



*Presents*

## **INFO XXVII**

Thursday, March 19, 2009

*at the*

### **Chase Center on the Riverfront**

800 South Madison Street  
Wilmington, DE 19801



### **Is Your Personal And Business Data Protected In The Digital Age?**

In the 21<sup>st</sup> century, the issues facing records and information management professionals are more complex, and the stakes higher, than ever before.

If you're facing the challenges of managing information for a complex organization, you need to keep abreast of the cutting edge issues you face, and the solutions for managing them.

This seminar will help you do just that – the day will be devoted to examination of four of the most pressing issues facing information managers, and will explore solutions to help them navigate through the regulatory and risk management maze that faces everyone.

### **Session 1 – Information Privacy – A Study in Contrasts**

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Privacy and privacy law is a topic of growing concern for organizations of all kinds. With each passing year, more information is collected about individuals, and it is used in more ways and stored in more places. Every instance of a security breach involving personal information heightens concerns about this information and its use and retention. The result is a growing body of privacy law, both in the United States and elsewhere.

This is, however, by no means a uniform body of law. The philosophical approach taken in the United States differs substantially from that in places such as the European Union, and legal requirements vary considerably, posing considerable problems for multinational organizations. Further, even within the United States, open records laws and similar requirements pose potential conflicts that must also be managed. This session will conduct an overview of privacy law and other laws affecting the public availability of personal information, and discuss the issues these laws raise for businesses and government agencies, and their resolution.

### **Session 2 – E-Signatures and E-Commerce**

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E-commerce has become a way of life for most businesses. Many transactions and records, including those requiring signatures, are entirely electronic, and never make it to paper. E-commerce isn't without its pitfalls, however. Technology always advances faster than law, and the law is by no means consistent worldwide. If your organization does business in other countries, you may be surprised at how those differences may affect you. This session will examine e-signature and e-commerce law and the differences in it worldwide, and how they may affect the way you manage your records and business processes.

### **Session 3 – Business Data on Personal and Home Computers**

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The traditional office work environment is slowly vanishing as workers take advantage of information technologies to work from home offices and other remote locations. This is a tremendous advantage for both employee and employer. However, it has the potential for creating issues: the employer's records and data now reside on home computers and other devices that the employer doesn't own; and the employee has ownership and privacy rights that may conflict with the employer's need to access the records and data. This session examines issues of business-owned data on employee-owned computers, and the current state of the law in this area; and discusses options for dealing with what could be a very thorny issue.

### **Session 4 – Auditing for Compliance**

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Policies and procedures are key tools for ensuring that your organization manages information in a sound and legally compliance manner. But how do you know employees are actually complying with them? Policies and procedures that aren't being complied with are at best useless, and may even be used against an organization as evidence that records management problems are intentional. This session will examine techniques and tools for auditing a records and information management program in order to identify issues and encourage compliance.

## Schedule

- 8:00 – 8:30 Registration and Continental Breakfast
- 8:30 – 8:45 Welcome
- 8:45 – 10:00 **Session 1**  
Information Privacy – A Study in Contrasts
- 10:00 – 10:30 Networking/Vendor Exhibits
- 10:30 – 11:45 **Session 2**  
E-Signatures and E-Commerce
- 11:45 – 1:00 Luncheon, Door Prizes, Vendor Exhibits, Networking
- 1:00 – 2:15 **Session 3**  
Business Data on Personal and Home Computers
- 2:15 – 2:45 Break, Door Prizes, Vendor Exhibits, Networking
- 2:45 – 4:00 **Session 4**  
Auditing for Compliance

## Vendor Expo

Included with your ARMA Diamond State Chapter seminar registration fee is admittance to the Vendor Expo. The Expo will feature products and services for managing both traditional and electronic records systems. During breaks, be sure to view the product demonstrations and enter your name at the many vendor booths for valuable prize drawings.

## Diamond State Chapter Board

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## Speaker Bio



John Montaña is a principal of the PelliGroup, formerly Cunningham and Montaña, Inc., a records and information management consulting firm based in Reston, Virginia. In this capacity he advises corporations, law firms and non-profit organizations on records and information management. He is widely recognized as one of the foremost records management experts in the country.

Mr. Montaña has published three books on records management issues, as well as dozens of articles for magazines and professional journals, and is an active seminar speaker on records management topics.

He holds a Juris Doctor from the University of Denver.

## What is ARMA

**ARMA International** is a not-for-profit association and the leading authority on managing records and information – paper and electronic. Established in 1956, its 10,000 members include records managers, archivists, corporate librarians, imaging specialists, legal professionals, IT managers, consultants and educators, all of whom work in a wide variety of industries including government, manufacturing, legal, healthcare, financial, services and energy in the United States, Canada and 30+ other countries. For information, contact ARMA International at [www.arma.org](http://www.arma.org).



## Seminar Info

**Cancellation Policy:** For a complete refund, cancellation must be received by February 23, 2009. Unable to attend? Send a substitute. No shows will be billed.

**Continuing Education:** Completion certificates will be issued upon request for attendees wishing to apply for continuing education credits including the ICRM.



**Wendy Sapp, CRM**  
wsapp@CBLH.com  
302-888-6313

## Seminar Location

**Chase Center on the Riverfront**  
800 South Madison Street  
Wilmington, DE 19801

## Directions

### From New York/New Jersey

New Jersey Turnpike South. At the Delaware Memorial Bridge, stay to the left through the toll plaza. Follow sign, "South to I-95 Wilmington/Baltimore." Take I-95 North to Wilmington. Exit 6, Maryland Avenue. Right onto Maryland Avenue. Follow signs to the Riverfront. Turn right just before the first traffic light onto South Madison Street.

### From Philadelphia

I-95 South to Exit 6, Martin Luther King Jr. Blvd. Turn left at 4th traffic light onto Martin Luther King Blvd. Right at 3rd traffic light onto South Madison Street.

### From Maryland

I-95 North to Wilmington. Take Exit 6. Turn right onto Maryland Avenue. Follow signs to Riverfront. Turn right just before the first traffic light onto South Madison Street.



## Registration

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

### Registration Fee:

**\$175 per person**  
Federal ID No. is 48-0993520

### Credit Cards and Checks Accepted

#### Make checks payable to:

ARMA – Diamond State Chapter

#### Credit Card Type (circle one):

Visa    MasterCard    Amex

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

Registration includes exhibits, continental breakfast, buffet lunch and exciting door prize drawings.

Free parking available!

### Return form with payment by February 29, 2008

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