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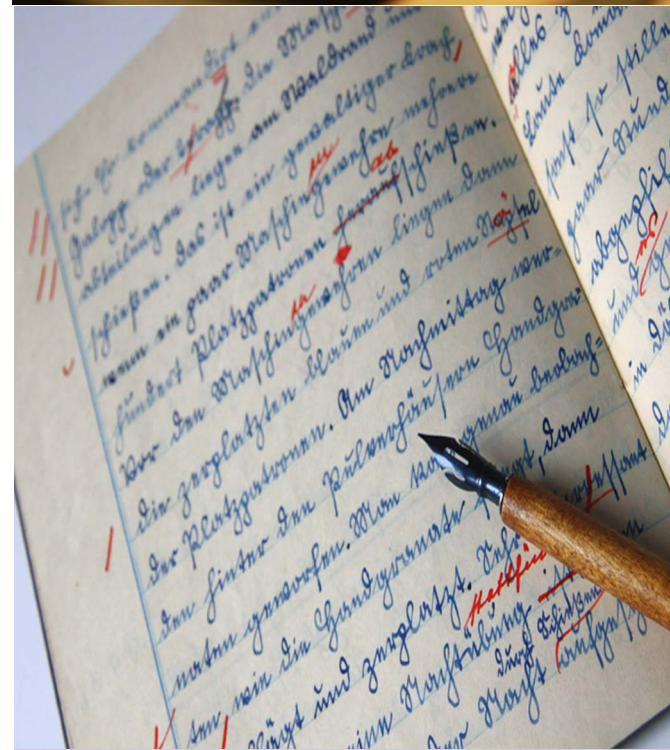
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Keywords

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February 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, February 2, 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

Mixed Green Salad, Baked Potato, Broccoli

AND

Choice of:

Maryland Crab **OR** Roast Prime Rib

AND

Dessert

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

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

RSVP: By **WEDNESDAY, JANUARY 28, 2009** to **Linda L. Staub** via phone: 443-539-0219, Evite, or email: 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.


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THIS MONTH'S SPEAKER:
SOFIYA WEINMAN
**INCREASING REVENUE AT JOHNS HOPKINS
 MEDICAL INSTITUTION THROUGH IMPLE-
 MENTATION OF THE "EDMS - ELECTRONIC
 DOCUMENT MANAGEMENT SYSTEM**

HMI is a multi-facility organization consisting of The Johns Hopkins (JH) Hospital, JH University, Bayview Medical Center, Howard County General Hospital, Medical Services Corporation, JH Health Care, JH at Green Spring Station, at White Marsh, in Columbia, etc.

During the patient check-in process, high volumes of documents (authorization/referral forms, insurance forms, insurance cards, bill guarantee, advance directives, consent forms, self-pay waivers, driver license or other photo ID, encounter forms, consultation requests, outside clinic notes, etc.) are collected, and filed for later retrieval by medical units, Patient Accounting, Professional Billing, and Medical Records.

If documents are inaccessible on demand, this can result in the inability to appeal unpaid bills, contributing to JHMI financial loss. This problem was resolved through the implementation of Electronic Document Management System. The system paid for itself in 8 months.

Sofiya Weinman is an EDMS Architect at Johns Hopkins Medical Center, in the Information Systems department. When Johns Hopkins Medical Institute (JHMI) addressed the necessity to implement EDMS as part of the revenue recovery initiative (back in 1998), Sofiya volunteered to lead the project, and started the interviewing process across the Johns Hopkins Enterprise: clinical managers, patient financial services, diagnostic Labs, ER, Medical Records, and JHMI Administration. By the end of 1998, she had a fairly accurate assessment of existing problems and the EDMS Systems requirements.

She created RFI (Request for Information), and issued it out to 16 Document Management Companies. She also created RFP and sent it out to three companies OTG Xtender Solutions was the winner. She then built "Business System Study" and "Functional Design. This system was approved and financed, and has been in operation for 8+ years.

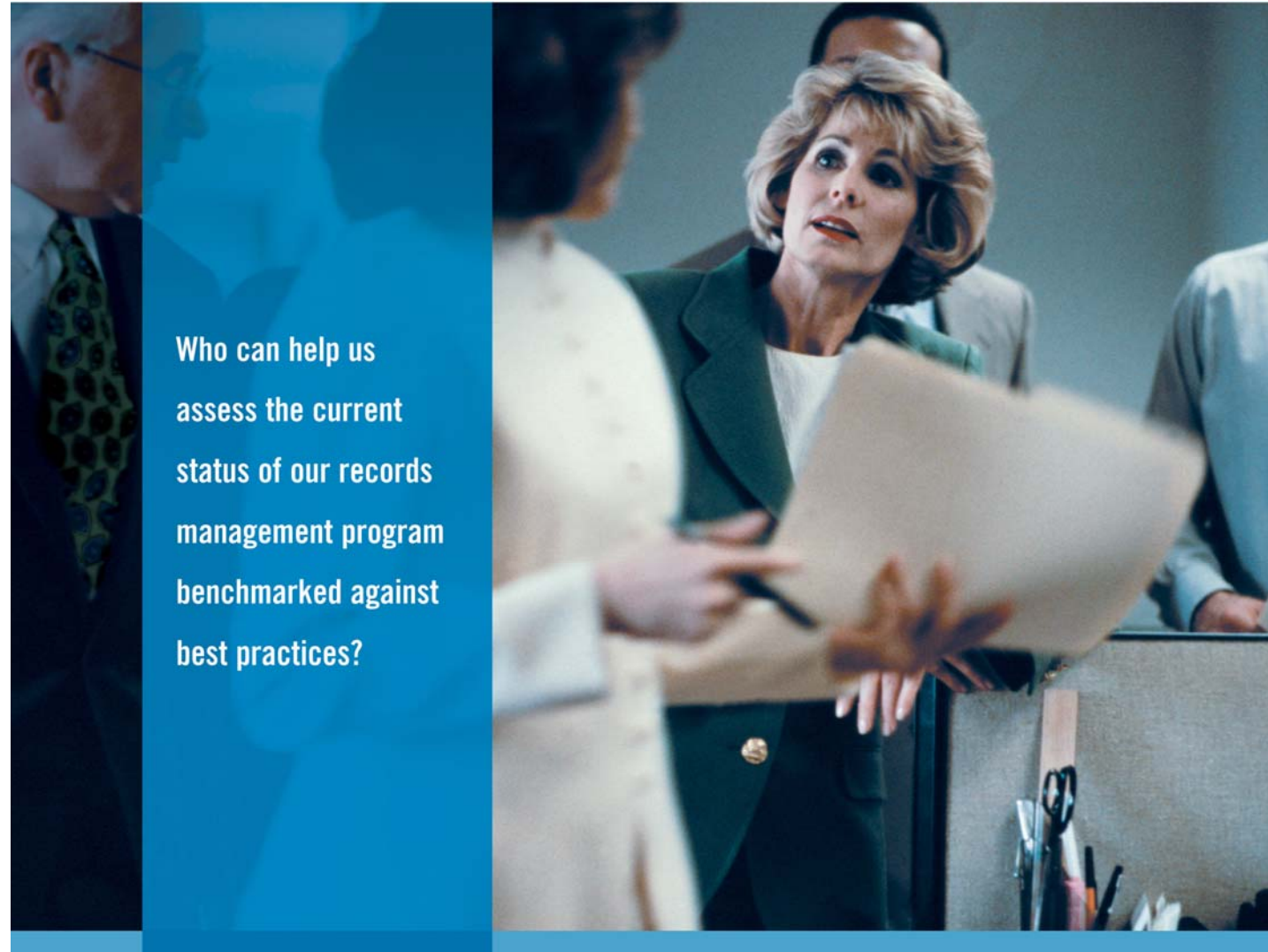
Sofiya has attended AIIM conferences since 1998, and has held the AIIM membership for five years.


GMBC 2008-2009 Upcoming Meeting Dates

Month	Date
February	2
March	2
April	6
May	4
June	1

GBMC/ARMA January 12th Dinner Meeting Attendees:

Carol Agayoff, Spectrum International; Phil Albert, PK Albert Associates; Michael Barnes, DLA Piper & Associates; Christina Berkley, Metropolitan Archives; Jim Blanchard, Secure Scanning Solutions; Greg Chalmers, Quality Associates, Inc.; Betsy Christie, Legal Mgt Associates; JD Diaz, Natl. Office Systems; Dave Dibattista, The Paige Company; Guido DiGiandomenico, Atlantic Data Records Mgt; Chad Doran, JHU-APL; Linda Dorsey, JHU-APL; Kevin Elmore, DLA Piper; Ron Jones, LaDorn Systems Corporation; Janet Fennema, DoD Information Services; Allison Jording, Iron Mountain; John Kish, DataBank IMX; Herb Malone, LaDorn Office Systems; Regina Martin, Catholic Relief Services; Kathleen Moyers, Crown Central, LLC; Joseph Mulligan, Iron Mountain; Mark Parr, Courthouse Copy Services; Michael Perez, Iron Mountain; Henry Persons, NCIS; Brenda Persons, Guest; Phyllis Pritchett, Howard County Government; Joe Quill, Natl. Office Systems; Eddie Rooks, Howard County Government; Linda Staub, IMPAQ International, LLC; Skip Strovel, DataBank IMX; Ralph Tabler, Courthouse Copy Service; Jeanne Upchurch, Howard County Government; Linda Voll, Howard County Government; Maria Weierick, Northrop Grumman; Valecia Winston, ASRC EPA; Connie Durkin, Speaker;



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

"Inauguration Day - Cold and Surreal"

By: Linda Dorsey

Please bear with me because I definitely need to write about my experience so that I will be able to enjoy the memories in the years to come.

After the election this past November, my cousin from Houston called to say she was coming here to stay with me so that she could be here for Inauguration on **Tuesday, January 20th 2009**. I found myself fretting about the mammoth crowds and the fact that we needed to get tickets to the event, recognizing that they might be difficult to obtain. Still, we tried calling and then emailing our Congressman. I was excited enough about the event that I just had to be part of the millions descending on Washington.

On the day of the Inauguration, my cousin and her friend, my neighbor, my husband, and I headed into DC around 6:30am, armed with hats, gloves, scarves, Under Armor gear under our pants and shirts, M&Ms, and trail mix. We braced ourselves for heavy traffic as we drove down I-29 toward the Silver Spring metro station. To our surprise, the roads were perfectly clear. In Silver Spring, we parked our SUV in a commuter garage that offered 10-hour parking; however, all of the meters were blinking (indicating no payment accepted) so we walked away, as did others, hoping we would not have a ticket when we returned. From there, we grabbed a train to Union Station. The crowd was no big deal and we even got seats on the metro. The area around Union Station was teeming with people in suits that did not seem to know where they were going. We walked from Union Station toward the National Mall in front of the capitol but on the way there, we were diverted over to the another block. At this point, we got our first taste of the bitter cold that we would become well acquainted with over the next few hours.

The crowds gradually thickened as we walked the way we were directed until finally, we hit 7th and Pennsylvania and ran into a wall of bodies. We came to the realization that we were blocks away from the entry point to the national mall and hurried to get a reasonable spot in the rapidly growing line. It took approximately two and a half hours to get from the back of the line up to the entry point, with security scooting along in an ever-thickening crowd. Had it been a different kind of occasion, people could easily have become irate under such conditions. Just standing on Independence Street felt like being in a club that was violating the fire code; however, being part of the crowd on that day was a real privilege. The vibe was positive and people braved the cold weather & crowd with an infectious sense of anticipation and purpose. We made several brief friendships with people as we waited, some from DC and others from farther away. The friendships would generally last about as long as it took the crowd to get moving again and then you would almost immediately become separated. Luckily all five of us managed to stay together, although we did have a plan to meet up at a designated point afterwards, if we lost each other.

We proceeded through security, were searched for any foreign/prohibited objects, and entered onto Pennsylvania Ave. We moved up to the front-most part of Pennsylvania Ave., right in front of the Canadian Embassy and the new museum. We had a good long view of the capitol (around 10am), and made sure we had a good view of the nearest Jumbotron screen. Then, we waited and the cold settled in. News flash....Standing around in the cold is so much worse than walking around in the cold!! Eventually, I lost feeling in my toes and the tips of one hand. The crowd was still in good spirits. They showed the actors and politicians entering the stage on the Jumbotron. To me, this part felt like the end of a play when all of the actors come back on stage (in this case after the compelling drama of a 2-term presidential campaign) to take a bow. We cheered for politicians that were on our team and booed those that weren't. Bush actually got the second loudest boo, while Cheney in his wheelchair, got the loudest. Someone standing behind us objected to the booing yelling, "Be nice!". Smiling, I turned around and informed her that it was too cold to be nice.

Eventually Obama stood to give his speech and the crowd went as crazy as we could, given the 9-degree wind chill. We were all so thrilled and watched as he spoke. It's hard to describe the feeling exactly. I beamed with a mixture of pride for my country and my race, and hope for the future. Being near the Capitol in that moment was beautifully cold and surreal. I pictured future generations watching tapes of this speech as we watched Kennedy and King's speeches and wondered which quotes would make the most lasting sound-bytes. We cheered one last time as Obama said, "God Bless these United States of America". Almost immediately after it was over, the cold promptly overtook the surrealism and the crowd began to disperse. We made our way, slowly and patiently, back towards Union Station. While in route, we passed vendor after vendor, frantically trying to sell off the last of their Obama t-shirts, key chains, towels, backpacks, plates, and every other conceivable form of paraphernalia. It did not take us too long to get back to the metro and to Silver Spring. From there it was (yet again) smooth sailing back to Columbia. We were home around 2:15pm, where we ate some Mexican food and waited for the parade to begin. As we watched TV, one camera was pointed directly at the spot where we had been. My neighbor Sherri tried to convince us that we should have stayed around for the parade to begin. The rest of us wanted to get home and get warmed up. Once the parade was over, I went to my bedroom, got into bed, reflected on how grateful I was to have my husband serve as the navigator for getting us to and from this significant event, and then turned on the TV to watch the whole ceremony over again on C-Span.

Peace, hope, and hard work ahead!!



The Liberty Bell Chapter of Philadelphia

Presents

A One-Day Seminar

The Future of Digital RIM: A Virtual and Visual Tour

Thursday, February 12, 2009

9:00 A.M. – 5:00 P.M.

Holiday Inn Independence Mall

4th & Arch Streets

Philadelphia, PA 19106



Alan A. Andolsen, CRM

About the Speaker

Alan A. Andolsen is a Certified Management Consultant, Certified Records Manager, and President of Naremc Services Inc., a management consulting firm founded by Emmett Leahy that has been providing information management services since 1948. Mr. Andolsen has focused his consulting efforts on the creation of office systems that recognize the diversity of human capabilities and the potential of emerging technologies as well as conserve an organization's resources. During the past two decades, he has pioneered practical techniques for the management of digital records and lectured on their application in Japan, China, Europe, and throughout the United States and Canada.

Mr. Andolsen received an AB degree magna cum laude from Borromeo College of Ohio and an MA degree from the University of Dayton. He also studied at John Carroll and Notre Dame Universities and worked toward the doctorate at Vanderbilt University. In 2006, Mr. Andolsen received the second Distinguished Service Award from AMCF. In 2008, he served as Executive-in-Residence in the School of Business Administration at the University of Dayton and 'Business as Calling' Lecturer. Mr. Andolsen received the Honored Member Award in 2002 from the ARMA International Metro New York Chapter for reporting on the efforts of RIM professionals after 9/11.

Mr. Andolsen is a member of ARMA International's Strategic Planning Committee and Professional Issues Committee and has served on its Task Forces on E-Mail Standards, RIM Competencies, and Record Centers

Who Should Attend?

This seminar is intended for records managers and analysts, risk managers, privacy officers, IT managers and analysts, content specialists, tax and legal representatives, and other interested in the most important records issues facing business and government organizations today. This seminar is designed primarily for those who have some experience in records management policies and procedures. However, the speaker's approach to the subject ensures that it will not be out of reach for those who are seeking to become familiar with the most recent thinking about recordkeeping requirements as well as the technology available to implement acceptable controls.

What is ARMA?

ARMA International, the Association for Information Management Professionals, is a not-for-profit association serving more than 10,000 information management professionals in the United States, Canada, and over 30 other nations. The more than 150 Liberty Bell Chapter members include people from most top corporations, professional firms and government agencies in the Greater Philadelphia area.

CRM Maintenance Credits

Five (5) hours of certification Maintenance Credits are available to all Certified Records Managers.

Award of full credit is dependent upon CRM attendance of the entire event. Attendees must individually request credit.

Mission:

The mission of ARMA International is to provide education, research, and networking opportunities to information professionals, to enable them to use their skills and experience to leverage the value of records, information, and knowledge as corporate assets and as contributors to organizational success.

Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not deductible as charitable contributions for U.S. federal income tax purposes.

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(Continued on pg. 5)



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JOSEPH G. PEISINGER



(Continued from pg.4)

About the Seminar

Struggling with Electronic Records

The dramatic growth of computers, especially the emergence of the Internet, intranets, and extranets, and growing regulations mandating retention of digital information encourage the creation of an effective digital records management program. The focus is three-fold. Technology includes the technical requirements to create digital records: media selection and standards, environmental factors, testing, and indexing. Methodology encompasses a structured application of retention evaluation methodology to digital records. Implementation requires a cooperative strategy that selects its targets carefully, assures corporate standards, and builds upon the principles of good records management.

Digital Information Management Trends

The quickening pace of technology requires records managers to maintain a familiarity with emerging technologies so that they can provide guidance in the implementation of new technology to assure good records management practices. In particular, developments in storage and retrieval [such as holography, electronic ink, and search engines] will provide specific challenges will require careful attention to assure that information is appropriately classified and preserved.

Investing Wisely for the Future: RIM and ROI

The increased realization by senior executives that records management is an integral part of an organization's business plan carries with it the obligation to determine the return that investing in an effective program brings. However, calculating the ROI for information management efforts can never be a simple financial formula, since a major focus of the records management effort is linked to risk management and disaster avoidance. This session is designed to identify the ROI methodologies that provide validation for RM programs and to demonstrate how they can be integrated into an organizations overall business strategy.

Striving for Excellence: Leadership, Motivation, & Career Planning

Records managers are constantly faced with the challenge to perform in environments where their profession and responsibilities are not understood and often not appreciated. The keys to success include three vital factors: leadership, motivation, and career planning. Records managers must first lead and motivate their personnel to perform daily records management tasks with high quality. They must then gain the commitment and participation of top management and other staff to the records management program. This presentation will examine key elements designed to strengthen records managers in their daily efforts.

The Seminar Schedule

- 8:15-9:00 Registration & Continental Breakfast
- 9:00-10:30 Struggling with E-Records
- 10:30-10:45 Break, Exhibits, Networking
- 10:45-12:15 Digital Information Trends
- 12:15-1:30 Lunch, Exhibits, & Networking
- 1:30-3:15 Investing Wisely for the Future
- 3:15 - 3:30 Break, Exhibits, & Networking
- 3:30-5:00 Leadership, Motivation, and Career Planning

For additional seminar information, contact:
Janice Raphael at jraphael@ironmountain.com
or Eileen Reader at 610-237-7663.

Accommodations

Please contact the hotel directly to make your reservations:
Holiday Inn-Independence Mall
Telephone (215) 923-8660

Parking

Hotel parking is available for attendees at a discount rate of \$8.00 per day. The garage is adjacent to the hotel (left of entrance).



Planning for Enterprise Content and Records Management in the SharePoint World

FREE EDUCATIONAL SEMINAR

When: February 10, 2009

Where: Ronald Reagan Center (DC)

Description: This seminar will provide a roadmap for successfully implementing an Enterprise Content and Records Management (ECRM) Program - one founded on a proven and successful methodology. Component elements will include:

- ◆ Big Bucket Approach
- ◆ Legal and RM readiness
- ◆ System models
- ◆ Standard document lifecycles
- ◆ Use case templates
- ◆ Reference ECRM architectures

Participants will discover how Office 2007 and Microsoft Office SharePoint Services (MOSS 2007) are compelling potential solutions for solving two specific problems that have plagued large organizations: file shares and email. Valuable case study examples will be included. For more information contact: shanthi.subramanian@gimnal.com or 713-586-6535.



ARMA

The South Carolina Chapters

South Carolina Annual State Seminar

The New RIM Professional

The four South Carolina ARMA chapters will be presenting the 2nd Annual State Seminar in March of 2009. Hold the date. See the links below to find more information regarding the three speakers.

Registration information will be sent later this month.

RIM (Records & Information Management) has moved from a back room operation to a vital business function. Hear the latest issues facing the profession.



**Jesse Wilkins, CDIA+
Email Management**

[Jesse Wilkins](#)

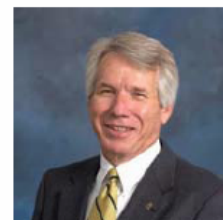
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**Edwin C. Thomas, M.Ed., MPA
Professional Ethics & Leadership**

[Edwin Thomas](#)

Date: 03/18/2009

Time: 10:00 am—3:00 pm

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