

New Images

Winner of the 2006-2007 Chapter Newsletter of the Year, Medium Chapter Category

The ARMA Gaithersburg Chapter is preparing a series of meetings, panel discussions, and seminars focusing on the theme, Born to Be Filed.

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Defining Roles: The Records Manager and ECM

By Stephen B. Page

Enterprise Content Management, or ECM, has traditionally been led by the Information Technology (IT) department because it refers to the technologies and tools used to capture, manage, store, preserve, and deliver structured and unstructured content. ECM also focuses on ways to improve operational efficiencies, improve workflows, enable electronic searching, and significantly reduce the amount of paper used, which have historically been traditional records management functions. So where does ECM actually belong?

Three Challenges of ECM

- Enhance workforce effectiveness through collaboration, communication, and information sharing
- Transform the business process through the integration of content and the automation of related processes
- Optimize the infrastructure for content and compliance through the capture, the archiving, the retention, the discovery, and the retrieval processes.

IT relates strongly to ECM because it speaks to technologies, storage, archiving, organizational processes, and unstructured information. To IT, ECM represents the state-of-the-art technology for managing data in a highly efficient manner. So it would seem that it's a no-brainer that IT should be leading ECM projects, or is it? And it would also seem that IT has a wonderful justification for ECM systems, right? Actually, the answer is "No." IT generally cannot justify ECM programs on technology alone. So this is where the records manager can save the day by becoming the business sponsor of the ECM program. Just two cases prove this point. In recent litigation, two large companies suffered losses of \$29 million and \$600+ million due to inadequate email management systems; put more bluntly, they didn't have a records management-sponsored ECM program in place.

More Than Hardware and Software Efficiencies

ECM is more than achieving hardware and software efficiencies. The underlying focus of ECM is

not on IT efficiencies but on compliance, risk, and e-discovery challenges. Now here's the rub: while IT may have achieved some data reduction efficiencies with email and document management redundancies, it hasn't touched the critical component of compliance, risk, and e-discovery challenges. Enter the Amended Federal Rules of Civil Procedure (FRCP).

On December 1, 2006, the Federal Rules of Civil Procedure were amended to include ESI, or electronically stored information. The new rules address the extraordinary increase in information conveyed and stored in electronic format. These amendments relate to electronically stored information (i.e., information stored on computers or other electronic media) during the discovery phase of litigation. Prior to these amendments, whether electronically stored information should be searched or produced during discovery was a point of confusion and disagreement. The amended rules have resolved this issue.

Justifying the Records Manager's Job

These Federal Rules of Civil Procedure affect all companies, big, small, public, private, or not-for-profit and, more importantly, the amendments essentially require records managers to prove to the courts that they have a records management program (including an up-to-date records retention schedule) that is consistently applied to physical and electronic records. Wow! All of a sudden, the need for records managers becomes quite clear. It is no coincidence that job boards like CareerBuilder and Monster now advertise pages upon pages for records management individuals, whereas several years ago you would be lucky to find one position listed in any given month.

Compliance, Risk, E-Discovery, and the Records Retention Schedule

The key component of any ECM implementation is how it relates to compliance, risk, and e-discovery. The fact that IT can reduce data redundancies and streamline document storage and backup is secondary.

The success of any ECM program hinges on the implementation of

Continued on page 4

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Gaithersburg ARMA Chapter Spring Seminar:**Implementing an Electronic Records Program:
The Issues, Challenges, and Strategies****Thursday, April 17, 2008****8:30 AM – 4:30 PM****University of Maryland Shady Grove Conference Center
Rockville, MD (free parking available)****Cost:** \$125.00—includes seminar materials, continental breakfast, lunch, and breaks. A great value!

Speaker: Jesse Wilkins has worked in the document industry for twelve years, most recently as a Principal Consultant with Access Sciences. His areas of expertise include electronic records management, email management, document imaging, and collaborative tools. He has worked with hundreds of clients to design, implement, and optimize information management systems and processes.

Jesse is a frequent industry speaker and is recognized for his ability to communicate technical concepts clearly. He is also active in records and information management industry associations, serving on the ARMA International Board of Directors, as Chair of the ARMA Communications Advisory Committee, and on the TAWPI ICP Blue Ribbon Commission. He served as a Director of AIIM International from 2004 to 2005, and Chair of the AIIM Professional Advisory Council, the AIIM Master Accreditation Committee, and the ARMA Technology Advisory Committee. He has served on the conference program teams for ARMA, Xplor 2004, AIIM, and on the CompTIA CDIA+ Post-Cornerstone Committee. He has also been a member of the AIIM Rocky Mountain Chapter executive committee since 2002, serving as Secretary, Vice President, two-time President, and Past President.

Jesse has participated in many ARMA and AIIM standards efforts and has served on the ARMA Professional Competencies Task Force, the ARMA Email Management Task Force, the AIIM Document Management Technology Committee, and the AIIM Terminology Committee. He chaired the ARMA Glossary Task Force, which culminated in the April 2007 publication of the ARMA Records and Information Management Glossary, 3rd Edition.

Jesse has developed and delivered technical training for the CompTIA CDIA+ and TAWPI ICP programs to more than 400 students since 2002. He is an accredited instructor for the AIIM Electronic Records Management and AIIM Enterprise Content Management Master Classes. He is currently engaged to develop the AIIM Email Management Master Class for AIIM International. In 2006, he received the AIIM Education Award.

Program: In the morning sessions, attendees will learn how to implement an electronic records program, focusing on the steps required to manage electronic records as part of the overall records management program. Attendees will also learn how to manage electronic records without an electronic records management system and how to collaborate effectively with IT to ensure the success of the program.

In the afternoon sessions, discussion will focus on emerging electronic records issues, including email management, digital preservation, and the latest challenge to electronic records management, records that are created and stored on the Web. Attendees will also learn specific strategies for addressing these issues effectively in their organizations.

CRMs: You can earn 6.5 CMP Credits for your attendance at the seminar.

Registration: Register by mail or online. Go to: http://www.armamar.org/gmd/Seminar_2008/2008.htm. Online registration for the seminar will be available on our chapter website through April 10, 2008.

Exhibit/Sponsorship Opportunities: Online registration for vendors will be available on our chapter website through April 3, 2008. Plenty of exhibit space is available. For more information, contact John Milligan at jandmilligan@earthlink.net.

Please contact Carol Agayoff at 301-216-0877 or e-mail gburgarma@yahoo.com with questions. We look forward to seeing you on April 17!

CHAPTER LEADERSHIP DIRECTORY

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Defining Roles Continued from p. 1

records retention rules on the content controlled by ECM (e.g., email messages, documents, work flows, web content, instant messaging, databases, or flash drives, to name a few). With ECM implemented, the Records Manager can have the best opportunity possible to prove that the records retention schedule is consistently applied to electronically stored information.

All electronically stored information must be matched against the company's records retention schedule to determine if the information is a record and for how long the information should be retained. ECM is the perfect solution for accomplishing this records management requirement as large ECM vendors, such as IBM, EMC, or Interwoven, can offer solutions that address email messages, document management, business process workflows, and web content to name a few. More importantly, these vendors have e-discovery modules to implement legal holds (a mechanism to prevent records from being modified or destroyed during litigation) across all electronically stored information and even physical records, at the same time. As to the vendors that offer these solutions, you have to do your homework. But be aware that there are companies out there that only offer pieces of this solution such as for email only or web content only.

Leading ECM Efforts

The current trend is for records managers to lead ECM efforts with IT as a partner in the effort. The mistake is to think that IT can lead the effort with the records manager as the secondary partner. Records managers must have the final say (even administrative rights to the ECM system) to ensure that the records retention rules are properly and accurately applied and that only records managers and litigation attorneys administer the legal holds system. More importantly, the records manager can serve as the business sponsor and provide the funding for the project in situations where IT would have difficulty justifying the ECM system without the support of the records management program.

Summary

In summary, the e-discovery rules have made it clear that electronically stored information, the information on your business's computers, is discoverable. Therefore, it's time for the records manager to assume the lead. Unless your business is immune to litigation, the e-discovery rules will impact it. The consequences are severe when records are destroyed prematurely because the records retention schedule and basic records management standards were ignored or were nonexistent as applied to electronically stored information.

Stephen B. Page has been certified as a records manager since 1989. He is also a certified project manager, certified software quality engineer, and a certified forms consultant. He is currently leading an effort at TransUnion to implement ECM and the components that relate to email messages, document management, records management, and e-discovery. He is an expert in records management and policies and procedures. For more information about Stephen Page, visit his website at: <http://www.companymanuals.com>.

This article appeared in the Winter 2008 edition of ProfessionNotes, the newsletter of the Institute of Certified Records Managers, and can be found at http://db.icrm.org/crm/index.jsp?submit_menu=124.

PLAY BY THE RULES

Federal regulations require companies to properly destroy electronic data on computer hard drives and magnetic media

Failure to comply could result in fines of up to \$100,000 and even prison time

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From the Pen.

In Spring, it's not just my clock that leaps forward. My mind begins leaping forward too – thoughts of gardening, the beach, this year's elections (both national and our ARMA Chapter). Our chapter year only has a few months left during which we'll have quite a flurry of activity: the renowned Spring Seminar, an election of board members, selection of our Chapter Member of the Year, and the celebration of our past year with our Spring Banquet. We can certainly all celebrate another year of accomplishment and enrichment of our records knowledge and another year of furthering our connections within our records community. I encourage your participation in all these upcoming events and activities and look forward to seeing you!

—Connie Durkin, President

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Member Notices

RIM Self-Assessment Is Here!

Finally there is a roadmap to help you navigate your RIM career: ARMA International's RIM Self-Assessment. It will help you assess your strengths and identify gaps in your current skills and knowledge so you can find the resources you need for success at every stage of your career. For more information, see <http://www.arma.org/competencies/index.cfm>.

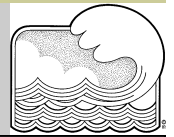
Call for Members to Update their Profile

ARMA International wants to make sure all members' benefits reach them. Please take a moment to log in to My ARMA, www.arma.org/myarma, check your profile, and remember to update the personal information. If you have problems logging into your account, contact Member Services at 1-800-422-2762 or by e-mail at member@arma.org.

Last Call for Chapter Nominations!

Nominations for next year's Chapter Board and Chapter Member of the Year must be received by April 7, 2008. Please consider joining the Board or nominating someone else. Board meetings are held once a month in the evening, and, believe it or not, are a lot of fun! Check the nomination form that appeared in last month's newsletter to see if one of the positions could give you the creative outlet or professional development you've been longing for!

Sites to Surf



Advisory Board Urges Declassification Reforms: In a report issued today, a presidential advisory board proposed dozens of steps to promote a more rational, uniform and productive process for declassification of historical records. "Improving Declassification," a report to the President from the Public Interest Declassification Board, was principally authored by L. Britt Snider, the Board chairman until last October. A copy is posted at <http://www.fas.org/sgp/library/pidbreport.pdf>. The Board's own web site can be found at <http://www.archives.gov/declassification/pidb/>.

Administration faces big challenge in records preservation by Jill R. Aitoro, aitoro@govexec.com, January 10, 2008: By Feb. 1, the National Archives and Records Administration (NARA) and the White House were required to provide congressional watchdogs with an update on preparations for the transition of all presidential records to NARA by January 2009. Concerns over progress might be well-founded: Proper handling of electronic documents, the need to identify and centralize pertinent records, and the sheer volume of information all leave the White House with a mammoth project on its hands: http://www.govexec.com/story_page.cfm?articleid=39002&dcn=todaysnews.

The Maryland Technology Development Corp. has launched a new intellectual property database that streamlines the search process for innovation investors. The Web-based resource, InvenioIP, was developed at the University of Maryland, Baltimore, and allows free access to technologies available for commercialization from academic institutions, federal research facilities, and private companies in Maryland, DC, and Virginia: <http://www.invenioip.org/>.

Federal judge rules that background investigations of low-risk Federal employees are out: <http://backgroundinvestigations.blogspot.com/2008/01/nasa-receives-ruling-from-federal-judge.html>.

"Council of State Archivists Receives \$2.6 Million from FEMA to Develop Disaster Training Programs" to provide critical training to state and local government agencies in the identification and protection of their most essential records and recovery from emergencies: www.statearchivists.org/prepare. (SAA, *Archival Outlook*, Nov/Dec 2007, p. 14)

"National Archives Announces Discovery of 'Hitler Albums' Documenting Looted Art" by the Nazis during WWII. You can also view images from the donated Hitler album at <http://www.archives.gov/press/press-releases/2008/nr08-22.html>. (SAA, *Archival Outlook*, Nov/Dec 2007, p. 16)

"NPRC Announces Release of Military Personnel Records": The National Personnel Records Center (NPRC) will open for the first time all of the individual Official Military Personnel Files of the Army, Army Air Corps, Army Air Forces, Navy, Marine Corps, and Coast Guard who were discharged, retired, or died while in the service prior to 1946: <http://www.archives.gov/press/press-releases/2008/nr08-14.html>. For more information on conducting research into veterans records, see <http://www.archives.gov/veterans/military-service-records/get-service-records.html>.

Public Interest Declassification Board Report-Secrecy News from the Federation of American Scientists Project on Government Secrecy, Volume 2008, Issue No. 4, January 9, 2008: Secrecy News Blog: <http://www.fas.org/blog/secrecy/>. Secrecy News is written by Steven Aftergood.

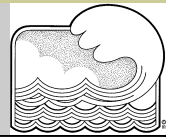
DCMI Recommended Resource, Expressing Dublin Core Metadata Using the DC-Text Format: Updated specification for a simple text format for representing a Dublin Core metadata description set. The format is known as "DC-Text": <http://www.dublincore.org/documents/2007/12/03/dc-text/>. (NISO Newsline, January 2008)

Newspapers Embracing Metadata in Image Workflows by Howard Vogl and Franziska Frey, *Newspapers & Technology* (01/08): Newspapers planning their workflow, management, and storage operations can be well served by mining technical metadata such as camera settings and conditions surrounding image capture, but before this can be done an understanding of how the metadata can be employed in a news environment must be reached. Potential benefits of technical metadata usage for newspapers include determining the time a specific image was captured, automation of cross-media workflows, and other advantages that can improve the digital imaging workflow while upholding image integrity. Greater use of technical metadata in newspapers' digital imaging workflow will require the development of intuitive graphic user interfaces that let users visually adjust images using metadata that exists transparently behind the scenes: http://www.newsandtech.com/issues/2008/pt/01-08_metadata.htm. (NISO Newsline, January 2008)

The Data Dictionary - Technical Metadata for Digital Still Images (ANSI/NISO Z39.87 -2006) is available for free download at http://www.niso.org/standards/standard_detail.cfm?std_id=731. An XML version of the data dictionary, NISO Metadata for Images in XML Schema (MIX) is also available: <http://www.loc.gov/standards/mix/>. (NISO Newsline, January 2008)

The Archiving Tsunami by Mike Wash, *Government Computer News* (12/10/07) Vol. 26, No. 30: Government Printing Office chief information officer Mike Wash predicts that the GPO will have more than 1 petabyte of accessible content to maintain and manage within the next 10 years. As publications shift to multimedia formats that include audio and video, content size will grow considerably larger, and web-based services including wikis, blogs, and other collaborative tools will make capturing and archiving the work of the government increasingly difficult. Creating content and access models based on historical trends and anticipated shifts in the industry or markets can help prepare for these expanding volumes, and although predictive models are inevitably wrong, *Continued on next page*

Sites to Surf



thinking about them can lead to better strategies and solutions. Monolithic computing infrastructures will rapidly become unwieldy and difficult to maintain. However, cloud computing, which stores user data in the Internet cloud and utilizes web-based applications, and the virtualization of computing systems, will make it easier for computation to be coordinated and distributed, which will support advanced search, data parsing for digitized content, cataloging, and other computational work. The preservation process will be critical, especially migration methods to ensure that information does not become obsolete when file formats and applications do: http://www.gcn.com/print/26_30/45531-1.html. (NISO Newsline, January 2008)

Panel Suggests Ways to Index Government Documents by Chloe Albanesius, PC Magazine (12/11/07): The Center for Democracy and Technology and the Office of Management and Budget Watch released a joint report that examines the availability of government information on commercial websites. The report found that although government databases contain massive amounts of useful information, attempting to access this information is often futile because of a failure to link these data to commonly used search engines such as Google. Although many government websites allow users to search within their site for desired information, the content is not always accessible through search engines, making it difficult to find data hidden in government databases. Google's John Lewis Needham says part of the problem is the massive amount of data produced by the government, and that government databases typically use search forms that cannot be analyzed by search engine crawlers. Needham says one possible solution is to deploy the Sitemap Protocol, a technical standard developed by Google that allows website owners to produce a map of all web pages on a site and give that information to search engines. Google has already deployed Sitemap on several government agencies, including the Office of Scientific & Technical Information, the Government Accountability Office, the Library of Congress, the National Agricultural Library, the National Archives and Records Administration, and GovBenefits.gov: <http://www.pcmag.com/article2/0,1759,2231624,00.asp>. (NISO Newsline, January 2008)

The Semantic Web in Action by Lee Feigenbaum, Ivan Herman, and Tonya Hongsermeier, Scientific American (12/07) Vol. 297, No. 6, P. 90: The Semantic Web is a series of languages and formats that analyze data on the World Wide Web and enable people to understand all types of useful online information. A diverse assortment of Semantic Web applications are coming out. Possibly the most visible examples of the Semantic Web are tagging systems in which people choose common terms to describe information they find or post on certain websites, which allow web programs and browsers to locate and comprehend the tagged information in a limited fashion, although the tags are not interoperable between systems. Some of the biggest Semantic Web advances are occurring in the life sciences and health care fields. For instance, personalized medical treatments will come closer to realization through the integration of various data sets, and a research team at Cincinnati Children's Hospital Medical Center is applying semantic capabilities toward the creation of a system that can pinpoint the genetic causes of heart disease. Eli Lilly researchers are also using Semantic Web technology to gain a complete perspective of the most probable drug targets for a given disease, which would be immensely helpful for drug discovery. Meanwhile, the nonprofit organization Science Commons provides Semantic Web tools for affixing legally binding copyright and licensing information to openly posted research data: <http://www.sciam.com/article.cfm?id=the-semantic-web-in-action>. (NISO Newsline, January 2008)

Survey shows CIOs losing seat at the table by Jason Miller, FCW.com, February 27, 2008: Agency chief information officers may be losing their place in the boardroom. A new survey of 46 agency senior technology managers from 30 federal organizations found a sharp increase in the number who said they report to the chief financial officer instead of the head of their agency: <http://www.fcw.com/online/news/151762-1.html>.

Sunshine Week was held March 16 to 22, 2008. It is a non-partisan open government initiative led by the American Society of Newspaper Editors. Journalists and others are encouraged to ask every candidate for public office to explain his or her positions on open government and Freedom of Information issues. Replies sent in to Sunshine Week will be used to develop a database as a running reference. Independent research on previous statements, votes, and other data will also be included in the database. Resources such as suggested questions and links to additional material are offered on the website to help get people involved in the project. For more information, see www.sunshineweek.org/. (Archival Outlook, January/February 2008, p. 22)

Census reconsiders use of handheld computers by Wade-Hahn Chan, FCW.com, March 5, 2008: Rising costs and confusion about requirements have spurred the Census Bureau and its parent Commerce Department to re-evaluate the use of handheld computers for recording addresses during the 2010 Census and to consider returning to paper surveys. In addition, those problems have led the Government Accountability Office to designate the 2010 Census as a high-risk area: <http://www.fcw.com/online/news/151846-1.html>.

DOD rallies around Lean Six Sigma; The methodology has become the Defense Department's by Brian Robinson, FCW.com, March 3, 2008: Lean Six Sigma, a quality-improvement methodology, has taken hold at the Defense Department, where top leaders say it can eliminate inefficiencies in business operations. About two-thirds of DOD organizations, by some estimates, are committed to Lean Six Sigma. But is it the best approach to solving business process problems? Can it solve all problems, or only some? And how does it contribute to DOD's transformation efforts? Last year, Deputy Defense Secretary Gordon England announced that Lean Six Sigma should be the basis of DOD's Continuous Process Improvement plans: http://www.fcw.com/print/22_5/features/151766-1.html?topic=defense.

Bush's e-mail misery has company by Ben Bain, FCW.com, March 3, 2008: The ongoing investigation into the Bush administration's presidential recordkeeping has raised questions about e-mail records management across the government. In general, what to do with email records is a question facing agencies government-wide, said one federal records manager who requested anonymity. "There are some agencies that are doing better than others, some agencies are very much wedded to *Continued on p. 11*

Educational Opportunities



An E-Records Forum will be held April 17-18, 2008, in Austin, Texas at the J. J. Pickle Conference Center - UT Commons. This annual conference features current topics in archives and records management focusing on the challenges of the digital age. Topics include "The Good, the Bad, and the Downright Ugly: A Step by Step Approach to Auditing Your Electronic Records Program," "Data Management, Governance, Stewardship and the Convergence of Records Management Roles/Responsibilities," "Managing Municipal Government E-Records: A Case Study," "New Optical Technologies for Recorded Sound Preservation and Access," Electronic Records Archives (ERA) Briefing, "Building Trustworthy Digital Preservation Repositories," "Records Management Service Component (RMSC) and PDF/A," "Building the Digital Repository with the Electronic Records Management System (ERMS)," "PKI and Electronic Records Management," "Managing Electronic Document Lifecycles for the Enterprise," "Challenges and Solutions - Managing GIS Records," "E-Discovery and Forensics," and more. Registration is \$160.00. For more information go to: <http://www.archives.gov/southwest/agencies/records-mgmt/forum-announcement.html>. For help or further information, contact the Regional Registrar, John Garza, by telephone at 817-831-5919 or e-mail at ftworth.recmgmt@nara.gov.

EMC World will be held May 19-22, 2008, at Mandalay Bay in Las Vegas. \$1795 conference fee, \$1995 onsite registration. The forum will provide unparalleled access to EMC's entire portfolio of software, platforms, solutions, and services. Learn directly from EMC engineers, customers, and partners at more than 500 breakout sessions presented over four days in May 2008. For more information, go to <http://www.emcworld2008.com/index.shtml?cid=cma031308email>.

The following titles by Robert Smallwood are available from IMERGE Consulting. The Table of Contents and Executive Summary can be viewed at the urls:

- Electronic Records Management: Advanced Topics for Records Managers, including Career Planning, E-Records Security, E-Discovery, Business Process Management and International ERM Standards, <http://www.lulu.com/content/2050077>
- E-Document Security and Enterprise Digital Rights Management for Securing E-Documents Both Inside & Outside of the Enterprise, <http://www.lulu.com/content/2009148>
- Taming the Email Tiger: Email Management for Governance, Compliance & Litigation Readiness, <http://www.lulu.com/content/2119294>.

Cohasset Associates, Inc. is pleased to announce the program for the 2008 National Conference on Managing Electronic Records (MER '08); May 19 - 21, 2008, for the conference, May 18th for the pre-conference tutorials; Westin Michigan Avenue Hotel, Chicago, Illinois. The MER '08 conference program will include information sessions, pre-conference tutorials, keynote speakers, solution providers, case studies, networking receptions, 45 outstanding speakers, and will focus on managing email. Details about the MER '08 conference program are available at <http://www.merconference.com>.

The 9th Annual Knowledge Management Conference & Exhibition: Actionable Strategies and Innovative Approaches, April 28, 2008 - April 29, 2008, Ronald Reagan Building, Washington, DC., provides an excellent venue for senior KM professionals to network with their peers who are actively exploring, planning, and implementing Knowledge Management solutions across government. Free Exhibition (for Government): April 29, 2008. The 2008 Knowledge Management Conference program will provide government professionals with an interactive, educational experience, coupled with networking opportunities. Conference sessions will highlight ongoing government programs that are employing knowledge management best practices, strategies, and tools. The Conference will look ahead to what government professionals are doing to improve agency operations with implementation of knowledge management and learning networks within their agencies. The program is designed for public sector professionals who are implementing KM, online learning, and related disciplines within their agencies. Expert faculty will lead discussion about current trends in the KM field, and how they align with the emerging requirements of government managers to maximize information-sharing in support of agency missions. For best rates, register before Thursday, April 10th. For information see <http://events.fcw.com/EventOverview.aspx?Event=KM08> or call 800-746-0099.

The National Archives and Records Administration's 20th Annual Records Administration Conference (RACO 2008) will feature case studies in Federal records management practice. Topics will include: Designing and implementing a Records Management Application (RMA), Outsourcing and using contractors effectively, Developing a program for managing the transition of Federal appointees, and Integrating records management into critical agency programs. For more information, and to register, go to <http://www.archives.gov/records-mgmt/training/raco2008.html>.

The National Association of State Chief Information Officers (NASCIO) is pleased to announce the release of its new issue brief "IT Governance and Business Outcomes - A Shared Responsibility between IT and Business Leadership." This issue brief presents a new environment where information technology must be managed as a business capability for achieving business transformation. This publication is the introduction to a forthcoming series on governance. The governance challenge was ranked as one of the top ten priorities of state CIOs in a survey of the states conducted in October of 2007. This issue brief is available at: www.nascio.org/publications.

The Federal Trade Commission, International Association of Privacy Professionals, and Northwestern University School of Law will co-host a one-day public workshop on April 15, 2008, on how businesses can secure the personal information of consumers and employees. The workshop, "Protecting Personal Information: Best Practices for Business," will feature business people, attorneys, government officials, privacy officers, and other experts who will provide practical guidance for businesses of all sizes on data security,

Continued on p. 10



Member News

Attendees at the March 13 chapter meeting held at Amalfi in Rockville, featuring speaker and chapter member Cheryl Smith's presentation, "GAO's Enterprise Electronic Records Management System":

Carol Agayoff	Tracy Glenn
Deborah Armentrout	Courtney Hanson
Henry Breton	Ron Kleinfeldt
Kathleen Calvo	Regina Martin
Tod Chernikoff	John Milligan
Peter Chiomenti	Al Minnick
Connie Durkin	Amy Taylor
Jean Eisenhaur	Frank Valdivieso
David Erickson	Emma Stelle Wilmer
Rebecca Fitzgerald	Yvonne Wilson

The winner of the March 50/50 drawing was Emma Stelle Wilmer.

Credit Card Payment

Payment for meetings by credit card is now available to both members and non-members at a cost of \$35. To use this payment option, visit www.armamar.org/gmd. We have also introduced a special student rate for meetings. With a valid student ID, students may attend the monthly dinner meetings at a reduced rate of \$15. For more information, visit <http://www.armamar.org/gmd/membership.htm#student>.



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Vendor Sponsorship Opportunities

The Gaithersburg chapter announces new opportunities for vendors to become more involved in chapter activities and to spread the word about their products and services. Sponsorship levels include Featured Vendor, Dessert Sponsor, Meeting Sponsor, On-Site Sponsor and Door Prize/Raffle. Points toward the Vendor of the Year Contest may be earned for each of these sponsorship levels. For more information, or if your company is interested in becoming a sponsor, please visit www.armamar.org/gmd or contact a Gaithersburg board member.

Final Days of the Vendor of the Year Contest

The 2007-2008 Vendor of the Year competition is coming to a close. Final scores will be tallied and published in the next issue of the newsletter. With our upcoming seminar on April 17, we will begin a new year of competition for this award. Get a head start for the 2008-2009 competition by registering as a sponsor for the April 17 seminar! Next year's competition will include even more opportunities for participating vendors to earn points: writing an article for the newsletter, serving as the speaker for a monthly chapter meeting, providing a benefit for chapter members, and Cobalt sponsorship, a just-added level of sponsorship for the Spring Seminar. Watch for the details in this newsletter and at www.armamar.org/gmd.

Earthquake in Peru

Our Chapter has been asked to contribute towards the purchase of boxes for a records center in Ica, Peru, that was damaged beyond repair during the earthquake of August 15, 2007, which registered 8.0 on the Richter scale. Before the building was demolished, the staff retrieved the files at considerable risk to themselves, despite the constant strong aftershocks which complicated the salvage effort even further. The files themselves were stored on open shelves, and the earthquake created a jumbled mess. The records manager, Martha Sulca Gavilano, and her staff are re-constructing the records center in temporary quarters. In order to avoid a repetition of the disaster, Martha has requested assistance in purchasing boxes for the records, to afford them greater protection in the event of another earthquake. Martha and her staff managed to recover all of the files from the regional taxation office and have begun reconstructing the records center in temporary space. The Calgary Chapter has pledged \$500, and has appealed to other ARMA chapters for contributions. They estimates that the effort will require about 1,000 boxes, and cost approximately \$5,100 (in Canadian dollars).

Member Benefit, Courtesy of e-End USA

Laura Gabel and e-End USA have generously offered all-access passes to the FOSE Expo to our Gaithersburg Chapter members—a \$50 value. FOSE is the most comprehensive event for government information technology (IT) professionals. The expo will be held April 1-3, 2008, at the Walter E. Washington Convention Center in Washington, DC. All chapter members should have received an e-mail with the necessary information. If you are interested in obtaining a pass and did not receive the e-mail, please contact Carol Agayoff at agayoffc@spectrum.mctec.com. Read more about e-End USA at www.eendusa.com.

If you have any news to share about personal or professional achievements, or would like to write an article for the newsletter, please contact Newsletter Editor Rebecca Fitzgerald at rebecca.fitzgerald@nara.gov. If you would like to speak or give a presentation at a chapter meeting, please contact Program Director Tod Chernikoff at tchernikoff@hotmail.com.

Educational Opportunities



best practices for developing an appropriate data security program, and how to respond to security problems, including data breaches. The workshop follows a recommendation from the President's Identity Theft Task Force, which called on federal agencies to improve their efforts to educate the private sector on safeguarding consumer data. The Task Force issued a report, available at www.idtheft.gov/reports/StrategicPlan.pdf, that recommended regional seminars as one way to help the business community understand the importance of safeguarding information, preventing and reporting data breaches, and assisting identity theft victims. The workshop will be held on the Chicago campus of the Northwestern University School of Law. It is free and open to the public. Information about advance registration is on the workshop web page at www.ftc.gov/bcp/workshops/infosecurity/index.shtml.

As part of its business education program, the FTC has information to help businesses forge their own data security plans, including an online tutorial, a booklet, and a series of articles suitable for reprinting in print or electronic newsletters. All are available at www.ftc.gov/infosecurity.

ARMA International Greater Baltimore Maryland Chapter presents their spring seminar featuring Donald S. Skupsky, president of Information Requirements Clearinghouse, developer of Retention Manager 3, and editor of Legal Requirements for Business Records; UMUC Inn and Conference Center, Adelphi, MD; April 10, 2008; \$200. For more information, contact Kathleen Moyers at KMoyers@crowncentral.com, 410-659-4708.

How To Be Happy at Work

About.com offers the top ten ways to be happy at work, from Susan M. Heathfield:

- 1. Choose to be happy at work (be a half-glass person).**
- 2. Do something you love every single day.**
- 3. Take charge of your own personal and professional development.**
- 4. Take responsibility for what is happening at work.**
- 5. Ask for frequent feedback.**
- 6. Make only commitments you can keep.**
- 7. Avoid negativity.**
- 8. Practice professional courage.**
- 9. Make friends.**
- 10. If all else fails, job searching will make you smile.**

(http://humanresources.about.com/od/success/tp/happy_work.htm)



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Sites to Surf



print and file," she said. "The short answer is that there are multiple approaches in the agency, and everyone is struggling with which is best." Federal agencies have the option of purchasing electronic records management systems, but they must meet specific NARA requirements, and training can also be expensive and time-consuming. "The volume of e-mail has grown exponentially, and the policies and tech have not always met that growth," the manager said. "I think it is probably as much of a management policy problem as it is a technology problem": <http://www.fcw.com/online/news/151814-1.html>.

NASA IG: Manage official email messages better by Wade-Hahn Chan, FCW.com, March 3, 2008: NASA employees are not properly managing their official email records due to unfinished guidance and a lack of training, according to an inspector general's report. Auditors said that NASA's records management policies lacked details about how to determine what email messages are worth retaining and cited out-of-date rules and schedules. Although the agency updated its guidance, it has yet to be finalized. The oversight office also found that 45 percent of officials at the agency were unaware that they had to archive such messages and also did not know how to do it. Auditors cited a lack of agency-wide training as the cause. Records officers also didn't perform regular records management reviews to ensure compliance with the National Archives and Records Administration Act of 1984: <http://www.fcw.com/online/news/151818-1.html>.

New Specs and Standards: Dublin Core Metadata Initiative, DCMI Metadata Terms: a major maintenance update with improved definitions and usage comments: <http://www.dublincore.org/documents/2008/01/14/dcmi-terms/>; **ISO/IEC 24762:2008**, Information technology – Security techniques – Guidelines for information and communications technology disaster recovery services provides guidelines on the provision of information and communications technology disaster recovery (ICT DR) services as part of business continuity management, applicable to both "in-house" and "outsourced" ICT DR service providers of physical facilities and services: http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=41532; **W3C Working Draft, SKOS Simple Knowledge Organization System Reference** defines a common data model for sharing and linking knowledge organization systems, such as thesauri, taxonomies, classification schemes, and subject heading systems, via the Semantic Web: <http://www.w3.org/TR/2008/WD-skos-reference-20080125/>. (NISO Newline, February 2008)

Sedona Conference links: <http://www.ediscoverylaw.com/2006/11/articles/case-summaries/citing-the-sedona-conference-glossary-for-ediscovery-court-overrules-vagueness-and-ambiguity-objections-to-request-for-production>; <http://www.law.com/jsp/ihc/PubArticleIHC.jsp?id=1128342927021>; and <http://www.thesedonaconference.org/publications.html>.



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Gaithersburg, MD ARMA Chapter
P.O. Box 7512
Gaithersburg, MD 20898-7512

E-mail: gburgarma@yahoo.com

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**ARMA Gaithersburg 2007-2008 Vendor of the Year Scorecard:
(as of March 18, 2008)**

CEXEC: 5
E-endUSA: 13
GRM Information Management Services: 15
InfoCurrent: 10
Infolinx: 5
Kruysman-Redweld: 10
Metropolitan Archives: 13
NARA Federal Records Centers: 5
NetSmith: 18
NIPCOM Consulting Group: 5
Paige Company: 5
Reams Document Imaging: 5
TAB Products: 10
Veridyne: 5
Zasio: 5

Meeting Schedule, 2007 - 2008

Thursday, April 17, 2008 (seminar)
Wednesday, May 14, 2008
Thursday, June 12 (banquet)

The 2007-2008 Vendor of the Year competition is coming to a close— the winner will be announced soon! Get a head start on next year's competition. Complete details about the Vendor of the Year Program are available at www.armamar.org/gmd.