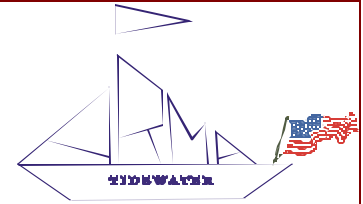




TIDEWATER CHAPTER, Inc. #45



The Information Management Professionals

OCTOBER 2002

TIDAL WAVES

VOLUME 30, ISSUE 2

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2002-2003

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## Basics Elements of a RIM Program

Our profession gets more complex everyday with the increasing use of technologies to create and maintain records and information. We often hear questions like “How long do I need to keep my e-mail?” and “What computer can I use to get to the old files on this [5 ¼] floppy disk?” As our responsibilities grow and our need to understand current technologies becomes more prevalent, we must not lose sight of the basics. Like all good foundations, the basic elements of RIM can be applied to any record keeping media and can be used to respond to the need for complex information management procedures and policies.

To learn more about the usefulness of RIM basics, join us this month as Steve Haller, CRM presents a “Checklist for Records Management Programs.”



### INSIDE THIS ISSUE

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## President's Message

Thanks to everyone who fought the traffic and attended the meeting in September. Also, thanks to Ginny Jones for the film on "Preparedness for Business Continuity and Disaster Recovery." It was enjoyed by all.

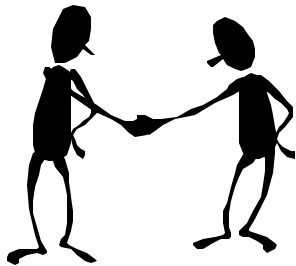
Ginny and I will be attending the ARMA International Conference in New Orleans. I think this will be a very informative conference. Ginny and I will try to share some of the events with you at the October meeting. I look forward to seeing each of you at the October meeting.

## Brenda

### ARMA Positioning Paper Published

As part of its strategic planning and operational budgeting process this year, ARMA International prepared a positioning document that identifies market and business trends facing the association in the next fiscal year. The paper, which is available at [www.arma.org/pdf/strategic\\_position.pdf](http://www.arma.org/pdf/strategic_position.pdf), discusses these trends and the association's response to them. The document also summarizes the key initiatives and general priorities for the association in the next fiscal year.

This may well be the first time the association has prepared and published such a document. It is intended to clarify ARMA's vision for the near future and the impact of that vision on programs and services.



### Membership Cards

Membership Cards are being distributed directly to all new members each month in place of certificates starting in August. Cards will not be issued to current members at this time. This is a pilot program and will be reviewed in one year. At that time the decision to issue cards upon renewal as well as for new members will be made. If a card is lost, a

replacement can be issued for a \$5.00 fee. If your chapter would like to continue giving certificates, a template is available to fill in and print. You will find the link for the template located on the right side of the page. You may want to print the certificates on cardstock. Please direct any questions about member cards to Member Services at HQ.



### ARMA International Tidewater Chapter #45

TIDAL WAVES is published monthly from September through June by the Tidewater Chapter of ARMA International. Letters, comments, and articles from members are welcome.

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Authors' statement of fact or opinion are their own and do not necessarily express the official policy of ARMA International.

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### Advertising Rates

<u>SIZE</u>	<u>ISSUE</u>	<u>YEAR</u>
Full page	\$12.50	\$125.00
½ page	\$10.00	\$100.00
1/4 page	\$7.50	\$ 75.00
Business card	\$5.00	\$ 50.00

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## MEETING ANNOUNCEMENT

**WHEN:** **October 15, 2002**  
5:30 p.m. Networking  
6:00 p.m. Dinner  
7:00 p.m. Program

**WHERE:** **Sam's Seafood Restaurant**  
23 Water Street  
Hampton, VA 723-3709  
(Directions next column)

**COST:** Members \$15.00  
Non-members \$18.00

**RSVP:** **By 5:00 p.m. on Friday, Oct. 11**  
SOUTHSIDE: Lois Dalton-Ritger 757-427-8908  
PENINSULA: Tom Hesse 757-247-6908

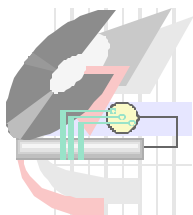
**PROGRAM:** **Records Management Program  
Checklist**

## October Meeting Menu

**MENU:** Choice of the following entrées:  
Fish of the Day (fried)  
Sam's Special (crab cake and 3 fantail shrimp)  
Fried Oysters  
Fried Medium Shrimp  
Broiled Fish of the Day  
Broiled Shrimp and Scallop Sauté  
Pasta Seafood (Shrimp tossed with Angel Hair pasta and  
veggies in garlic butter)  
Delmonico Steak (6 oz)  
Chopped Steak with Mushrooms (7-8 oz)  
Grilled skinless Lemon Pepper Chicken Breast

All dinners served with one trip to salad bar, baked potato,  
coffee or tea, chef's choice of desert. No substitutions.

**Menu choice must be given when making reservation.  
All orders must be in to Sam's before 5:30 p.m. on the  
meeting night in order for us to receive special pricing.**



## DIRECTIONS TO SAM'S SEAFOOD RESTAURANT

**From I-64 to Exit 268 - Phoebus.** Turn left off exit. Turn right at second light - Mellon Street. Sam's is on left just before bridge to Fort Monroe at water's edge. From Peninsula, Exit 268 is last exit before Bridge-Tunnel. From Southside, Exit 268 is first exit after Bridge-Tunnel.



## Speaker

**Stephen E. Haller** is a Certified Records Manager with twenty-five years of records management experience in public, educational, local government and non-profit sectors. After serving in Army Intelligence in the Vietnam War, he received his B.A. (Phi Beta Kappa) and M.A. from Miami University (Ohio). He then worked for five years as a local records archivist for the Ohio Historical Society, and then established and directed for 16 years a county-wide records management program for Montgomery County. This program received the national William Olsten Award for Excellence in Records Management Programs in 1984, and it was described as "among the best local government representatives in Canada and the United States" in Julian Mims' *Records Management: A Practical Guide for Cities and Counties* (1996). Steve became Manager of Corporate Archives & Records for the Colonial Williamsburg Foundation in 1996.

Steve has authored a number of technical articles and particularly *Managing Records on Limited Resources*, a 1991 technical publication issued by the National Association of Government Archives and Records Administrators (for which he served three years as a national program officer). Currently serving on ARMA's E-mail Standards Task Force, he also has held ARMA regional and local chapter offices and has made numerous presentations at local, regional, and national conferences. He has been a part-time instructor at community colleges and the Ohio Supreme Court's Judicial College (also serving on the Court's records management task force). In 1997, Steve received AIIM's Master of Information Technology designation.

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\*Member ARMA Richmond/Tidewater Chapters

## Disaster Recovery Tips Virginia A. Jones, CRM

With the best planning in the world, damage to records and information during and following a tropical weather incident can still occur. Small businesses are especially vulnerable as they generally do not have the resources to maintain large scale contingency and backup plans. Records and information recovery includes several steps a) assess damage, b) stabilize the situation, c) begin salvage operations, d) begin restoration procedures, and e) resume operations.

Some tips to keep in mind during the assessing, stabilizing and salvaging processes:

1. When assessing damage, remember – not everything can be saved. Give priority to identified vital records. If there is no vital records program in place, then concentrate on assessing damage to records important to continuing in business, such as mission critical information, financial information, and asset management information (deeds, easements, property management records, etc.).
2. Identify information that may be duplicated elsewhere, such as property deeds, bank information, or tax information housed with a contracted accounting firm.
3. Contact your contracted recovery service immediately and have a representative present when you do the damage assessment walk-through. Use a damage assessment report form so all records are assessed consistently and you remember to record all pertinent information for every record group.
4. Categorize the records and information according to one of three options – a) destroyed or unsalvageable records and information, b) unharmed, retained records and information, and c) damaged records and information requiring recovery techniques. Concentrate limited resources on stabilizing the unharmed records and on recovering and restoring the damaged records.
5. Stabilize the damaged area as quickly as possible. Reducing air temperature and humidity and increasing air circulation to the damage area helps prevent the growth of mold and mildew. If the damage area is too large to stabilize, remove recoverable records and information and transfer to an area that can be environmentally controlled.
6. Place water damaged microfilm and magnetic media in clean, clear water, or rinse media and place in sealed plastic bags while still wet. **DO NOT ALLOW MICROFILM TO DRY** before it is restored by a qualified laboratory procedure. **DO NOT USE DISKETTES** before they have been cleaned and inspected by qualified recovery personnel.
7. **DO NOT USE HARD DRIVES** before they have been professionally cleaned and restored for use by qualified recovery personnel.
8. Begin insect extermination procedures immediately on isolated infested records to prevent migration and further damage.
9. Follow recommended “pack out” procedures to prevent further damage. Wet paper records must be packed in appropriate cartons, such as plastic milk crates, for drying. If using a commercial vacuum drying chamber, then clean, new cubic foot cardboard boxes can be used. Be sure to label every box and keep an inventory of contents. Every box and crate should have a lid.
10. Handle wet paper records **VERY CAREFULLY!** Use plastic gloves at all times, and try not to lift large groups of wet records with your hands. Use a flat, straight piece of wood or plastic (such as a paint stirrer stick) to lift and separate wet paper to give more support to the length of the paper. (Also helps in spotting “critters” lodged between pages and folders.)
11. Wet film (including microfilm and photos), audio and video tape, imaging media and magnetic media should not be freeze or vacuum dried. Contact professional magnetic media recovery firms or microfilm laboratories.



*Speaker Ginny Jones (left) discussing disaster recovery with chapter member Shirley Blackwell (right) at September chapter meeting after viewing Commonwealth Films video “Ready for Anything.”*



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## Education Opportunities

### George Washington University's Center for Professional Development in Washington DC

#### Records Management courses for October 2002:

All Classes are held in Downtown Washington DC:

**CWRM 935: Legal Issues in Records and Information Management - REGISTER TODAY!**

Explore the effects of the law on records management and retention. Topics include the development of records management procedures and policies for compliance with the law, the management and retention of electronic records and the governing law and policy, and the implications for records management of emerging technologies.

Dates: October 7-October 8, Monday 8:30 am - 5:00 pm, Tuesday, 8:30 am - 4:00 pm, Tuition: \$935

Instructor: Randolph A. Kahn

**CWRM 940: Managing Vendor/Consultant Relationships: Contract Negotiation, RFPs and Proposal Evaluation**

This course is designed to develop managerial skills in negotiating contracts, writing requests for proposal (RFP's) and evaluating proposals. It will also touch on the day-to-day issues encountered when dealing with vendors and consultants in the records management arena, and how to manage those relationships efficiently and profitably. Upon completion of the course, students should be able to negotiate contracts effectively, understand key clauses in many kinds of contracts relating to records management services, and draft efficient records management RFP's and successfully review records management related proposals.

Dates: October 21-October 22, Monday 8:30 am -5:00 pm, Tuesday, 8:30 am - 4:00 pm, Tuition: \$935

Instructor: Cristine Martins

**CWRM 394 Computer Systems Concepts and Methods for Inventories and Retention**

This course presents hand-on basic computer and networking methods and concepts Information Managers must understand to inventory and establish retention periods for electronic records. Attendees personally learn how to use computer systems tools to identify and capture electronic records within business systems, such as electronic mail systems, enterprise business applications, and personal computers, to assure the long-term preservations and retention of records. By concentrating on learning how specific document creations and storage technologies are used in the workplace to create and file electronic records, RIM practitioners can then better communicate the need for managing electronic records to users and computer systems personnel. They also become more able to personally conduct inventories of electronic systems and can better determine the value of records for establishing appropriate retention time frames.

Dates: October 29-October 30, Tuesday 8:30 am - 5:00 pm, Wednesday 8:30 am - 4:00 pm, Tuition: \$935  
Instructor: John Phillips

To Register call Customer Service at 202-973-1150, or register online at [www.cpd.gwu.edu](http://www.cpd.gwu.edu).

For information on GW's Records and Information Management Program, and additional courses offered during Fall 2002 go to [www.cpd.gwu.edu](http://www.cpd.gwu.edu), or contact:

Myriam Lechuga

Senior Program Specialist

(202) 973-1178 Fax: (202) 973-1165

E-mail: [mlechuga@gw-solutions.com](mailto:mlechuga@gw-solutions.com)

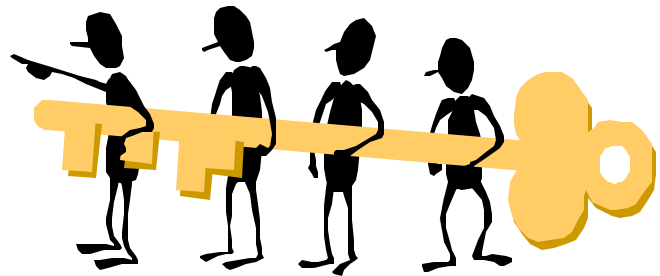
### Online Education Update

ARMA International's Education Department announces that it plans to launch three original online courses this fall. "The 1-2-3 Guide to Organizing Files & Records" will be available in October. This course is designed for anyone who works in an office and will help individuals develop knowledge and skills in basic records management by providing participants specific steps and opportunities for practice.

Coming in November are "Vital Records: Planning for the Unexpected" and "Privacy Basics."

"Vital Records: Planning for the Unexpected" will introduce types of vital records and applicable federal regulations and guidance. Specific steps in managing vital records as well as related resources for further help will be provided.

"Privacy Basics" will examine the issue of privacy and its role in today's increasingly global economy. It will focus on the evolution of privacy laws, regulations, and standards and address recent enforcement actions both in the U.S. and abroad. It will also present specific methods for effectively managing privacy in an organization and define the key steps involved in developing, implementing, and enforcing a strong privacy policy.





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## Minutes – Regular Chapter Meeting September 17, 2002

The Tidewater Chapter of ARMA met for its first meeting of the 2002/2003 year at Sam's Seafood Restaurant in the Phoebus section of Hampton, Virginia on Tuesday, September 17<sup>th</sup>, 2002. Chapter President Brenda Grow called the business portion of the meeting to order welcomed everyone.

Chapter Members present included Brenda Grow, Shirley Blackwell, Darlene Scott, Bland Gibbs, Betty Stewart, Steve Haller, Cleo Badgett, Virginia "Ginny" Jones, Michele Trader, Lawrence Hawkins, Tom Hesse, John Ritger and Lois Ritger.

### OLD BUSINESS

President Grow reported that she had received a letter from the Audit Committee regarding the status of our books from the past year. She was happy to report that the committee, comprised of Steve Haller and Betty Stewart found that the books were in great shape.

President Grow asked the membership for a motion to approve and accept the treasurer's report as published in the September issue of the "Tidal Waves". Darlene Scott made the motion and Bland Gibbs seconded it. The motion carried.

President Grow further asked the membership for a motion to approve and accept the minutes from the June meeting as were published in the September issue of the "Tidal Waves". Tom Hesse made the motion and Darlene Scott seconded it. The motion carried.

President asked if everyone had taken the opportunity to give any thought to the section of the newsletter "Your Opinion Please!?" We are at a disadvantage to find a location for the meetings on the southside, so it was suggested that we consider having all of the meetings at Sam's, with the exception of the spring seminar, end of the year meeting and the holiday meeting. One member of the board had been advised by one of the members that they would like to see all of the meetings be held on the peninsula. There was some discussion about the convenience, especially since there was a back up on the bridge this evening coming over. Lois Ritger reported that there was only one time when the back up was so bad that she gave up and went home. The other times, the going got slow and sometime stopped but she had never really been "late". It was decided to table the discussion and re-visit it at next month's meeting. A motion was made by John Ritger to have next month's meeting at Sam's, Lawrence Hawkins seconded it. The motion carried.

President Grow advised that our past president Barry Shockley had agreed to look at the guidelines for our Scholarship program.

The printing cost of the newsletter was discussed. As everyone could see from the newsletter, we are no longer able to provide the newsletter in color. In order to be cost effective, it was suggested that the newsletter be e-mailed to the members that had e-mail addresses and also made available on the web as a pdf file. The web site is maintained by a web-master from ARMA.

### NEW BUSINESS

President Grow advised the group that our By-laws are in need of review and possible update. Past President Barry Shockley will be heading the committee. Volunteers from the group were solicited and Darlene Scott and Bland Gibbs volunteered to assist.

Treasurer, Michele Trader advised that a preliminary budget would be available to the board shortly and it would also be in next month's newsletter for review.

The evenings' 50/50 raffle totaled \$21.00. As in the past, one-half of the pot, \$10.50 was placed in the treasury for our Scholarship Fund. The evening's winner was Steve Haller who graciously donated his portion of the evenings' winnings to also be put into the Scholarship Fund.

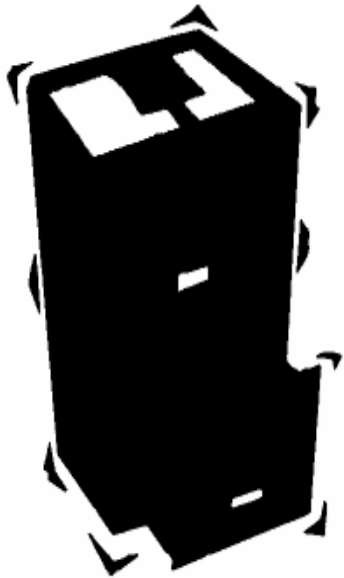
There being no further business, the business portion of the meeting was adjourned and the meeting was turned over to Virginia "Ginny" Jones who provided us with a video from Commonwealth Films regarding disaster preparedness and recovery.

Lois M. Dalton Ritger  
Tidewater Chapter Secretary



*Tidewater chapter members enjoying Commonwealth Films Video "Ready for Anything" at September meeting. From left: Cleo Badgett, Lawrence Hawkins, John Ritger, Lois Dalton Ritger, Darlene Scott.*

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## Standard Eyes Virginia A. Jones, CRM

### **New Records Center Operations Guideline Available Online**

The second edition of ARMA's classic *Records Center Operations* is now available as a PDF file for download from the ARMA online bookstore at [http://www.arma.org/Bookstore/product\\_detail.cfm?itemID=1197](http://www.arma.org/Bookstore/product_detail.cfm?itemID=1197).

Intended for those who need to design or operate an onsite center, this new publication provides information on equipment, staffing, operational procedures, and management concerns. With new cost analysis instructions and worksheets, it also gives guidance for those who want to determine if outsourcing to a commercial records center provider is a better alternative than using an onsite center. For those who choose outsourcing, this guideline provides assessment criteria for selecting a service provider. Also new in this edition is a section on vaults and expanded sections on security, protection of records, and records center software.

The PDF version (catalog # A4723) is \$25 member/\$36 nonmember. A hard-copy version (catalog # A4727) will be available for \$35 member/\$50 nonmember through the online bookstore by late September.

### **AIIM International and NPES Partner To Standardize Use of PDF for Document Archive And Preservation**

A new joint activity has been initiated between NPES The Association for Suppliers of Printing, Publishing and Converting

Technologies, and the Association for Information and Image Management, International (AIIM International) to develop an international standard that defines the use of the Portable Document Format (PDF) for archiving and preserving documents.

The project, currently referred to as PDF/A, will address the growing need to electronically archive documents in a way that will ensure preservation of their contents over an extended period of time, and will further ensure that those documents will be able to be retrieved and rendered with a consistent and predictable result in the future. This need exists in a growing number of international government and industry segments, including legal systems, libraries, newspapers, regulated industries, and others. The work will address the use of PDF for multi-page documents that may contain a mixture of text, raster images and vector graphics. It will also address the features and requirements that must be supported by reading devices that will be used to retrieve and render the archived documents.

This joint committee formed under AIIM and NPES will identify issues to be addressed, as well as proposed solutions, and will develop a draft document that will then be presented to a Joint Working Group of the International Organization for Standardization (ISO) for development and approval as an International Standard.

Anyone having an interest in this work, and able to contribute technical expertise, is both invited and encouraged to actively participate in this work. Interested persons can register to participate on the committee at [http://www.aiim.org/pdf\\_a](http://www.aiim.org/pdf_a).



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## Redesign of Records Management Programs Based on ISO 15489

Virginia A. Jones, CRM

In July, 2002 The National Archives and Records Administration (NARA) issued a proposal for a redesign of federal records management that included incorporating the concepts in ISO 15489. This concept should be included in all records management programs from small business to large corporation to local and state government. The standard, described below, is currently available from the ARMA bookstore ([www.arma.org](http://www.arma.org)).

According to the published standard, “the standardization of records management policies and procedures ensures that appropriate attention and protection is given to all records, and that the evidence and information they contain can be retrieved more efficiently and effectively, using standard practices and procedures. Part 1 of ISO 15489 was developed in response to consensus among participating ISO member countries to standardize international best practice in records management using the Australian Standards AS 4390, *Records management* as its starting point. It is accompanied by a Technical Report (ISO/TR 15489-2) that is recommended for use with it. ISO/TR 15489-2 provides further explanation and implementation options for achieving the outcomes of the International Standard and includes a bibliography. The long awaited standard and its accompanying technical report set the baseline for establishing and maintaining a reliable, integral and useable records and information management program.”

**ISO 15489-1, Information and documentation — Records management** — “provides guidance on managing records of originating organizations, public or private, for internal and external clients. All the elements outlined in this part of ISO 15489 are recommended to ensure that adequate records are created, captured and managed. Procedures that help to ensure the management of records according to the principles and elements outlined in this part of ISO 15489 are provided in ISO/TR 15489-2 (Guidelines).”

The **Scope** of the standard states:  
“This part of ISO 15489

- applies to the management of records, in all formats or media, created or received by any public or private organization in the conduct of its activities, or any individual with a duty to create and maintain records,
- provides guidance on determining the responsibilities of organizations for records and records policies, procedures, systems and processes,
- provides guidance on records management in support of a quality process framework to comply with ISO 9001 and ISO 14001,

- provides guidance on the design and implementation of a records system,
- but does not include the management of archival records within archival institutions.

This part of ISO 15489 is intended for use by:

- managers of organizations,
- records, information and technology management professionals,
- all other personnel in organizations, and other individuals with a duty to create and maintain records.”

The standard includes requirements for regulatory environment, policy and responsibilities, records management requirements, design and implementation of a records system, records management processes and controls, monitoring and auditing, and training.

**ISO/TR 15489-2, Information and documentation — Records management —Part 2: Guidelines**, “provides guidelines that are supplementary to ISO 15489-1. Both ISO 15489-1 and this part of ISO 15489 apply to records in any format or media, created or received by any public or private organization during the course of its activities. Thus, in this part of ISO 15489, unless otherwise noted, systems may be interpreted as paper/manual or electronic, and a document may be either paper, microform or electronic. ISO 15489-1 specifies the elements of records management and defines the necessary results or outcomes to be achieved. This part of ISO 15489 provides one methodology for implementation. However, it should be noted that national standards and legislation and regulation may dictate other factors and requirements for legal compliance. In addition to using this part of ISO 15489, those seeking to implement the standard should consult requirements and guidance of national standards and legislation and regulation that apply in their jurisdictions. In addition, a variety of professional societies and associations have resources available to assist in the implementation of ISO 15489-1.”

The **Scope** of this technical report states:  
“This part of ISO 15489 is an implementation guide to ISO 15489-1 for use by record management professionals and those charged with managing records in their organizations. It provides one methodology that will facilitate the implementation of ISO 15489-1 in all organizations that have a need to manage their records. It gives an overview of the processes and factors to consider in organizations wishing to comply with ISO 15489-1.”

The technical report includes guidance on: policies and responsibilities, strategies, design and implementation, records processes and controls, monitoring and auditing, and training. In addition, the TR has two helpful annexes - Annex A - Reference tables to compare ISO 15489-1 and its accompanying Guidelines ISO/TR 15489 25, and Annex B - Comparison of ISO/TR 15489-2 Guidelines and ISO 15489-1.

## CDIA+ Certification

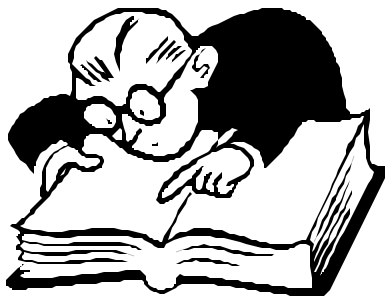
CDIA+ certification is an internationally recognized credential acknowledging competency and professionalism in the document imaging / document management industry. CDIA+ candidates possess critical knowledge of all major areas and technologies used to plan, design and specify an imaging system. The exam was developed through CompTIA by a consortium of leading document imaging and document management vendors and manufacturers.

To achieve CDIA+ certification, the examinee must take and pass the exam within the specified time (90 minutes). The skills and knowledge measured by this examination are derived from an industry-wide and worldwide job task analysis, which was validated through a survey. The results of the survey are used in weighting the domains and ensuring that the weighting is representative of the relative importance of that content to the job requirements of a document imaging professional with twelve to eighteen months on-the-job experience. No pre-requisites are required to take this exam.

NOTE: This examination blueprint for the CDIA+ examination includes the weighting and test objectives. Example topics and concepts are included to clarify the test objectives and should not be construed as a comprehensive list of all the content of this examination. The table below lists the domains measured by this examination and the extent to which they are represented in the examination.

Domain	% of Examination
1.0	Gather Business Requirements 25%
2.0	Analyze Business Process 22%
3.0	Recommend Solution 16%
4.0	Design Solution 24%
5.0	Plan for the Implementation 13%
	TOTAL 100%

The official study guide [CDIA + Training and Preparation Guide](#), 01-May-2002, Specialized Solutions, Inc., is available through the AIIM International Bookstore at [www.aiim.org](http://www.aiim.org).



## Certified Records Manager

Certified Records Managers (CRMs) are professional records and information managers from a growing number of countries including the United States, Canada, New Zealand, Australia and Japan. Each individual is experienced in active and inactive records systems, and related disciplines such as archives, computerization, micrographics, and optical disk technology. CRMs receive the CRM designation by meeting both educational and work experience certification requirements established by the ICRM and by passing the required examinations.

To remain a CRM in good standing and thereby be authorized to use the personal designation of "CRM", a person must conform to requirements set by the Board. This includes fulfilling the requirements of the ICRM Certification Maintenance Program and paying annual dues. CRMs are expected to conform to the ICRM Code of Ethics and participate in activities to improve the records management profession. The Board may revoke the Certification of any CRM it determines is not in good standing.

### Benefits of Certification

Research has shown that CRMs and CRM candidates believe that attaining certification status results in enhanced professionalism and personal growth. The records and information management knowledge gained through the certification process and the improved attitude of self-esteem and confidence can result in CRMs obtaining increased job responsibility with commensurate salary benefits.

The ICRM is a volunteer organization. CRMs assist in the development of professionalism in records and information management and the promotion of the value of certification for records managers. They share their experience and knowledge by participating in ICRM committees and through writing, teaching, and speaking.

Attaining the CRM designation is based on educational background, work experience and the passing of a six part examination.

Persons wishing to become a CRM must complete and submit an application form (ICRM Form #01) with supporting documentation indicating acceptable work experience and education. These credentials are reviewed and evaluated by the ICRM's Certification Standards Committee to determine if the certification requirements have been met. Application to take specific parts of the examination is done on ICRM form #05.

More information is available on the ICRM web site at [www.icrm.org](http://www.icrm.org).

## Do you have a disaster recovery plan?



**The wave of the future in Digital Document Scanning has arrived! The 5060F Hybrid Document Scanner is just the one you've been waiting for...It's the scanner with a photographic memory!**

This revolutionary innovation from Canon takes new strides in disaster recovery. The latest addition to Canon's family of Document Scanners is the DR-5060F. This high-speed, high volume desktop scanner is a truly one of a kind. The 5060F combines the best of both digital and analog worlds, all this in one amazingly affordable and space saving unit. Canon's DR-5060F Digital Scanner is the only scanner to capture documents electronically, while simultaneously saving them on obsolescence-proof microfilm. In one simple operation, you get the security and legal acceptability of microfilm storage. In addition you also get the digital convenience of high-speed, PC on-line access.

Canon's DR-5060F contains a user friendly interface allowing you to easily activate Scanning, Filming, simultaneous Film/Scan modes, or automatic two-sided Digital Scanning—with one simple touch. You can quickly create 16 mm film-based archives for long-term storage, as well as, digital files for on-line access from a wide range of applications. Image-retrieval is enhanced by the variety of indexing options. So don't wait a minute longer the Canon DR-5060F is finally here!



**Call today to learn more or to schedule a free demonstration**

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Hanover, MD 21076  
Phone 410.712.4141 • Fax 410.712.4133

206 Research Drive, Suite 102  
Chesapeake, VA 23320  
Phone 757.493.7400 • Fax 757.493.7040



Vendor Member - ARMA International, Tidewater Chapter

## Tidewater Chapter Committees

**PROGRAMS:** Shirley Blackwell, Chair

**SEMINAR:** Shirley Blackwell, Chair

**Vendor Participation:** Tom Hesse,  
Lawrence Hawkins

**Committee Members:** Chapter Board

**EDUCATION:** Barry Shockley, Chair

**MEMBERSHIP:** Lois Dalton-Ritger, Chair

**PUBLICITY:** Ginny Jones, Newsletter Editor  
Michele Trader

**LIBRARY & HISTORIAN:** Tom Hesse

**MEMBER CARE:** Lawrence Hawkins

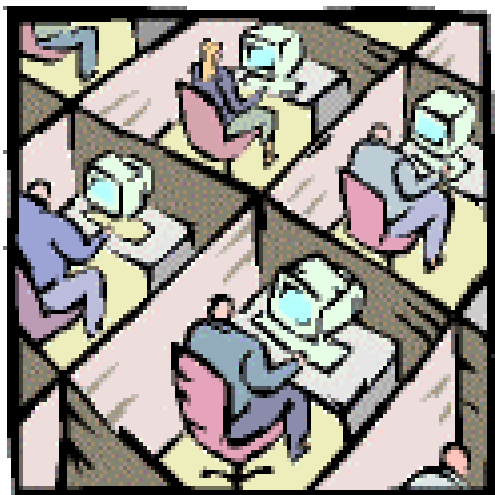
**BY-LAWS:**

**AUDIT:** Betty Stewart, Chair

**AWARDS:**

**Journalism Award:** Darlene Scott, Chair  
Cleo Badgett  
Helen Nicholls  
Ginny Jones

**WE NEED VOLUNTEERS FOR  
THE COMMITTEES!!**



## Treasurer's Report August 1 - August 31, 2002

### Checking Account

*Account Balance as of August 1, 2002:* \$8,051.32

Receipts:

Interest \$1.22

Total Receipts: \$1.22

Disbursements:

Scholarship – Book Reimbursement \$75.00

Membership Pins – ARMA Intl. \$55.00

Total Disbursements: \$130.00

*Account Balance as of August 31, 2002:* \$7,922.54

### Savings Account

*Account Balance as of August 1, 2002:* \$2,755.14

No Statement Received for August. Receive Statement  
Quarterly

*Account Balance as of August 31, 2002:* \$2,755.14

Prepared For: Chapter Newsletter

By: Michele Trader

September 23, 2002



### A Reminder From The Treasurer

Applications from individuals seeking membership in both the Tidewater Chapter and ARMA International should be addressed and mailed to:

Tidewater Chapter (#45)  
c/o Michele Trader  
Newport News Dept. of Public Utilities  
2600 Washington Ave. 6<sup>th</sup> Fl  
Newport News, VA 23607

Questions regarding application fees should be addressed to Michele Trader, (757) 247-2413.

Questions regarding other aspects of membership and membership application should be addressed to Membership Committee Chairman Lois Dalton Ritger, (757) 427-8908



## INSTITUTE OF CERTIFIED RECORDS MANAGERS

The CRM examinations are given twice each year in May and November in locations at which a qualified proctor may be found to administer the test. For informational materials describing the certification process, including the qualifications required and the examination form, write or call:

Institute of Certified Records Managers  
318 Oak Street  
Syracuse, NY 13203  
www.icrm.org

Phone: 1-877-244-3128 (USA and Canada) Staffed between 9 a.m. - 4:30 p.m. Eastern Time  
Alternate number: 315-234-1904  
Fax: 315-474-1784

### CRM EXAMINATION SCHEDULE

#### SPRING 2002

Original Applications due January 1, 2002  
Supplemental Applications due March 1, 2002  
Examination Dates—May 2-3, 2002

#### FALL 2002

Original Applications due July 1, 2002  
Supplemental Applications due September 1, 2002  
Examination Dates—November 7-8, 2002

#### TIDEWATER CHAPTER ICRM LIAISON:

Virginia A. Jones, CRM  
Newport News Waterworks  
757-247-2413

#### SPRING 2003

Original Applications due January 1, 2003  
Supplemental Applications due March 1, 2003  
Examination Dates—May 1-2, 2003

#### FALL 2003

Original Applications due July 1, 2003  
Supplemental Applications due September 1, 2003  
Examination Dates—November 6-7/003

#### TIDEWATER AREA CRM EXAM PROCTORS:

Virginia A. Jones, CRM	Stephen Haller, CRM
Newport News Waterworks	Colonial Williamsburg
757-926-1063	757-220-7248

Note: Original applications are those submitted for the first time for review of credentials. Supplementary applications are those submitted in order to take additional parts of the exam, subsequent to approval of the original application.



## ARMA TIDEWATER CHAPTER 2002-2003 Meeting Year

<p><b>SEPTEMBER 17</b></p> <p style="text-align: center;">Vital Records and Disaster Prevention Sam's Seafood, Hampton</p>	<p><b>OCTOBER 15</b></p> <p style="text-align: center;">Checklist for Records Management Programs Sam's Seafood, Hampton</p>	<p><b>NOVEMBER 19</b></p> <p style="text-align: center;">Joint Meeting with Richmond Enterprise Content Management Williamsburg</p>
<p><b>DECEMBER 17</b></p> <p style="text-align: center;">Holiday Party!! Roundtable Discussion Southside</p>	<p><b>JANUARY 21</b></p> <p style="text-align: center;">Boss's Appreciation Night Sarbanes-Oxley Act of 2002 (New Corporate Reform Act) Sam's Seafood, Hampton</p>	<p><b>FEBRUARY 18</b></p> <p style="text-align: center;">Legal Ramifications of Managing E-Mail Sam's Seafood, Hampton</p>
<p><b>MARCH 18</b></p> <p style="text-align: center;">New Technologies Sam's Seafood, Hampton</p>	<p><b>APRIL 15</b></p> <p style="text-align: center;">Facility Tour Newport News Waterworks Engineering Drawing Project Peninsula</p>	<p><b>MAY 20</b></p> <p style="text-align: center;">Spring Seminar Southside</p>
<p><b>JUNE 17</b></p> <p style="text-align: center;">Awards and Installation of Officers Southside</p>	<p><b>JULY</b></p> <p style="text-align: center;">SUMMER RECESS</p>	<p><b>AUGUST</b></p> <p style="text-align: center;">SUMMER RECESS</p>