



ARMA InNOVAtions

Volume 3, Issue 4

November 2012

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Inside this issue:

Chapter Event Schedule 2

President Message 3

Chapter Notes 4

PUTTING THE 'PEOPLE' IN PEOPLE, PROCESS, AND TECHNOLOGY

Please join ARMA NOVA for our November chapter meeting. Our program theme for this chapter season is "The State of the Art in Records and Information Management." In November highly respected consultants Susan Cisco (Gimmel Group) and Sue Trombley (Iron Mountain Consulting) will join us to discuss the role of Records Management Coordinators in governance of RIM programs. They shared this presentation at the ARMA International conference in September, where it was very well received.

(see page 5 for more)



Susan Cisco

November President's Message

Happy November -- The frost is on the pumpkin. Holidays and year-end are just around the corner. We are continuing with our theme of "**The State of Art of Records Management**" for our 2012-2013 program year.

We will have a dinner meeting on **Wednesday, November 14, 2012**, at the Marco Polo Restaurant at 245 Maple Avenue in Vienna VA with **Susan Cisco and Sue Trombley** speaking on "**The Role of Records Coordinators**". We will have registration at 5:30 PM, dinner at 6:00 PM, and the program at 7:00 PM. You may want to invite others to come to this meeting. Register at www.arma-nova.org/index.htm.

(Continued on page 3)

**"State of the Art in Records Management"
2012-2013 Chapter Year Meetings**

Date	Speaker/Event	Subject
9/13/12	Joint NCC- AIIIM	DOI Cloud Based Email Archive with RM and Autoclassification
9/19/11	Fred Pulzello	Assess Your Organization's Information Governance Using "The Principles"
9/23-25/12		ARMA International Conference in Chicago
10/04/12	CRM Preparation Workshop	Joint Meeting with Greater Washington DC and Metropolitan Maryland Chapters
10/17/12	Paul Wester, NARA	NARA RM Directive Update
11/14/12	Susan Cisco, Gimmel Group Sue Trombley, Iron Mountain Consulting	Putting the "People" in People, Process, and Technology
12/19/12	Representative from Training Fu- tures	Holiday charity fundraising event for Training Futures, a non-profit organization that prepares people for more stable, professional office careers – including jobs in records management
1/16/13	Doug Smith Legal Records and Information Man- ager, Wiley Rein	Massive ROI: A Case Study in Retention Disposition
2/20/13	Penny Sayle Air Force	TBD
2/27/13	Various Speakers, Spring Seminar	State of the Art in Auto-Categorization
3/20/13	Joint Event with Digital Govern- ment Institute	E-Discovery
3/20/13	Speaker TBD	TBD
4/17/13	Maria Hishikawa Project Manager, Bureau of Alcohol, Tobacco, Firearms and Explosives	Microsoft 365 Email and Collaboration Services in the Cloud
5/15/13	Mack Sigman, Consultant	SharePoint
6/19/13	Tod Chernikoff ARMA Region Co- ordinator	Installation of Officers & Chapter Year Wrap-up

We will continue our program year with our dinner meeting on **Wednesday, December 19, 2012**, at the Marco Polo Restaurant at 245 Maple Ave. in Vienna VA. This will be our annual charity dinner featuring **Training Futures** of Fairfax VA

We have a **new address for our ARMA NOVA website** at www.arma-nova.org/index.htm – please reset your bookmarks for the new URL.

We began the year with a joint meeting with NCC-AIIM on September 13, 2012, with a presentation at the Department of Interior (DOI) in Washington DC about the implementation of the DOI ECM/ERM in the Cloud.

We kicked off our own season with a dinner meeting on Wednesday, September 19, 2012, with Fred Pulzello, who spoke about using the Generally-Accepted Recordkeeping Principles to assess an organization's information governance.

We held a CRM Preparation Workshop at the offices of Wiley Rein in Washington DC on Thursday, October 4, 2012, as a joint education event sponsored by ARMA NOVA, Greater Washington DC ARMA, and Metro Maryland ARMA. This was a great opportunity for the 44 registrants to brush up on their RM skills and get ready to sit for the exam to be a Certified Records Manager (CRM).

We heard reports from our members who attended the 57th ARMA International Conference in Chicago on Sept. 23-25, 2012. The ARMA NOVA received an award for membership growth at the annual Chapter Luncheon and Awards Ceremony. We will have one of the Conference speakers speak at a chapter dinner in the spring.

On Wednesday, October 17, 2012, we welcomed Paul Wester of NARA who shared with us the "Update on the NARA Records Management Directive," which resulted from the Presidential Records Management Order.

The Executive Board coordinates and directs the activities of the Northern Virginia Chapter of ARMA and helps facilitate programs and educational opportunities to benefit our members. Please go to our ARMA NOVA Website for more information or to become more involved in ARMA NOVA.

Our thanks to our Sponsors for the past year! Their financial support and assistance with our programs allow us to better serve our members. If your organization would like to become a sponsor in 2012-2013 to raise its profile and further the work of the Chapter, please contact me or one of the Executive Board members.

Mark your calendar NOW with the dates for our upcoming meetings in 2012-2013 (see opposite page for a full listing). Make special plans to attend our all-day Education Seminar at CSC in February, and our Annual Social in June.

Make the most of opportunities that the Chapter provides. Come to meetings, get involved in our committees. Committee work is a backbone of our Chapter's success. Please let me know, if you are interested in joining a committee or if you have suggestions that can improve our Chapter.

I look forward to sharing some time with you this Fall.

Carolyn K. Offutt; President, Northern Virginia Chapter of ARMA International
coffutt@o3star.com

Meet a Member: Rebecca Conner



Rebecca Conner, CRM, Records Manager on our PBGC project, was elected Secretary for the Northern Virginia Chapter of ARMA. Rebecca has been a member of the chapter off and on for several years, but recently became more heavily involved in the chapter, thanks to ZAI's encouragement. She previously served on two ARMA International Standards Development Committee (SDC) task forces relating to electronic records issues, and contributed to the ARMA International guideline for Website Records Management. Rebecca also currently serves as both Secretary and Engagements Coordinator for the Capital Accord Chorus, a Sweet Adelines chorus based in Silver Spring.

ARMA NOVA Membership Report

	2011						2012						
ARMA NOVA Members	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Total
All	93	90	96	91	87	94	99	102	102	102	101	102	
New		8	8	4	1	5	5	1	2	4	2	4	

Chapter Board Activity and Meeting Notes

The Executive Board meets for one hour before every monthly meeting at Marco Polo Restaurant, beginning at 4:30. Meetings are open to the public, and approved meeting minutes are posted to the website.

Discussion topics during October 17, 2012's Board meeting included the location of our meetings. Many members have expressed that they would like us to hold our meetings somewhere other than Marco Polo. The Board established a Location Task Force to look into options for meeting locations. We will be sending a survey to members soon about the location and what draws each member to our meetings; please be sure to fill it out.

The Board also established a working group to organize the annual seminar, to be held on February 27, 2013.

If you have any interest in being a part of the Location Task Force, the Spring Seminar Committee, or in assisting the Board in any way, please contact one of the Board members.

The full monthly report and meeting minutes are available through the chapter's website at <http://www.arma-nova.org/aboutus.htm>

PUTTING THE 'PEOPLE' IN PEOPLE, PROCESS, AND TECHNOLOGY

The concept of appointing RM Coordinators across an organization is a fundamental RIM concept that receives very little attention compared to the implementation of ECM technology. But while advances in technology are making it possible for records and information managers to extend retention and other business rules across all media and storage locations, technology can't do it all. We still need RM Coordinators to do it well. But what is the best ratio of RM Coordinators to employees? What responsibilities should be assigned to them, and how do we extend their responsibilities to e-records? How do we recruit them? Highly respected consultants Susan Cisco and Sue Trombley conducted a survey of CRMs to establish some benchmarking criteria. In this session, they will discuss the results of the survey and provide some insights on best practices for starting and maintaining an RM coordinator network.

About our Speakers:



Susan Cisco, Ph.D., CRM, FAI, is a Director in Gimmal Group's Enterprise Content Management services organization. Susan brings more than 25 years of experience in the records and information management field as a practitioner, educator, and consultant. She has successfully consulted with companies in multiple industries, including oil and gas, hospitality, healthcare, insurance, utilities, and government. Susan holds an M.L.S and Ph.D. in Library and Information Science from The University of Texas at Austin. She is a member of ARMA International, and in 2000 was named as one of ARMA's Company of Fellow award winners.



Sue Trombley, MLIS, director of consulting at Iron Mountain, has more than 25 years of information technology and records management and information management experience in a variety of industries. Her specialties are enterprise information management strategy, e-mail management strategy, and electronic records roadmap development. Trombley holds a master's degree in library and information science and is a frequent speaker at association events and webinars.

Meeting Logistics

DATE: Wednesday, September 14, 2012

TIME: 5:30 PM Registration

6:00 PM Dinner

7:00 PM Program

PLACE: Marco Polo Restaurant,

245 Maple Ave. W., Vienna, VA 22180

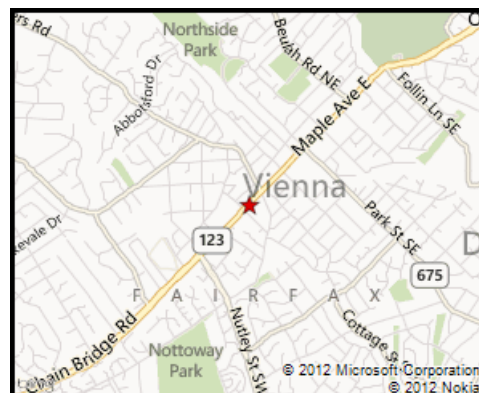
703-281-3922

PARKING: Free at the restaurant

METRO: Vienna Metro plus
a five minute cab ride

COST: \$25.00 Member,
\$30.00 Non-Member

Directions





2012-2013

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Offutt Advisory Services, LLC

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CSC

Chairman of the Board
George D Darnell
Independent Consultant

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Newsletter

ARMA InNOVations is published monthly from September to June by the Northern Virginia Chapter of ARMA International. This newsletter is used to inform chapter members about programs and professional information. ARMA NOVA holds a monthly professional meeting and occasional social programs.

Information and opinions expressed in this newsletter are strictly those of the authors and do not necessarily reflect the official policy of ARMA International or ARMA NOVA. The information in the newsletter also does not necessarily represent the views of the membership or editor. No endorsement of advertisements, seminars, articles, calendar events, or commentaries is intended.

Submissions

ARMA NOVA welcomes contributors to the newsletter, by both members and non-members. Individuals can submit articles, news stories, reports, opinion pieces, chapter notes, and calendar items. Please send any items for publication by the 1st of the month to:

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