



TIDAL WAVES

Volume 39, Issue 4

December 2011

2011-2012

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PRESERVING YESTERDAY,
MANAGING TODAY,
PREPARING FOR
TOMORROW



Annual holiday meeting Dec. 13

Date: Tuesday, Dec. 13, 5:30 - 8:00 p.m.

Hosted by: Darlene Barber, CRM

Location: EnTrust Records Management
807 Bluecrab Road, Newport News

Telephone: 757-873-0378

Cost: \$10.00 per person

RSVP to armatidewater@yahoo.com by noon Dec. 8.

**Bring your favorite Pot Luck Dish to share and
a non-perishable food item for the Foodbank**

PROGRAM: Records Management Trivia & Holiday Celebration

When you RSVP please include if you will be bringing a guest, what dish you will be sharing and if you plan to bring a raffle donation item! Thank you so much! Please select from one of the following categories to share your dish from:

Main Dish/Meats, Veggies/Fruits, Pastas/Potatoes/Rice,
Breads, Desserts, or Beverages.

Don't forget to return your filled Angel Tree Gift Bags!



Chapter angel tree 'thank you'

Hello! I'm not sure if you remember me but I'm the mom of the children you helped last year at Christmas. I just wanted to take this time to send a heartfelt thank you to the people who helped us. We were going through a very difficult time financially and emotionally. We were able to pull through it with support from our family and friends, including the strangers that acted so kindly towards our children. Prior to last year, we were able to adopt children from the Angel Tree and did so regularly. I never realized how much it

Continued on page 5



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President's message

Happy Holidays!

Have you noticed? Every year, it seems like the Christmas decorations appear earlier and earlier not only in shops but on homes in my neighborhood.

But once Thanksgiving is over and the dishes are put away, it's time to put up the tree, wreath, decorations and lights.

Although I advocate caring for the less fortunate all year long, this is truly the season for lending a hand to others who could use an extra blessing or two. Our chapter's Angel Tree is its way of reaching out each year to four children whose families are having a tough time. This year, the chapter has received additional help from benefactors starting with some cash contributions from the Richmond chapter and AIIM members at the November meeting to a generous contributor at Amerigroup Corp.

If you agreed to fill up an Angel Tree bag, please bring it to our chapter's Holiday Party on December 13. Also, please bring a non-perishable food donation for the Foodbank of the Virginia Peninsula.



Finally, if you have not done so yet, please take a look at the chapter website and sign up to transcribe scanned documents for our Chapter Project. The details are at www.armamar.org/tw. While you're there, be sure to "Like" us on Facebook!

As the year winds down and we stroll into 2012, your Tidewater Chapter Board wishes each of you a wonderful, blessed Christmas and a Happy New Year!

~Kim

Chapter Committee Chairs

Chapter Project:
Georgia McQuigg

Charitable Committee:
Darlene Barber, CRM

Education:
Angela Diggs

Financial & Audit:
Lori Gay

Historian:
Darlene Barber, CRM

Marketing (new!):
(vacant)

Member Care:
Lori Gay

Membership:
(vacant)

Newsletter:
Kim Kindrew, CRM

Program:
Jonathan Tillman

Publications/Publicity:
Kim Kindrew, CRM

Seminar:
Jonathan Tillman

Webmaster:
Jonathan Tillman

Tidewater ARMA Chapter members are expected to serve on at least one committee. Please review the list above and contact the committee chairperson to get involved.

"Christmas is doing a little something extra for someone."

-Charles Schulz

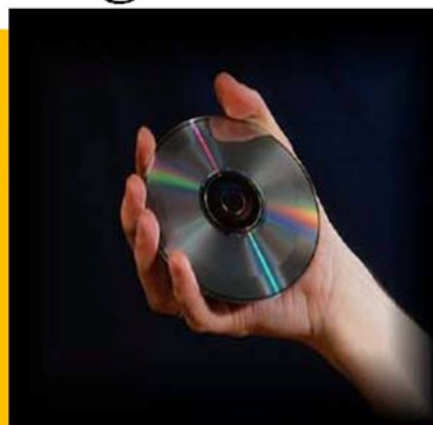


Jonathan Tillman, Vice President (right), presents Dennis Kiker with a gift of appreciation on November 15, 2011.

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Tidewater Chapter ARMA
Chapter Membership Meeting with Richmond Chapter and Old Dominion AIIM Chapter
Tuesday, November 15, 2011 | Crowne Plaza Williamsburg at Fort Magruder
Minutes

Tidewater members present:

Kim Kindrew, President	Georgia McQuigg, Secretary	Kimberly Wilson
Jonathan Tillman, Vice President	Darlene Barber	
Angela Diggs, Treasurer	Donna Cooke	

Guests present

Dennis R. Kiker	Bill Neale	Bruce Farley
Vikas Pall	Johnathan Hawes	Patricia Noble
Dorothy Hummel	Pete Kurilecz	Ben Lewis

CALL TO ORDER

At 6:50 p.m. on Tuesday November 11, 2011, the meeting was called to order by Kim Kindrew. The Richmond chapter was welcomed and introductions made.

MINUTES/TREASURER'S REPORT

Minutes were published in the newsletter. No corrections or comments were offered and minutes were approved. The finance report was published in the newsletter. No comments or corrections were offered and the report approved.

ANGEL TREE PROJECT

Darlene Barber introduced the Angel Tree project and gave a brief description of the children involved. Bags are to be returned at our next meeting for distribution to the family.

PROGRAM

Dennis Kiker spoke on "Legacy Data Remediation - Yes You Can!" His presentation will be placed on the chapter website.

OTHER BUSINESS

Kim Kindrew has \$5.00 raffle tickets for 2012 ARMA conference registration. We had two chapter members at the Warwick Assembly of God Shred Day.

RAFFLE DRAWING

Funds raised for Scholarship: \$20.00. Raffle won by Georgia McQuigg.

NEXT MEETING

December 13, 2011- Holiday Party, Entrust Records Management, 807 BlueCrab Rd., Newport News, VA.

ADJOURNMENT

Meeting adjourned by Chapter President.

Respectfully Submitted:

Georgia R. McQuigg
Chapter Secretary

Thanks, continued from page 1

would mean to the family who received the gifts. Having been on the opposite side of the program now, I can honestly say that you guys were angels in disguise. While I was embarrassed that we needed the help, my children have to always come first, even before pride.

This year, we are in a much better place and I wanted to let you know that the spirit of giving and paying it forward lives with us. We will be helping out a widow and her two children

this season. Because of your compassion and kindness, we will always remember the Christmas of 2010. I personally will always remember the ones who pulled us out of the rubble in our time of need. While I may not know the names of all of you, I hope and pray that your spirit of giving continues to bless those in need, as well as your own families. Thank you again, for helping my family and for giving

my children an example that goes with them every day.

Sincerely and with highest regard,

Maria McCoy



EnTrust Records Management is partnering with local community groups and businesses to collect needed items for OPERATION CARE PACKAGE. Our soldiers serving in Afghanistan and Iraq face unique challenges daily, and rely on care packages to help keep them connected to fellow Americans. Please take the time to review the list of items soldiers have requested, and help us MAKE A DIFFERENCE.

- Hygiene/Health care Items - Tooth brushes, dental floss, mouth wash, disposable Razors (men & women), shaving cream, baby wipes, lotion, sun block, chap stick, foot powder, deodorant, bar soap, body wash, Q-tips, eye drops, bug repellent, hand sanitizer
- Snacks/Food Items - Cold drink mixes (Gatorade, Crystal Lite, Flavored drink packets), power bars, cereal bars, trail mix, granola bars, snack cakes, Slim Jims, Beef or Turkey Jerky, Sunflower Seeds & Nuts, cookies, Ground Coffee (not instant), tea, hot chocolate mix, coffee creamers, sugar packs, dried fruit, gum, hard candy, Tic-tacs, breath mints, individual snack chips, condiment packs
- Miscellaneous Items - Band-Aids & Gauze, Aspirin/pain relievers (over the counter only i.e. Advil, Aleve, Tylenol), anti-bacterial wipes, bug repellent, Kleenex, Dayquil, Nyquil, coffee filters, single pack laundry detergent
- Letters and cards with words of encouragement are always welcomed by our soldiers

“Operation Care Package enables the public to express their support of our men and women in uniform. Sponsoring a care package provides individuals with a way to touch the lives of our deployed troops around the world.” - Cassie Turner, EnTrust Ops Mgr

Donated items will be collected through December to ensure our American Sons & Daughters receive packages regularly into the holiday season.

Please deliver donated items to: EnTrust, 807 Bluecrab Rd (Oyster Pt), Newport News, VA 23606



**TREASURER'S ACTIVITY REPORT
NOVEMBER 2011**

CHECKING/OPERATING ACCOUNT

Beginning Balance November 1, 2011		\$3,842.20
Receipts:		
11/17 ARMA Escrow Payment	60.00	
11/15 Membership Meeting	400.00	
	<u> </u>	
Total Operating Receipts		+ 460.00
Disbursements:		
11/15 November Meeting Additional Expense	75.07	
11/15 Angel Tree Bags Reimbursement	27.30	
11/30 January Meeting Deposit	125.00	
	<u> </u>	
Total Operating Disbursements		<u>-227.37</u>
Ending Balance as of November 30, 2011		\$4,074.83

SAVINGS/SCHOLARSHIP ACCOUNT

Beginning Balance November 1, 2011		\$2,842.12
Receipts:		
11/15 – Raffle Proceeds		18.00
11/15 – Angel Tree Gift (Kurilecz)		25.00
		<u> </u>
Ending Balance as of November 30, 2011		\$2,885.12

TIDEWATER ARMA NET WORTH: \$6,959.95

*Respectfully Submitted,
Angela L. Diggs
Tidewater ARMA Treasurer*

ARMA free web seminar: Business Continuity for Records and Information -- RIM Fundamentals Series

As a RIM practitioner, what's your role in developing and sustaining a business continuity plan for your organization? This web seminar discusses the foundation of business continuity planning within the organization and the role of records and information management (RIM) in the plan. With both natural and man-made disasters, there is an undeniable need for business continuity planning. At the end of this seminar, you will know the elements and stages of a business continuity plan, the role of records and information as part of the planning process, and the role of the RIM practitioner in developing and sustaining such a plan.

This web seminar coordinates with the following article in the November/December 2011 Information Management magazine: "[How to Avoid Disaster: RIM's Crucial Role in Business Continuity Planning.](#)"

Learning Objectives

Upon completion of this web seminar, participants will be able to:

1. Understand the elements of a business continuity plan and the stages of developing and establishing the plan
2. Understand the role of records and information as part of the business continuity plan
3. Contribute to developing and sustaining the business continuity plan as the RIM subject matter expert for the organization

Estimated time of completion: 1.0 hour
ICRM Maintenance Credits: 1.0 credit

Facilitator Biography:

Virginia A. Jones, CRM, FAI, is records manager for Newport News Dept. of Public Utilities. Her background includes hands-on operations, management, consulting, writing, teaching,

and training experience for more than 45 years in the records and information management field. She is also currently an adjunct instructor in records management with the School of Library and Information Science at Wayne State University. Jones is a Certified Records Manager, a Fellow of ARMA International, and a Fellow of AIIM.



Ginny Jones, CRM

Registrations must be received by 12:00 p.m. (CT), Friday, December 23, 2011

Free for members and non-members.

Visit the [ARMA website](#) to view.

New FOIA Dispute Tracking System Launched by National Archives FOIA Ombudsman

Washington, DC—The National Archives Office of Government Information Services (OGIS) – the federal Freedom of Information Act (FOIA) Ombudsman – launched a new online case management system on November 28.

The new OGIS Access System (OAS) will manage the requests for assistance that FOIA requesters and agencies bring to OGIS. This tool will both streamline OGIS's work and increase transparency of its operations.

More than 1,200 FOIA requesters from 48 states and 13 foreign countries turned to OGIS for assistance in its first two years as FOIA Ombudsman. The service that OGIS provides ranges from checking the status of delayed FOIA requests to facilitating resolutions of disputes involving complex database requests. While OGIS

has successfully resolved hundreds of cases, the Office recognizes the need for greater collaboration with agencies and a more systematic way of collecting information about its work. The OAS – which is supported by and integrated into a re-launched and expanded OGIS web site – will help the Office achieve these goals.

“OGIS was created to resolve disputes between FOIA requesters and federal agencies,” said OGIS Director Miriam Nisbet. “As we began our work, we realized that we needed an increased web presence to both manage our cases and educate requesters about the FOIA process. Our new OGIS Access System will help us achieve these goals.”

OAS is among the first generation of federal government online services operating in “the cloud.” This ap-

proach allows OGIS to launch a number of scalable online services, including:

- A searchable library of FOIA terms and concepts
- An online submission process for those requesting OGIS's assistance;
- The ability to review the status of a case with OGIS and communicate directly with OGIS staff; and
- The capability to engage with the public on ways to improve FOIA, which also is within the OGIS mission.

OGIS selected Active Network, Inc as the provider of the OAS integrated software endeavor. The Active Network, Inc. is a leading provider of organization-based cloud computing applications.



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The CRM examinations are given four times per year at Pearson VUE locations throughout the world. Upcoming exam cycles and registration for the CRM Examination is as follows:

Winter 2012: Parts 1-5, Feb. 6-10, 2012 | Part 6, Feb. 16, 2012
Registration Open: November 28, 2011 – February 2, 2012

Spring 2012: Parts 1-5, May 7-11, 2012 | Part 6, May 17, 2012
Registration Open: February 24, 2012 – May 3, 2012

Summer 2012: Parts 1-5, Aug. 6-10, 2011 | Part 6, Aug. 16, 2012.
Registration Open: May 25, 2011 – August 2, 2012

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1-877-244-3128

www.icrm.org

For informational materials describing the certification process, including the qualifications required and the examination form, write or call:

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About the Institute of Certified Records Managers

The Institute of Certified Records Managers (ICRM) is an international certifying organization of and for professional records and information managers. The ICRM was incorporated in 1975 to meet the requirement to have a standard by which persons involved in records and information management could be measured, accredited and recognized according to criteria of experience and capability established by their peers. The ICRM is an independent non-profit organization administered by a Board of Regents. The ICRM serves as the official certifying body for both ARMA International and the Nuclear Information and Records Management Association (NIRMA).



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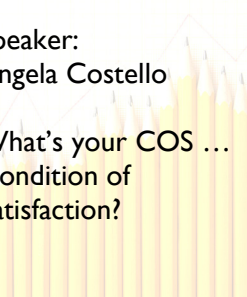


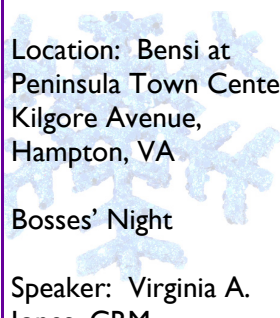


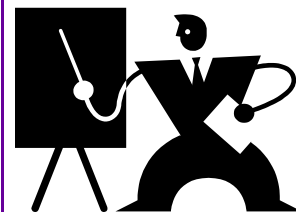
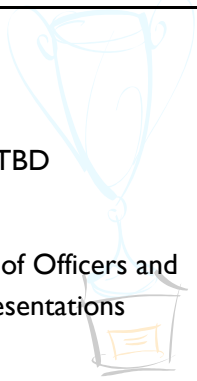



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Tidewater ARMA Chapter Calendar of Events

2011-2012

Subject to change. For current events please visit: www.armamar.org/tw

<p>September 20</p> <p>Unity Business Systems, Poquoson</p> <p>Speaker: Angela Costello</p> <p>What's your COS ... Condition of Satisfaction?</p> 	<p>October 25</p> <p>Location: Hilton Garden Inn, Power Plant Parkway, Hampton</p> <p>Speaker: Susan Riggs, College of William and Mary</p> <p>From Fights to Rights: The Long Road to a More Per- fect Union</p> 	<p>November 15</p> <p>Crowne Plaza Williamsburg at Fort Magruder</p> <p>Speaker: Dennis Kiker</p> <p>Legacy Data Remediation— Yes You Can!</p> 	<p>December 13</p> <p>Entrust Records Manage- ment, Newport News</p> <p>Holiday Party</p> 
<p>January 17, 2012</p> <p>Location: Bensi at Peninsula Town Center, Kilgore Avenue, Hampton, VA</p> <p>Bosses' Night</p> <p>Speaker: Virginia A. Jones, CRM</p> <p>Topic: Sustainable In- formation Governance</p> 	<p>February 21</p> <p>Location: Southside TBD</p> <p>Speaker: Jeff Stredler, Amerigroup Corporation</p> 	<p>March 20</p> <p>Location: Hilton Garden Inn, Power Plant Parkway, Hampton</p> <p>Speaker: Julia Jones Newport News Shipbuilding</p> 	<p>April 17</p> <p>Location: Newport News Shipbuilding—Tour</p> 
<p>May 15</p> <p>Seminar</p> 	<p>June 19</p> <p>Locations: TBD</p> <p>Installation of Officers and Awards Presentations</p> 	<p>July</p>  <p style="text-align: center;">Enjoy your summer!</p>	<p>August</p> 