidents**

Phyllis Pritchett  
 (410) 313-6195  
 ppritchett@howardcountymd.gov  
 Kevin T. Elmore  
 (410) 580-4662  
 Kevin.elmore@dlapiper.com  
 Phillip Albert, Sr.  
 (410) 531-3414  
 pkalbertsr@verizon.net

## THIS MONTH'S SPEAKER: JEFFREY RITTER

### “DEFENDING ELECTRONIC MAIL AS EVIDENCE- THE CRITICAL E-DISCOVERY QUESTIONS”

Jeffrey Ritter is the CEO and founder of Waters Edge (www.wec-llc.com), an advisory firm offering training, assessment, and design services that enable companies to build trusted information systems. Jeffrey is recognized as one of the most influential voices at the intersection of law and technology. He is a pioneer in shaping the legal rules for cyberspace and addressing the value of digital information as property, whether in the board room, the courtroom, the legislature, or a network operations center.

As a lawyer and trusted advisor on technology implementation, Jeffrey has worked with some of the most recognized corporations and institutions in the world. His leadership in the United Nations, the American Bar Association, and his work with the best and the brightest in information security and enterprise content management, assure the quality of his insight and value of his strategies.

Today, Jeffrey is a leading voice in the vital fields influencing information. Within ARMA International, the global association for records and information management, Jeffrey is one of six members of their Public Policy Advisory Group and serves on the prestigious panel to select the annual COBALT Award—given to the enterprise that achieves the highest standard on organizational records management.

The CastleQuest Discovery Library, the publishing division of Waters Edge, publishes authoritative and functional knowledge assets and practice tools to empower information professionals to navigate the complexities of managing digital information in the 21st century.

Waters Edge is one of a select group of consulting groups identified by the British Standards Institute to conduct pre-certification assessments for companies seeking ISO 27001 certifications for their information security management systems.

Jeffrey will have copies of his publications available for sale and can be reached at jeffrey@wec-llc.com or 202-285-7385.



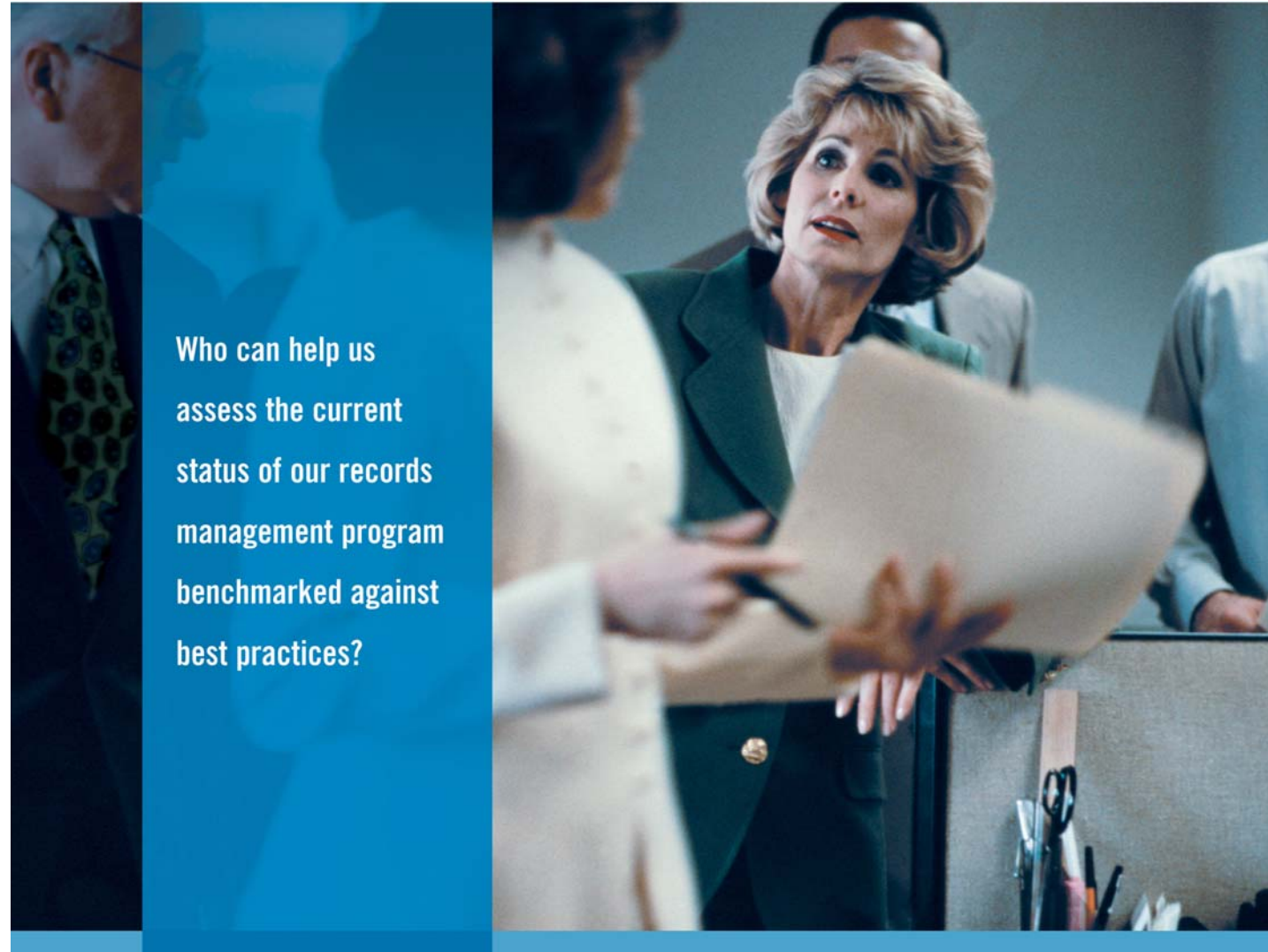
## GMBC 2008-2009 Upcoming Meeting Dates

Month	Date
April	6
May	4
June	1



### GBMC/ARMA MARCH 2<sup>ND</sup> Dinner Meeting Attendees:

NO MEETING HELD DUE TO INCLEMENT WEATHER. OUR PREVIOUSLY ARRANGED SPEAKER, BOB DICKERSON, HAS AGREED TO COME TO OUR MAY 4<sup>TH</sup> MEETING AND GIVE HIS SHAREPOINT PRESENTATION.



Who can help us  
assess the current  
status of our records  
management program  
benchmarked against  
best practices?

**Problem. Solved.**



**FOR A FREE ASSESSMENT OF YOUR RECORDS AND INFORMATION MANAGEMENT  
PROGRAM BENCHMARKED AGAINST BEST PRACTICES,  
visit us at [www.ironmountain.com/arma](http://www.ironmountain.com/arma) or call 1-800-943-0552, ext. 7010.**

RECORDS MANAGEMENT DIGITAL ARCHIVING VITAL RECORDS PRESERVATION SECURE SHREDDING CONSULTING



## From the Desk of the President...As I see it...

**"Speaking to Our Issues"  
By: Linda Dorsey**

What do you think of when you hear the term "lobbyist?" Personally, I think of a slick-talking lawyer type representing an oil company. According to Merriam Webster, a lobbyist is a person who tries to influence legislation on behalf of our special interest. Last month, I had the opportunity to play the role of a lobbyist for one day. My fellow lobbyists and I were in Annapolis at the State Capital representing the interests of women and youth. Each interest group will have an "issue" they wish to present on behalf of their special interest area.

I joined a group of over 100 Deltas in Annapolis. The week before the visit to Annapolis, we held a briefing session. To be honest, I wasn't intimately aware of all of the issues we were concerned with until that night. After the briefing, I went home and studied the packet of material that was given to us. I wanted to make sure I really earned my stripes as a lobbyist.

The day of our visit to the State Capital, we started out early and ventured through a clear, cold morning to Annapolis. When we arrived, the building where we expected to convene had a line that extended out of the door with individuals waiting to get through the metal detector. I imagined that everyone in line (and not all of them were Deltas) was a lobbyist of some sort, eagerly awaiting their chance to advocate on behalf of their Issue. The large gathering of people (from the all over the state) met for breakfast and we were broken into smaller groups so we could hit as many Senate and Delegate offices as possible. My group consisted of three (myself, a lawyer, and a retired social worker.) We hit five Delegate and Senate offices that day. Although we had appointments at all of the offices we hit, I noticed that there was really no checkpoint at the door to these office buildings. This means that technically anyone with an issue could actually walk into these buildings. Of course, getting in isn't the same thing as actually having an appointment. Still, you could always walk in and harass anyone recognizable that you saw in the hallways and elevators. That's probably why they had "Senators/Delegate Only" elevators.

Of the five meetings we had, exactly one was with the actual Senator. That's just because we ran into him in the hallway (Note: After we were introduced and spoke to him briefly about our issues, he hurried into the "Senator's Only" elevator). As it turns out, "Staffers" are the real force behind a lot of what goes on in our State Capital. We met with Staffers representing Delegates. The Staffers we met with ranged from uninformed to very informed when it came to our issue. When they were uninformed, we were more than happy to start at the beginning to explain our side of the issue. When they were informed, we tried to address their specific concerns. The responses from these Staffers ranged from seemingly ambivalent, to being squarely on our side, to being completely on the other side of the issue. Each time we made our case and promised to follow-up. When they asked us to "follow-up" that seemed to mean "please remind us about your Issue in a few weeks – we intend to forget all about it in the meantime."

During my time at the State Capital, I noticed a few things that I hadn't expected, particularly in the office buildings. The clocks on the walls have lights by all the numbers. They light-up to indicate when the next floor vote is going to be held. Since floor votes can't be cast by proxy, if a politician misses the vote, they miss their chance to weigh in on that issue. I figured with everything going on in the world – wars, economic recessions, etc. – the legislators would have no time to focus on our issue; however, I learned from one of the Staffers, "There's always stuff going on in the world, if we waited for it to get quiet, we'd never get anything done."

Before departing, we sat in on a hearing for one of the issues we were advocating. I was totally amazed at the ongoing arguments related to including other words into the bill. I realize that infighting is not uncommon in politics, but many of us already knew after the first argument that the bill couldn't be changed once it hit the floor. The voting eventually happened and the bill was passed. We were all happy. After the session, someone wondered if they could get a copy of what we heard and I immediately said, "Yes you can, the records are kept in the Maryland State Archives." I recalled how we had a speaker at one of my ARMA meetings from the State Archives who had informed us all that documents from Maryland's legislative government are preserved there. In my moment of reflection, I thought to myself, we learn some very interesting material from our speakers at our monthly ARMA Dinner meetings, ...information that we can definitely share with others.

That said, because we had to cancel our March 2<sup>nd</sup> meeting last month, our April meeting would offer a good opportunity to bring a co-worker and/or a possible new Chapter member. Take advantage of the chance to network and meet some colleagues who work in the same business. Mark your calendars for April 6<sup>th</sup> and RSVP right away. Jeffrey Ritter, a former lawyer who practiced law for 28 years, will be our guest speaker. He now works from the records side and is one of the judges for the ARMA International Cobalt Award.

I look forward to seeing you there!



## Harnessing Collaboration: SharePoint and Document Management

By: Bob Dickerson

### Introduction

A new dynamic is changing how information is captured and shared within the enterprise, and organizations are discovering that a solution for many of their workplace challenges may already be available to them. That solution is Microsoft Office SharePoint 2007, which is a server program that is part of the 2007 Microsoft Office system. SharePoint is software that enables collaboration via a private, secure intranet. The software also enables richer, more seamless collaboration, while improving content management, promoting business process implementation, and enabling faster and more powerful access to information across an organization.

More specifically, Microsoft Office SharePoint Server provides a comprehensive application development and scalable integration framework for building highly customized internal and external Web sites (also known as portals). The software makes it easy to build and maintain portal sites for every aspect of your business.

Microsoft SharePoint is evolving from its original use as a collaboration tool, and now new document management components can be directly integrated into it. This means that the same enterprises that have already invested in Microsoft SharePoint can combine their SharePoint systems with their current content management systems.

Since many people are familiar with the basic collaboration components of SharePoint, it is a small step to integrate it into their current ECM capabilities. One basic example of this integration involves incorporating SharePoint with Microsoft Office. This single, effective integration brings the power of the SharePoint system directly to the user, yet requires only minimal IT intervention and support.

### Benefits of ECM and SharePoint

Despite advances in automation, in many workplaces a number of manual processes remain in place. Yet when document management is properly integrated into SharePoint's collaboration platform, a variety of benefits can result:

**Speed.** Speed-to-market is critical (for example, in industries such as insurance and banking). It is crucial to be able to access vital business information. With ECM and SharePoint it is possible to get information into the system and make it available right away.

**Accessibility.** Centralized file storage was appropriate when everyone worked in one main office. Now, with workers distributed throughout the country and telecommuting, information needs to be available to people electronically.

**Portability:** Mobile devices are constantly becoming more intelligent. It is now even possible to access a SharePoint on mobile devices. For example, imagine reading a needed invoice from your cell phone, or enabling your customers to do the same.

**Records Management:** New regulatory guidelines are placing pressure on corporations and government agencies to make records management a priority. Ideally, records management systems should be easy to adopt, manage and secure, and should preserve your historic records, expand access to public records, and meet regulatory compliance needs.

Right now, SharePoint has no integrated document capture piece. There are some very good solutions in the market today that will address this. If your own records management requirements are complex, you may also need to integrate, customize, and extend your existing document and records management solution. One popular choice is Microsoft Records Management, a solution within Microsoft SharePoint that automates records management policy throughout a document's life cycle. From creation and collaboration to records declaration, policy-driven retention, as well as final document disposal or archiving, this solution helps you collaborate and share information securely across boundaries, protect document integrity and reduce legal risk.

### Next Steps

Cost is usually a consideration when adopting a new system or solution. However, with SharePoint, many organizations already own the application through a prior purchase – making it easier to get started. However, implementation must be seamless in order to avoid potential pitfalls down the road. Further, organizations can expand their existing investment in SharePoint by investing smartly in ECM. Together, SharePoint and ECM provide a powerful, scalable and systematic solution for today's modern workforce.



## Canon imageFORMULA DR-X10C



- ✓ 256 IPM Color – Grayscale – Bitonal
- ✓ 3 Step Dust Prevention
- ✓ Superior Durability
- ✓ Low Cost Maintenance
- ✓ Excellent Image Quality
- ✓ Kofax – CGA Capable

Find out why at **MEDI**

- Area's Lowest Pricing - **Guaranteed**
- Immediate Onsite Response
- In Stock – Immediate Availability
- Factory Authorized Technicians

**MEDI 800-731-6334**

8227 Cloverleaf Drive • Suite 304 • Millersville • Maryland • 21108

[www.medimicro.com](http://www.medimicro.com)





## Ordinary boxes hold stuff. Ours are built to hold your future.

Your records are your past—and your future. Are you relying on ordinary storage boxes to protect them? What you need are boxes expressly designed and built to protect valuable records.

We specialize in records storage boxes for virtually any application. Every box we make is built with tough, heavyweight, mostly virgin Kraft paper stock. Recycling paper weakens fibers and shortens storage life. Yes, there is a material difference.

Need to set up boxes fast? Our Miracle Box® (above) pops up ten seconds faster than ordinary boxes. Our boxes move fast, too. With 14 shipping locations nationwide, boxes get from our dock to your door in just 24 hours.

Some say a box is just a box. But when it's your future at stake, why take chances with anything less than the best? Call us today.



The Paige Company

400 Kelby Street • Parker Plaza • Fort Lee, NJ 07024  
1.800.223.1901 • www.paigecompany.com

Member of ARMA International Member of PRISM International

**Downsizing \* Overloads \* Conversions**

**LET US HELP!!!**



**HI-TECH PROCESSING  
SERVICES, INC.**  
425 Eastern Boulevard  
Baltimore, MD 21221



**A Service Bureau to Solve All Your  
Data Processing Problems**

e-mail: [https@htpsinc.com](mailto:https@htpsinc.com)

web page: [www.htpsinc.com](http://www.htpsinc.com)

DATA ENTRY SERVICES  
WORD PROCESSING  
CD ROM RECORDING  
BUSINESS SYSTEMS

HIGH SPEED LASER PRINTING  
MICROGRAPHICS/MICROFICHE  
ELECTRONIC DOCUMENT IMAGING (ICR)  
NETWORKING - MODEMS - T1 LINES

PC SALES, REPAIRS AND UPGRADES  
OPTICAL CHARACTER RECOGNITION (OCR)  
ELECTRONIC COMPUTER OUTPUT TO LASER DISK (COLD)  
OPTICAL COMPUTER SYSTEMS - SCANNING AND RETRIEVAL

**410/391-9165**

JOHN F. PEISINGER SALES MANAGERS

**fax: 410/391-3729**

JOSEPH G. PEISINGER



## Applications Now Being Accepted for ARMA International's Cobalt Award

[ARMA International's Cobalt Award](#) recognizes the cultural shift an organization makes when it embraces solid records and information management as a foundation for its success.

Is your organization an example of excellence in managing records and information across the enterprise? Is there:

- Strong commitment to information management throughout the organization?
- Solid executive-level support and buy-in?
- Commitment to ongoing training?
- Outstanding use of information security best practices and technological considerations?

Learn what it takes to win from the 2008 Cobalt Award recipient, New York Life! Access the interviews and videos on the ARMA International website, [www.ama.org/excellence](http://www.ama.org/excellence).

If your organization is up to the challenge, apply today! Applications will be accepted through **April 15, 2009**. The 2009 winner will be announced at ARMA International's 54th Annual Conference and Expo this October in Orlando, FL.

