



# ARMA InNOVATIONS

## President's Message, September 2010

### Join Us For Our September 15, 2010 Dinner Meeting

*Speaker:*

*John Mancini,  
President, AIIM  
International*

**Social Computing and  
Records Management:  
Strange Bedfellows**

**Marco Polo Restaurant  
245 Maple Ave. W.  
Vienna, Virginia  
703-281-322**

**Register online with  
Click&Pledge at**

**<<http://www.armamar.org/nov/programs/prog1009.htm> >**

**Or Call**

**Carolyn Offutt, Treasurer at  
703-666-8190 (O)  
571-665-3667 (C)  
By Sep 14, 2010**

**See page 3 for details.**

5:30 pm	Registration
6:00 pm	Dinner
7:00 pm	Program
ARMA/AIIM Member	\$30.00
Non-member	\$35.00



It's that time of year again, when the sultry days of summer fade and the leaves begin to show gold. It's also the start of a new ARMA NOVA program season. It is difficult to top last year's results but we are going to try.

This past season we increased average attendance from 20 to 32, and increased our bank balance from just over \$3,000 to over \$11,000. We also introduced a very successful joint training event with AIIM, the Electronic Records Management Practitioner course. We produced three joint events with NCC-AIIM, all of which were very successful. Our education seminar was also very successful.

We agreed upon a theme for the year: "RIM 2.0, Opportunities and Chal-

lenges." The term "RIM 2.0" came out of our discussion about Enterprise 2.0, Web 2.0, and the challenges we face as RIM professionals with the new media. We barely have a handle on paper records, electronic records and email, and now we have to deal with instant messages, Twitter, Facebook and the rest. It creates a significant tension between collaboration and control.

In the discussion we discovered lots of "red meat" discussion points that will make for good fodder for our program year. For example:

- What is a Record?
- New Tools for the Same Bad Behavior?
- What is RIM 2.0?
- How does RIM address the Cloud?
- How do you manage Social Networks with RIM?
- How will this change the RIM Profession?
- What tools and standards are needed
- Collaboration vs. Control

One discussion point revolved around how this will change the RIM profession. One board member made a very thought provoking statement: "In five years there will be no more RIM profession!" She said this because she sees our profession evolving significantly with the advent of electronic records management, changing requirements for retention based on electronic storage and the cloud, auto classification and the like. In our discussion we all agreed that major changes are coming, particularly the move to a role of setting and enforcing policy rather than the traditional filing room type of approach.

So plan to attend our monthly meetings; they should generate a lot of buzz.

This year our goal is to increase average attendance to 40, to hold 4 joint events, and to repeat our AIIM training event by hosting a course on Enterprise 2.0 Practitioner. The E2.0 Practitioner course will provide all attendees with the fundamentals and issues surrounding this new challenge.

(Continued on page 4)

**ARMA NOVA CHAPTER**

**NEWSLETTER**

**ARMA InNOVations** is published monthly from September through June by the Northern Virginia Chapter of ARMA International to inform chapter members of ARMA NOVA activities and to circulate news and opinions of the members.

**SUBMISSIONS**

We welcome articles, news stories, reports, and opinions. Please send submissions or Letters to the Editor to:

George D. Darnell, CRM  
Acting Editor, **ARMA InNOVations**  
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Standard Unit Size	Width	Height	Cost
Full Page	7.5"	10"	\$80.00
Half-Page Vertical	3.5"	10"	\$60.00
Half-Page Horizontal	7.5"	4.75"	\$60.00
Quarter Page	3.5"	4.75"	\$50.00
Business Card	3.5"	2.0"	\$30.00

Advertisers must supply copy-ready art. There will be an additional charge for ads needing design. Costs listed are per issue. The newsletter is published 10 times during the chapter year, January - December. An advertisement placed for ten issues receives a 20% discount and new art work may be submitted for placement in any issue. Advertisers will receive one copy of each newsletter containing their advertisement.

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## ARMA NOVA Meeting Announcement

Wednesday,

September 15, 2010

Social Computing and

Records Management: Strange Bedfellows

*with speaker*

**John Mancini, President, AIIM International**

### About this event

Please join ARMA NOVA for the first chapter meeting of the 2010-2011 chapter season. Our speaker is John Mancini, President of AIIM. John is an extraordinary speaker and we are very privileged to have him as our opening presentation of the season. Our program theme for this season is "RIM 2.0, Opportunities and Challenges," which targets the explosion of social media and other new technologies that are increasingly prevalent in organizations, and how the Records and Information Management profession is evolving to address these disruptive changes.

"For what now seems like a few fleeting moments, we were able to separate social computing and records management into separate worlds. However, as social computing arrives in force in our organizations (a.k.a. "Enterprise 2.0"), we no longer have that luxury.

If we are to remain relevant -- in our profession and to our organizations -- we need to help our organizations think through responsible ways to manage the waves of increasingly unconventional information that is being created. To do so will require strategies, skills and approaches that acknowledge that social computing and records management are now bedfellows -- albeit strange ones."

### About our speaker



#### **John Mancini, President, AIIM International**

Prior to joining AIIM, Mancini spent 11 years in various positions at the American Electronics Association in Washington, D.C., most recently as Executive Vice President and Chief Operating Officer. He has also served as Executive Director of the Foundation for Public Affairs. He joined AIIM as President in May of 1996 and has distinguished himself as a true visionary and leader. Mancini is a frequent speaker at meetings and conferences throughout the world on various topics including the content management marketplace and E2.0 technologies. He holds a bachelor's degree from the College of William and Mary and a master's degree from Princeton University.

**TIME:** 5:30 PM Registration  
6:00 PM Dinner  
7:00 PM Program  
8:00 PM Adjourn

**PLACE:** [Marco Polo Restaurant](#).

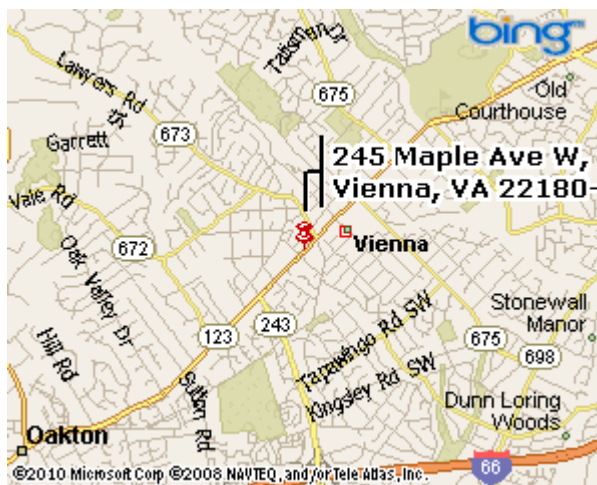
**PARKING:** Free at the restaurant

**METRO:** Vienna Metro plus a five minute cab ride

**COST:** \$30.00 ARMA/AIIM Member  
\$35.00 Non-Member

**Register:** online @

[www.armamar.org/nova/programs/prog1009.htm](http://www.armamar.org/nova/programs/prog1009.htm)



## President's Message continued

## ARMA NOVA Board Meeting Minutes June 16, 2010

There will be a maximum limit on attendance at 40 and the course is scheduled for February.

Another new event for this season is a joint all day conference on E-Discovery and Records Management, to be held at the Ronald Reagan building in DC.

This is a joint event with DGI and will feature a full day of speakers on these topics. This event is our Education Seminar for this season.

Another feature for this year is a couple of collaborations with ACT/IAC [www.act.gov](http://www.act.gov). Carolyn Offutt, our Treasurer, is on an ACT/IAC Special Interest Group on Social Media. Her SIG will produce a technical report that will be the feature of our January meeting. In addition, in collaboration with ACT/IAC, we plan to product a joint event that will consist of a panel of industry experts, moderated by Reynolds Cahoon from Lockheed Martin and IAC. This event is scheduled for November.

We have developed a very exciting and provocative program for the season. (See Page 5 )

We expect this season to be an outstanding one, hope to see you there!

Mark Mandel,  
President NOVA ARMA  
Public Records Administrator, DC Executive Office  
of the Mayor  
Madelm2001@netzero.com

Attendees:  
Angela Tayfun  
Brian Ruf  
Carolyn Offutt  
Crystal Kurtzburg  
George Darnell  
Mark Mandel

Brian Ruf called the meeting to order.

Crystal reported that she brought the RAIN tickets to the meeting to hand out to those who paid for tickets. There are still nine tickets left of the original 30 purchased.

Crystal reported that the bank balance is \$11, 209.43.

May meeting attendance was 28.

June meeting attendance was 15.

No president's report.

Minutes from the May meeting were approved.

The summer planning meeting dates were established. Meetings will be held on 7/21 and 8/18 from 5:00-7:00 p.m. Brian offered Booz Allen facilities in either McLean or Herndon for the meetings. The Herndon location was selected. Address is 13200 Woodland Park Road, Herndon, VA 20171. Brian will send full information to the board on building access and parking.

George will be asking for full contact information from the new board for putting on the website and newsletter.

The Board Meeting was adjourned at 5:40 p.m.

During the chapter meeting a drawing was held to select the winner of the free ARMA conference registration. Only one registration will be paid by the chapter but three names were selected so that if the first attendee cannot attend, it will be offered to the second, and so on. The winner and alternates are:

1. Diane Dodge
2. Brewer McNeil
3. Mark Mandel

Respectfully Submitted,

Angela Tayfun, CRM, PMP  
(Secretarial Stand-In)

**Events for You  
2010-2011 Chapter Year  
"RIM 2.0, Opportunities and Challenges"**

<b>Month/Location</b>	<b>Speaker</b>	<b>Topic</b>
September 15 Marco Polo	John Mancini, AIIM President	Social Computing and Records Management: Strange Bedfellows
October 20 Marco Polo Joint Meeting with NCC-AIIM	Steve Levenson, US Courts	RIM 2.0 Standards and Best Practices
November 7-10 San Francisco Convention Center	Many	ARMA International Exposition and Conference
November 17 Location TBD ACT/IAC Joint Event ARMA NOVA and NCC-AIIM	RIM 2.0 Panel	Records Management and the Dawning of the Social Media Age
December 15 Marco Polo	Elizabeth Adkins, CSC Training Partners	South Africa People to People Citizens Ambassadors
January 19 Marco Polo	Carolyn Offutt, IAC	ACT IAC Social Media
February Location TBD Joint Event with NCC-AIIM	AIIM Course	AIIM Enterprise 2.0 Training
March 3 (TBC) Ronald Reagan Building All day conference	Joint with Digital Government Institute	DGI E-Discovery and RIM
April 20 Location TBD Joint Event with NCC-AIIM	Jesse Wilkins, Access Sciences	RIM 2.0 Challenges
May 18 Marco Polo	Ken Thibodeau, NARA	NARA ERA Update
June 9-11 Location TBD	Region Leaders	Mid-Atlantic Region Leadership Conference
June 15 Marco Polo	Tod Chernikoff, ARMA Region Coordinator	Installation of Officers & Chapter Awards

ARMA NOVA meets the third Wednesday of each month, September through June at the [Marco Polo Restaurant](#) in Vienna, Virginia for dinner programs, except as noted above. Print and Save this Page for reference.

**ARMA NOVA**  
**Planning Meeting Minutes**  
**July 21, 2010**

Attendees:

Mark Mandel  
Jack Frost  
Elizabeth Adkins  
Crystal Kurtzberg  
Brian Ruf  
George Darnell  
Carolyn Offutt  
Angela Tayfun

Mark suggested program theme for 2010-11 as Enterprise 2.0 and RIM, Opportunities and Challenges; defined as a system of web based technologies that provide rapid and agile collaboration, information sharing, emergence and integration capabilities in the extended enterprise.

Discussion on how to derive a set of programs around this topic that relates to RIM.

Local NCC AIIM has ~3000 members. Pure email blast has not worked well to get the message to members. General discussion on how to increase meeting attendance. Discussed using listserv, LinkedIn, all available means to advertise meetings.

Discussed how to spin E2.0 into subjects to be of interest to our membership. Possible areas:

- organizational policy
- does company allow social networking by employees
- how do I use it myself – do I worry about privacy?
- how to make this about records management?
- information governance
- new tools for the same old bad behavior
- Is Google Apps E2.0? Is the “cloud” E2.0?
- social media as records
- Auto-classification is another topic
- Tension between using the tools and governance
- Collaboration vs control

Brian suggested revising the theme E2.0 to RIM 2.0 to encompass the cloud, enterprise 2.0 and other topics related to records management of social media. The board agreed on this theme.

Carolyn mentioned her work as lead of ACT/IAC committee doing best practices study of records retention practices in government agencies for social media as records. She offered to do a program for the chapter after the study is finished.

Possible speakers:

- George can bring in a speaker who is a zealot
- Ren Cahoon and Mike Miller are giving a presentation about do records matter any more
- Gary Vaughn a local expert on SharePoint who can talk about the product

(Continued on Page 6)

Mark created table with program dates

Meeting Date	Speaker	Topic
Sept 15	John Mancini Jesse Wilkins Patrick Cunningham	What is Enterprise 2.0 – Kickoff Meeting
October 20  AIIM ECM Road Show Oct 13  ACT/IAC Quarterly Mtg Williamsburg	Steve Levenson	Standards
Nov 17  ARMA Conf 7-10	Carolyn Offutt and ACT/IAC	Joint Event
Dec 15		
Jan 19	CSC TBD	CSC Leading Edge Forum - Disruptive Technologies experts.
Feb 16		
Feb	Seminar	
March 16  March 10 NCC Monthly Mtg  March 22-24 AIIM Show		Joint mtg with AIIM
April 20		
May 18		
June 15		

Discussion of whether or not to have December meeting. Decided to keep December meeting due to obligation to do some charitable activity.

Mark discussed co-sponsoring FIRM seminar on E2.0.

Chapter can work with AIIM to give another joint seminar on E2.0

Elizabeth suggested starting the program year with a seminar on E2.0. Group decided there's not enough time to advertise.

Training and seminar back to back last year adversely affected attendance at seminar. We don't want to repeat this approach.

Secretary's Certificate was generated, signed and provided to Carolyn Offutt to take to the bank for setting up bank signature authority of the new officers.

Meeting adjourned at 7:50.

Respectfully submitted,

Angela Tayfun, CRM. PMP  
Secretary

Attachments:  
Agenda, calendar and notes from the 7/21 meeting submitted by Mark Mandel.

**ARMA NOVA**  
**Planning Meeting Minutes**  
**August 18, 2010**

Attendees:

Mark Mandel  
Carolyn Offutt  
Elizabeth Adkins  
Jack Frost  
Angela Tayfun  
George Darnell

John Mancini has agreed to be September speaker.

Steve Levenson agreed to be October speaker – joint meeting with AIIM hosted by ARMA.

Mark heard from Ren Cahoon about having a joint event with ACT-IAC. Event will be an IAC meeting that we will participate in on subject of RIM 2.0. Ren will be moderator. Mark will be on panel. Mark Patrick will be on panel. May take place in November

Mark and Elizabeth reported on a joint conference of Society of American Archivists, National Association of Government Archives and Records Administrators and Council of State Archivists. High quality of events including Archivist of U.S., Juan Williams from N.P.R. One session on E.R.A. Mark thinks we should invite NARA to speak on this topic. Mark commented that many members of SAA are students and young people. In exhibit hall, there was one wall of grad school projects on easels. Many young people for an industry event. 20% of SAA members are student members.

Mark talked to DGI a one-day seminar on e-discovery and RIM. Target is April. We will have vendor table and be billed as co-sponsor.

Interested in having Jesse Wilkins with a joint meeting with AIIM hosted by NCC AIIM.

Elizabeth was tasked to flesh out the program schedule on page 9 in terms of contacting all the speakers, obtaining bios, pulling together all the information for the program and website. Mark needs to give Elizabeth all the contact information for the speakers so she can take care of this. Mark wants a marketing announcement with pizzazz.

Pat Huff has resigned as ICRM Liaison. A new liaison needs to be appointed.

Mark suggested contacting SAA student chapters to invite them to our meetings, foster internships, etc. Elizabeth will speak at U of MD Records Management class and will take the chapter message to the class.

George suggested a contest to U of MD students to write a paper about RIM 2.0 with a \$1000 prize.

Board members can get access to listserv sign-on information from the chapter website.

George will look into changing look and feel of Airset announcements to make them more visually appealing.

Mark would like to have the chapter be written about in local publications. Interested in knowing if any chapter members work for public affairs or public relations organizations.

Sponsors are running out in spring. Brewer needs to contact them for renewal.

DGI will do all the work for seminar. No revenue to our chapter for seminar but no cost either. Chapter will get exposure to 100+ people attending seminar.

(Continued on Page 9)

**ARMA NOVA  
Planning Meeting Minutes  
August 18, 2010  
Continued**

Meeting Date	Speaker	Topic
Sept 15	John Mancini	What is Enterprise 2.0 – Kickoff Meeting
October 20 AIIM ECM Road Show Oct 13 ACT/IAC Quarterly Mtg Williamsburg	Steve Levenson	Standards NCC Joint Meeting
Nov 17 ARMA Conf 7-10 ACT/IAC ELC Williamsburg	RIM 2.0 Mark Patrick	ACT/IAC Joint Event
Dec 15	Elizabeth Adkins Training Partners	South Africa People to People Citizen Ambassadors
Jan 19	Carolyn Offutt	Results of ACT IAC Social Media Records Retention Best Practices
Feb 16	Training	AIIM E2.0 Training
March 16 March 10 NCC Monthly Mtg March 22-24 AIIM Show	Jesse Wilkins with Access Sciences	Joint mtg with AIIM hosted by NCC
April 20		DGI E Discovery and RIM
May 18	Ken Thibodeau	Status of ERA project
June 15		Installation of Officers

Officer Reports:

Treasurer: Carolyn will have a monthly report for September. Not much happening financially for chapter since July. Walk-ins at meetings must pay with check or cash; no credit card payments on site. She has seven gift cards for speakers on hand. Carolyn needs to get the debit card from Crystel for paying Marco Polo. Debit card may need to be renewed in Carolyn's name. Carolyn needs to make arrangements with Marco Polo to reserve meeting nights and advise them number of people the day before the nights of the meetings.

Education/Programs: Elizabeth will get meeting packages put together. Mark will provide template to Elizabeth to provide to speakers in turn. Mark will get the Sept meeting lined up with John Mancini right away. Eliz will work on other meetings after returning from vacation. Eliz will contact all the speakers, get bios, get pictures, beginning with Steve Levenson. Jack will contact Jesse Wilkins about March meeting. Eliz will learn if CSC is willing to sponsor training in February.

Secretary: None

Jack: No membership report. Jack needs to get in touch with Dan Harris to transition role. Geo explained membership reports. Region 099 list from hq is all ARMA Intl members with no chapter affiliation. Other list from hq is people who have joined the chapter.

George: No report.

Meeting adjourned at 7:30 p.m.



Correspondence Tracking

HR

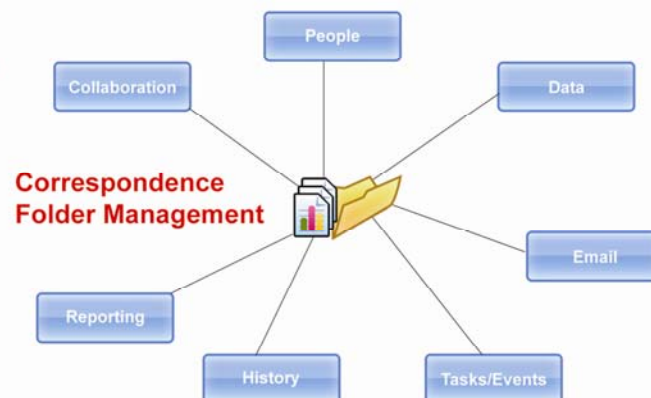
Financial

Legal

Others

One Solution, Many Applications

- Enterprise Correspondence Management
- Web-Based Solution
- Workflow Designer with Graphical Interface
- Electronic Folders and Files
- Create Custom Fields
- Full Text Search
- Document Version Control
- Attach Any File Type
- Integrated Scanning Utility
- Built-in & Ad Hoc Reports
- Productivity Statistics
- Multi-level Security
- Audit Trail



#### Why use eCase/Correspondence?

In today's working environment, whether in government or in the private sector, we are constantly bombarded with requests and correspondence from a variety of sources. These requests can come in the form of mail, e-mail, online forms and others. Prompt and appropriate handling of these requests is the hallmark of an efficient and well-run organization. Some organizations, however, become overwhelmed by the sheer volume of requests, causing some inquiries to be neglected and others to be lost completely. Requests often become neglected when the workflow to resolve the request is in doubt. eCase alleviates this problem by tracking and organizing this information. Less lost or neglected correspondence means higher client satisfaction. In addition, with eCase's reports features, offices can identify and solve problems in their correspondence and request management process before they become a crisis.

#### The Premier Solution for Enterprise Case/Correspondence Management

eCase is designed to meet all of your office's correspondence tracking and processing needs. Electronic folders with flexible workflows tailored to your organization's business processes allow you to electronically interface with members of your organization. Assign tasks, route documents for review/concurrence, generate discussion, manage document versions, and perform many other functions regarding correspondence and requests that boost your office productivity and efficiency.

#### Track & Monitor the Case/Correspondence Management Process

Track your entire correspondence lifecycle from reception, to processing, to close-out. eCase standard reports track all pending, overdue and completed actions. Need a custom report? The ad hoc reports feature allows users to customize their criteria for special reporting requirements. You can also customize your default case view, tailoring the view to only the information you want to see. Want more accountability? The folder action history log tracks every action performed to a folder automatically.

#### Automated Workflow

Configure your workflow model for different routing chains based on the type, sensitivity and security requirements of the correspondence. The case/correspondence folder is automatically moved to each person's inbox in the routing chain. The workflow tool supports conditional routing to accommodate decision logic and approvals. Automatic email notifications alert the action officers when new tasks appear in the inbox.

#### With eCase:

- Reduce Paperwork
- Simplify tracking and monitoring of correspondence
- Build accountability for actions
- Eliminate redundant entries
- Easily search for documents
- Improve correspondence security and control
- Customize workflows
- Create custom email notifications
- Auto schedule reports
- **Save Work**
- **Save Time**
- **Save Money**

## Northern Virginia Chapter of ARMA Treasurer's Report As of June 28, 2010

Type	Date	Num	Name	Category	Memo	Amount	Balance
Opening Balance	06/01/2010						\$11,209.43
	06/16/2010	Debit Card	Marco Polo	Meetings and Seminars	June Meeting (dinner)	-\$398.52	\$10,810.91
	06/16/2010	820	George Darnell	Meetings and Seminars	Prizes/Games	-\$10.66	\$10,800.25
	06/17/2010	DEP		Meetings and Seminars	June Meeting Income	\$225.00	\$11,025.25
	06/17/2010	DEP		Meetings and Seminars	Rain Tickets	\$250.00	\$11,275.25
	06/10/2010		Click and Pledge	Accounting Fees	Click and Pledge fees	-\$27.18	\$11,248.07
	06/17/2010	DEP	Click and Pledge	Meetings and Seminars	Credit Card registrations	\$130.00	\$11,378.07
	06/14/2010	DEP	ARMA HA	Membership Dues	10 Members	\$250.00	\$11,628.07
	06/14/2010	Interest				\$0.10	\$11,628.17
Closing Balance	06/28/2010						\$11,628.17

**Note:**

**February ERMp Seminar profit = \$3952.79**

+\$17,850.00 (registrations)

-\$ 937.44 (click and pledge fees)

-\$7000.00 (AIIM)

-\$1335.12 (food)

-\$ 671.86 (speaker)

Initial profit = \$7905.58 split with NCC AIIM

Our Profit at \$3952.79

**February (March) Seminar profit = \$990.25**

+\$1200.00 (registrations)

-\$51.85 (click and pledge fees)

-\$157.90 (food)

Our profit = \$990.25

## Membership Director's Report

The current ARMA NOVA Membership is 88, with six new members joining us since June. (We lost a few too.) We are pleased to welcome you into our chapter and hope to see you at our upcoming events.

### New Members

Bob Fisher  
General Manager  
Retrievevex  
8485 Euclid Avenue  
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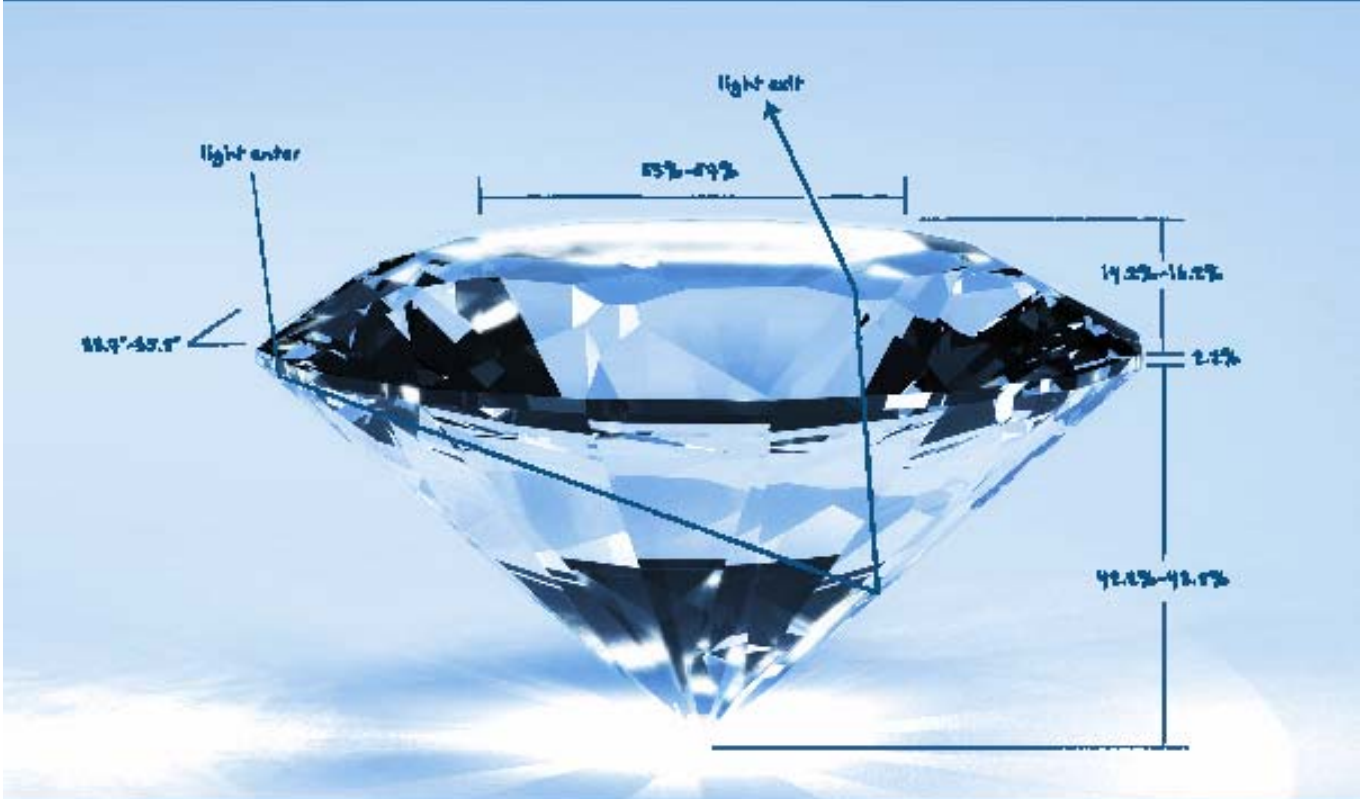
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(703)506-1400 (57880)

**Sorry, No AIEF Report this month.**

**Sorry, No ICRM Report this month.**

# CLARITY

DOESN'T HAPPEN BY CHANCE.



THERE'S A SCIENCE TO CUTTING THROUGH THE COMPLEXITY OF TODAY'S REGULATORY ENVIRONMENT.

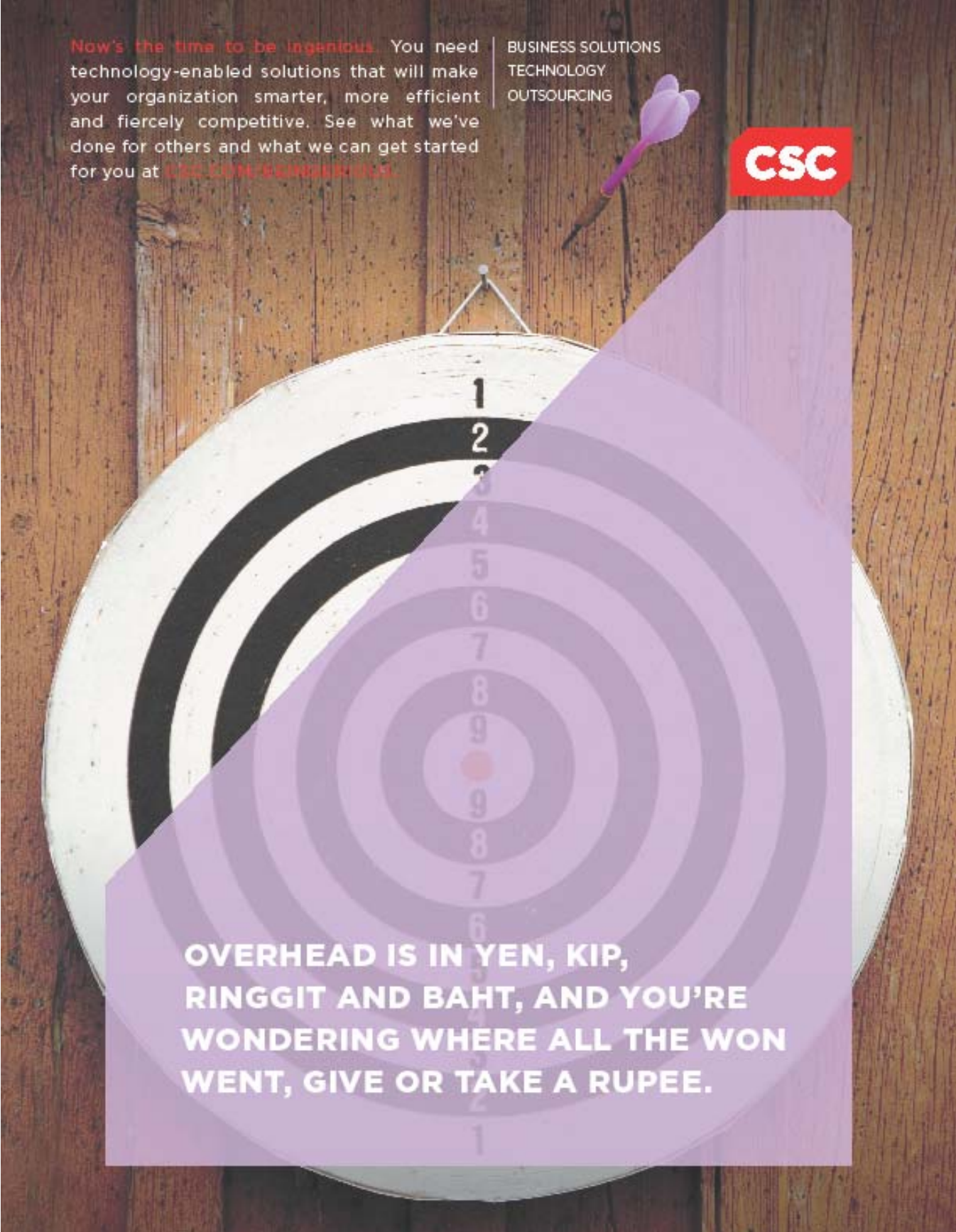
Increasing volumes of records. New media types. Constantly changing national and international regulations. Obtaining a clear view of your records management program has never been harder to do. Iron Mountain can help cut through the confusion, with a proven six-stage methodology that puts the science of compliance to work for your company.

LEARN MORE about Iron Mountain's Compliant Records Management Program and download your FREE Compliance Benchmark Report—an exclusive analysis of records management today. Visit [www.ironmountain.com/benchmark](http://www.ironmountain.com/benchmark).



Now's the time to be ingenious. You need technology-enabled solutions that will make your organization smarter, more efficient and fiercely competitive. See what we've done for others and what we can get started for you at [CSC.COM/GENUINIOUS](http://CSC.COM/GENUINIOUS).

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TECHNOLOGY  
OUTSOURCING

The CSC logo consists of the letters 'CSC' in a bold, white, sans-serif font, centered within a red rectangular background.A photograph of a dartboard mounted on a wooden wall. The dartboard has concentric rings and numbers 1 through 10. A single purple dart is stuck in the board, with its tip in the red bullseye. A large, semi-transparent purple graphic is overlaid on the right side of the image, partially covering the dartboard. The background is a dark wood grain.

**OVERHEAD IS IN YEN, KIP,  
RINGGIT AND BAHT, AND YOU'RE  
WONDERING WHERE ALL THE WON  
WENT, GIVE OR TAKE A RUPEE.**

### *Upcoming Events*

September 15  
Marco Polo

John Mancini  
AIIM President

Social Computing and Records  
Management: Strange Bedfellows

October 20  
Marco Polo  
Joint Meeting  
with NCC-AIIM

Steve Levenson  
US Courts

RIM 2.0 Standards and Best Practices

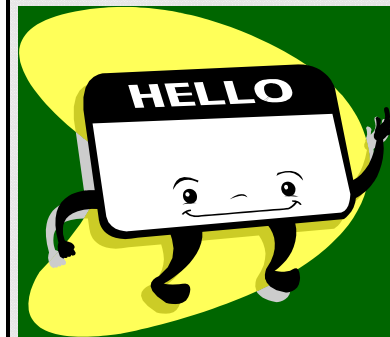
November 7-10  
San Francisco Convention Center

ARMA International Exposition  
and Conference

### *Newsletter Contributions*

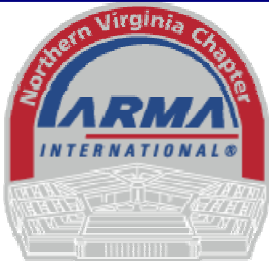
The Editor thanks the following people for their contributions to this month's newsletter:

Mark Mandel, CRM, CDIA+  
Crystal Kurtzberg, CRM  
Angela Tayfun, CRM  
Elizabeth Adkins, CRM  
George Darnell, CRM



*Join us for our  
next meeting!*

Please plan to join us at a future meeting, event, activity or seminar in the coming year.



*ARMA InNOVations  
ARMA NOVA CHAPTER  
c/o George D. Darnell, CRM  
SAIC  
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Manassas, Virginia 20112*

*TO:*