



President's Message –  
 May/June 2011



**Don Kroeker**  
*President*  
**ARMA**  
*Winnipeg Chapter*

**I**s summer actually here? Now that our obligatory May snow storm is over, perhaps we can all relax and start enjoying the outdoors. One of the signs that summer is upon us is the appearance of ARMA Canada Conference promotional material. This year the Conference is being held in beautiful Charlottetown, PEI. If my fantasy comes true, the formal banquet will feature lobster and potatoes served by Anne of Green Gables.

**I** encourage all our members to see if they can make it out to a national conference at least once or twice during their careers. Distance and limited budgets make it impossible for most records managers to attend the conferences on a yearly basis but there are a number of reasons why it can have a big impact on your professional development:

- You get to attend workshops and seminars on cutting-edge topics featuring top experts in our profession from North America.
- You have the opportunity to listen to records managers from other organizations talk about their experiences in initiating and implementing RIM projects.
- You are able to network with people in your profession from across Canada.

*Inside this issue:*

<i>President's Message</i>	1
<i>Board Contacts</i>	2
<i>Message from the Editor</i>	3
<i>Members' Corner</i>	3
<i>ARMA Canada Corner</i>	4
<i>ARMA International Webinar</i>	3
<i>ARMA International 2011</i>	8
<i>2010-2011 ARMA Winnipeg Educational Programming Schedule</i>	9
<i>ARMA Winnipeg Educational Programming Details - 2010/2011</i>	10
<i>Member Submissions</i>	11
<i>RIM in the News</i>	12

- You can visit the trade show and see what products and solutions are being offered by the top vendors in the RIM profession.

**H**opefully, you will also have some fun and make some new friends.

**I**t felt pretty lonely on occasion when I went to ARMA International in San Francisco this past fall and discovered that I was the only person from Manitoba among all those people. I can't tell you how glad I was when I spotted Ron Steinke a few days into the Conference. This time around a number of fellow ARMA Winnipeg chapter members will be joining me in Charlottetown, which should make

*(Continued on page 4)*



**ARMA Winnipeg Chapter  
Board of Directors  
2010—2011**

***President***

Don Kroeker

[president@armawinnipeg.org](mailto:president@armawinnipeg.org)

***President Elect***

Peggy Neal

[presidentelect@armawinnipeg.org](mailto:presidentelect@armawinnipeg.org)

***Past-President***

Fred Coakes

[chairman@armawinnipeg.org](mailto:chairman@armawinnipeg.org)

***Secretary***

Shannon Reinsch

[secretary@armawinnipeg.org](mailto:secretary@armawinnipeg.org)

***Treasurer***

Trin Willetts

[treasurer@armawinnipeg.org](mailto:treasurer@armawinnipeg.org)

***Membership***

Kelly Nichols

[membership@armawinnipeg.org](mailto:membership@armawinnipeg.org)

***Public Relations/Newsletter***

Enza Bongiorno

[newsletter@armawinnipeg.org](mailto:newsletter@armawinnipeg.org)

***Program/Education***

Larry Robinson

[education@armawinnipeg.org](mailto:education@armawinnipeg.org)

***Marketing***

Jessica Belanger

[marketing@armawinnipeg.org](mailto:marketing@armawinnipeg.org)

**Chapter Newsletter Advertising Rates**

New rates per issue make it even more affordable to reach hundreds of people in the records management industry.

**Advertising rates are as follows:**

	<b><u>Issue rate</u></b>
<b>Full Page</b>	<b>\$49.95</b>
<b>Half Page</b>	<b>\$29.95</b>
<b>Quarter Page</b>	<b>\$19.95</b>

The Winnipeg Chapter of ARMA International publishes the MONITOR 10 times during the activity year, which runs from July of one year to June of the following year.

The information contained in this newsletter does not necessarily reflect the views of the membership or Editor, but is offered as a source of information only.

For additional information please contact the newsletter editor, at  
[newsletter@armawinnipeg.org](mailto:newsletter@armawinnipeg.org)

***Members-At-Large***

Denys LaRiviere

[laridad@mts.net](mailto:laridad@mts.net)

Carol Garnham  
Regional Health Authority  
[cgarnham@rha-central.mb.ca](mailto:cgarnham@rha-central.mb.ca)

Jeff Crozier  
[king.crozier@gmail.com](mailto:king.crozier@gmail.com)



## Why Join ARMA?

You are already a member right? But do you know what you are entitled to as a member? Do you have colleagues or friends who might benefit from joining? Below is some information to help you get reacquainted with your ARMA membership benefits.

ARMA International members include records and information managers, MIS and ADP professionals, imaging specialists, archivists, hospital administrators, legal administrators, librarians, and educators. ARMA, its chapters, and its members are dedicated to helping individuals, organizations, and government agencies successfully meet the challenges of the increasingly complex records and information management field.

### Benefits of Membership

#### Access - Your Connection to a Global Network

Local chapters to connect you to professionals in your geographic area

Online Member Search to provide you with contact information for members

Electronic access to information, tips, and guidance through the ARMA member forum

#### Expertise - Links to a World of Ideas and Solutions

Industry Specific Groups that focus on your industry's issues

ARMA Bookstore offers more than 200 member-discounted RIM resources, including books, software, and videos

Annual Conference and Expo provides dozens of educational sessions

The Information Management Journal: In-depth articles by leading RIM and Knowledge Management experts

#### Professional Development - At Every Stage of Your Career

ICRM Study Groups and Exam Preparation Resources

Online courses and Web seminars

Career search and resume posting services

Leadership opportunities through service on ARMA's committees and Board of Directors, as well as through chapter leadership.

You can find links to any of the above information by going to [www.arma.org](http://www.arma.org) and clicking on Join ARMA.

#### Membership Costs:

Basic: \$175 U.S Student/Retired: \$25 U.S  
+ local chapter dues

Contact **Kelly Nichols**  
([membership@armawinnipeg.org](mailto:membership@armawinnipeg.org)).

ARMA Winnipeg chapter continues to offer informative programming sessions. See page 10 for details on June's session. Rick Stirling presents *Enterprise Records and Information Management (EIM) Solutions Simplified*. Don't miss out!

As always, member newsletter submissions are welcomed for publication. See page 11 for more information.

Enza

Public Relations/Newsletter

[newsletter@armawinnipeg.org](mailto:newsletter@armawinnipeg.org)

# ARMA INTERNATIONAL WEBINAR

## Standards for RIM: Turning a Foe into a Friend

**Facilitated By:** John Bolton, CRM

### Overview

The Chinese military strategist Sun-Tzu suggested in his Art of War to "Keep your friends close and your enemies closer." His idea was to learn your enemy's strengths and weaknesses and use that knowledge for your own benefit. When building a solid RIM program, the wisest approach is to learn all you can and use it. If you already view standards as friends, this web seminar will reinforce and confirm that you're on the right path to good RIM. However, if you view standards as foes, then maybe Sun-Tzu's idea is something to consider. In this web seminar you'll learn to use standards as the right tools to build your RIM framework well.

### Web Seminar:

Monday, 06/13/2011 - Tuesday, 06/28/2011

### Live Teleconference:

Register online at [www.arma.org](http://www.arma.org)



## ARMA CANADA CORNER

Check out upcoming Canadian Region events on the ARMA Canada website at [www.armacanada.org](http://www.armacanada.org).



**June 5, 2011 - June 8, 2011**

### Channelling the Waves of Information

The 2011 Canada Region Conference will be held in Charlottetown, Prince Edward Island June 5 30 - June 8, 2011.



*(Continued from page 1)*

for a much more pleasant experience. If you are planning to be in Charlottetown, don't hesitate to let me know. It would be great to get together!

**H**ave a wonderful summer!

Don Kroeker  
President  
ARMA Winnipeg Chapter

# PLACE YOUR AD HERE !

For as low as  
\$19.95 / issue

Contact the Newsletter Editor at:  
[newsletter@armawinnipeg.org](mailto:newsletter@armawinnipeg.org)

See Page 2 for other Advertising Rates and Formats





## RIM – ERM - ECM

Users have only one place to look for digital content and hard copy. Integrated with MS Word, Outlook, SharePoint, and Captiva from EMC for easy filing.

### ACCESSIONS & STORAGE

Streamline the process of getting physical records from various owners for safe storage. Then, retrieve and track their requests. Enjoy usage statistics as a by-product.

### CONTENT & METADATA

Your database organizes all your records: physical or electronic, active or semi-active or disposed. Electronic are presented online, physical are specifically located, disposed are documented.



### FIND EVERYTHING

Everyone in the organization counts on the database for information, are incented to promptly file their own. Paper copies are conveniently requested online; personal account status is easily monitored; electronic content is a click away. Searches range from intuitive to very precise.

### RETENTION & DISPOSITION

Your integrated classification scheme and retention schedule automatically control all workflow operations. Legal and retention controls are maintained in one place only – not on every record.



### Learn more about Eloquent Records™

- View the [guest lecture](#) presented to a master's program at SJSU.
- Reference people on our prestigious [Client List](#).
- Check the [General Features](#) found in all Eloquent WebSuite applications.
- Contact [Lawrence@eloquent-systems.com](mailto:Lawrence@eloquent-systems.com).
- Ask for a demo or a 30-day free trial of the software.

# SERVICING ALL OF MANITOBA

Records Storage

Data/Media Vaulting

On-Site Shredding

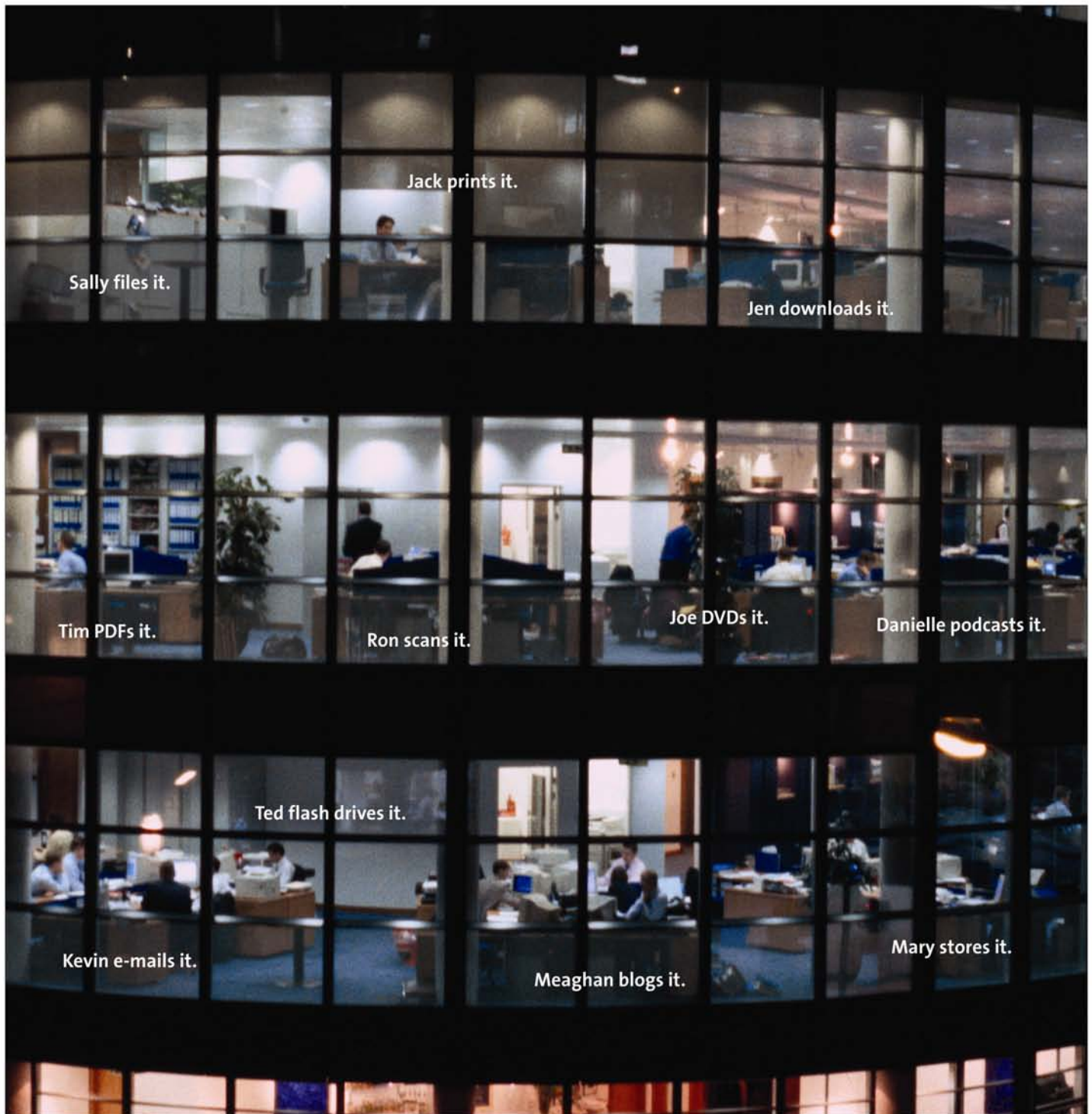


**YOUR "ONE STOP"  
SECURE DOCUMENT AND  
DATA MANAGEMENT SYSTEM**

# Allmove

SECURE DOCUMENT & DATA MANAGEMENT

[www.allmove.com](http://www.allmove.com)



Jack prints it.

Sally files it.

Jen downloads it.

Tim PDFs it.

Ron scans it.

Joe DVDs it.

Danielle podcasts it.

Ted flash drives it.

Kevin e-mails it.

Meaghan blogs it.

Mary stores it.

## Fortunately, you can trust one company to protect it.

Information. Created and shared in astonishing quantities and formats. Fortunately, you can partner with Iron Mountain to customize a Compliant Records Management program that meets these complex information challenges. We're the trusted partner of over 90,000 companies around the world, and we'd like to talk with you. Please call 800-899-IRON, or visit [www.ironmountain.com/crm](http://www.ironmountain.com/crm).



Records Management | Data Protection and Disaster Recovery Services | Secure Shredding | Digital Archiving  
Electronic Discovery Support Services | Health Information Services | Document Management Solutions

© 2007 Iron Mountain Incorporated. All rights reserved. Iron Mountain and the design of the mountain are registered trademarks of Iron Mountain Incorporated.



# 56TH ANNUAL ARMA INTERNATIONAL CONFERENCE & EXPO

OCTOBER 17-19 GAYLORD NATIONAL HOTEL & CONFERENCE CENTER



Where the world of records and information management will come together for learning – inspiring – mentoring – networking. Get the resources and tools you need to better govern your information at **ARMA International's 56th Conference & Expo held October 17-19, 2011**, at the Gaylord National in National Harbor, Maryland, just minutes outside of **Washington, D.C.**

### Real Solutions

If you want solutions to the challenges the information management profession faces today, such as developing automated accurate retention schedules or establishing a metadata framework, this conference is a must. The education and face-to-face networking opportunities offered by the conference are stellar. You'll find all the tools you need – including leading-edge education from the top thought leaders, as well as the best practices, tactics, and technologies – for governing information seamlessly within your organization. See the industry's emerging technologies as the **ARMA Expo** hosts more than **200 exhibitors** servicing the records and information management community. This is a one-time chance to visit with vendors offering solutions for electronic content management, governance solutions, cloud computing, social media concerns, e-mail management, and archiving. The exposition is open October 17-18 and is free to registered attendees (\$100 value).

### Where It's Happening

The 2011 ARMA International Conference & Expo is located at the Gaylord National Hotel and Convention Center on the Potomac in Maryland. Just minutes outside of Washington, D.C., Gaylord National is the perfect place to stay to enjoy the region's rich cultural and business appeal. Gaylord National, which is scenically located in the National Harbor in Prince George's County, offers guests convenient shuttle service to Washington, D.C., water taxi to Old Town Alexandria, and shuttle service to Ronald Reagan National Airport.

National Harbor is a community unlike any other in the D.C. region, designed to take full advantage of the most historic river in the nation. Rising from the banks of the Potomac River just south of the Woodrow Wilson Bridge, National Harbor is a 300-acre, mixed-used development with tree-lined promenades and scores of shops, restaurants, a marina and much more.

### General Inquiries:

ARMA International  
+1 800.422.2762 / +1 913.341.3808  
[Conference@armaintl.org](mailto:Conference@armaintl.org)

### Exhibitor Contact:

Elizabeth Zlitni  
Exposition Manager  
888.279.7378 / +1 913.217.6015

For more info go to <http://www.arma.org/conference/2011/WashingtonDC.aspx>

ARMA WINNIPEG CHAPTER  
**THE MONITOR**



## 2010/2011 Program/Education Plan – ARMA Winnipeg Chapter

ARMA WINNIPEG CHAPTER

THE MONITOR

Date	Time	Speaker	Session Title	Session Price		Facility
				Members & F/T Students:	Non-Member:	
Sept. 16 & 17, 2010 (2 days)	8:30 a.m. to 4:00 p.m.	<b>Dr. Mark Langemo, CRM</b> Professor Emeritus, University of North Dakota	Six Part Series on Records Management (Seminar 1: Parts 1 & 2)	\$275	\$325	Norwood Hotel 112 Marion Winnipeg, MB
Nov. 25, 2010	8:30 a.m. to 4:00 p.m.	<b>Katherine Chornoboy</b>	Strategic Planning for RIM and Auditing Your RIM Program	Members & F/T Students:	Non-Member:	Norwood Hotel 112 Marion Winnipeg, MB
Jan. 20, 2011			Cancelled	Members & F/T Students:	Non-Member:	Norwood Hotel 112 Marion Winnipeg, MB
April 7 2011	1:00 p.m. to 4:00 p.m.	<b>Brian Hubner &amp; Shelley Sweeney</b>	What do Record Managers Need to know about Archives and Archivists?	Members & F/T Students:	Non-Member:	University of Manitoba
May. 12 & 13, 2011 (2 days)	8:30 a.m. to 4:00 p.m.	<b>Dr. Mark Langemo, CRM</b> Professor Emeritus, University of North Dakota	Six Part Series on Records Management (Seminar2: Parts 3 & 4)	\$275	\$325	Norwood Hotel 112 Marion Winnipeg, MB
June 16, 2011	8:30 a.m. to 4:00 p.m.	<b>Rick Stirling,</b> Western Information Management Inc. (WesternIM)	Enterprise Records and Information Management (EIM) Solutions Simplified	Members & F/T Students: \$ 175	Non-Member: \$220	Norwood Hotel 112 Marion Winnipeg, MB
<b>June 16, 2011</b>	8:00-4:00 4:30-5:00 <b>5:00-5:30</b> 5:30-9:00	Education Session (see above) ARMA Winnipeg Chapter Member Appreciation Reception <b>ARMA Winnipeg Chapter AGM (2011/2012 Board of Directors Elections)</b> ARMA Winnipeg Chapter Evening (Dinner and Casino Night) \$40.00				Norwood Hotel 112 Marion Winnipeg, MB
Note: Above plans are subject to change. Visit our web site at <a href="http://www.armawinnipeg.org">www.armawinnipeg.org</a> for more details and on-line registration.						



Date	Time	Speaker	Session Title	Session Price		Facility
June 16, 2011		<b>Rick Stirling,</b>	Enterprise Records and Information Management (EIM) Solutions Simplified	Members & F/T Students: \$	Non-Member: \$	Norwood Hotel 112 Marion Winnipeg, MB

**Session Description:**

This presentation is meant to highlight key points and provide strategic direction for those considering or in the process of implementing one of the major Enterprise Records and Information Management (EIM) solutions available on the market. The presentation will provide a source of information to address the question, “What are the issues, product choices and standards that I need to consider when implementing an EIM solution?” The session will include lessons learned, appropriate standards to use and positive advice from dozens of implementations as well as discussion on the current top EIM solutions on the market. This workshop will help you to:

- Turn theory into practice
- Identify your high-level implementation tasks
- Break down and understand the issues that lead to stalled and shelved projects
- Gain insight into your particular scenario with interactive question and answer
- Includes a take away worksheet to ensure post-workshop value
- Assist in the selection of a product and vendor for your corporation

**Biography:**

Rick Stirling has over 40 years IT experience. He is well-rounded in communication, hardware, software and system integration with a specialty over the last 15 years in the implementation of dozens of enterprise information management solutions. He has led many consulting engagements for needs assessment, gap analysis, policy and business case development. Rick is a frequent visitor to the Winnipeg Chapter. He has held many executive positions in ARMA International including a member of the international board of directors and President of the Canadian Region and is a frequent speaker in both the United States and Canada.



Note: Above subject to change. Visit our web site at [www.armawinnipeg.org](http://www.armawinnipeg.org) for more details and registration.



We at the ARMA Winnipeg Chapter would like to take advantage of the skilled pool of Records Management professionals that we have in Winnipeg . We would like to do this by asking our members to share their work experiences, successes, opinions, even failures. The reason for this is that we know we learn invaluable lessons from each other. If you have anything you can share with us please contact [armawinnipegnewsletter@gmail.com](mailto:armawinnipegnewsletter@gmail.com) and we'll do our best to publish it.

## Publish Your Submission Here!

*By ~ Your Name Here ~*

This section of the ARMA Winnipeg Chapter Newsletter, *The Monitor*, is for members and RIM professional to submit articles, reports, success stories, etc.

How can you submit an item for publishing? Simply forward your submission to the newsletter editor at [newsletter@armawinnipeg.org](mailto:newsletter@armawinnipeg.org). We'll accept various formats such as Word, text messages, PDF, to name a few.

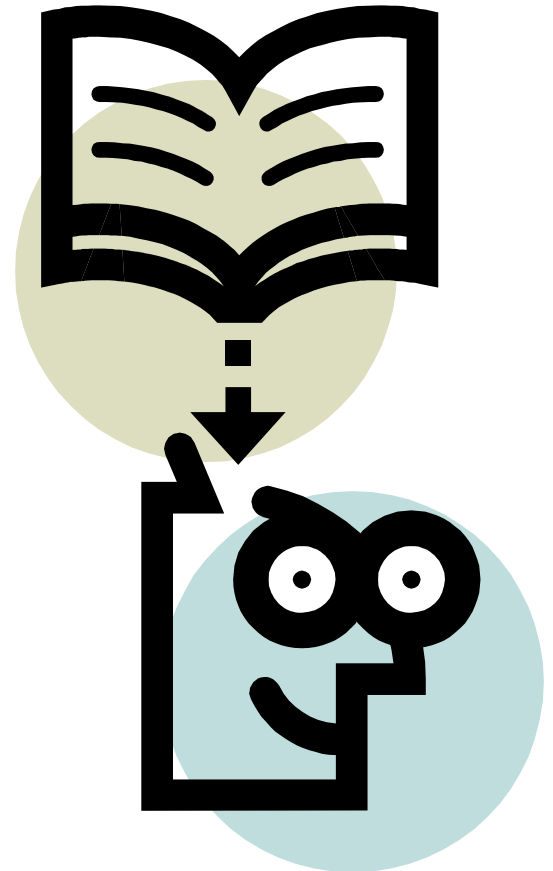
For topic ideas, refer to previous edition of ARMA Winnipeg Chapter Newsletter, *The Monitor* at <http://www.armawinnipeg.org/login.php>.

Following are some other topic suggestions you may be interested in addressing, just to name a few:

- Electronic Records
- E-discovery
- E-mail Management and Archiving
- Information Technology
- Web 2.0
- Cloud Computing
- Standards and Best Practices
- Generally Accepted Recordkeeping Practices (GARP)
- Regulatory Issues
- Information Security
- Global RIM issues
- RIM Education
- RIM Certification

- Professional Competencies
- Professional Development
- Disaster Prevention and Recovery
- Risk Management
- Business Continuity Planning (BCP)
- Vital Records
- Active Records Management
- Inactive Records Management

We look forward to hearing from you and publishing your submissions.





ARMA International provides numerous publications for records and information management professionals on emerging RIM issues. For example, NewsWire (IMN) alerts you to the most significant information-related topics



in the news and provides expert analyses that put them in context for you as an information professional. Various Policy Briefs (Washington, Canadian, and EU) provide news and analysis of legislation affecting information management globally. These publications are available at arma.org. Here are some samples of recent RIM headlines in the news:

\*\*\*\*\*

Trial Court Decision Rests on Record Integrity

\*\*\*\*\*

A recent collection case in Pennsylvania, Commonwealth Fin. Sys., Inc. v. Larry Smith, 2011 PA Super 30 (Pa. Super. Ct. Feb. 14, 2011), underscores the importance of being able to demonstrate a record's integrity or trustworthiness as a key component of having the records admitted into the legal proceeding. ARMA International's Generally Accepted Recordkeeping Principles® also underscore the importance of being able to demonstrate a record's trustworthiness within its Principle of Integrity.

In this case, there had been a transfer of an individual's credit card account and debt limit between financial institutions. According to eLawExchange, the trial court ruled that there had been an "inadequate foundation provided for the authentication of bank records and denied their admission." The Appellate Court subsequently affirmed this trial court decision.

For complete story go to: http://www.arma.org/policy/policy/newswire/11-05-25/Trial\_Court\_Decision\_Rests\_on\_Record\_Integrity.aspx

ARMA International, NewsWire
May 25, 2011
Diane Carlisle, CRM

~~~~~

\*\*\*\*\*

Public Consultations on Privacy Report Released

\*\*\*\*\*

When Privacy Commissioner Jennifer Stoddart spoke at a privacy symposium in Toronto on May 5, 2011, she stated that many Canadians don't know how closely companies are tracking their online activities – nor are they providing informed consent. According to a Canada.com article, Stoddart looked at the data collected by companies and marketers when people browse the Internet, use social networking sites, or use geolocation functions on mobile devices.

"We have some serious concerns about online tracking, profiling and targeting – and the fact that many Canadians don't know what's happening behind their computer screens, let alone agree to it. Children – who are going online at younger and younger ages – are even less likely to understand," Stoddart said.

According to the article, Stoddart called on companies to be more upfront with their customers about their practices. Stoddart released at the symposium a final report of public consultations held last year on privacy issues in the online world, which pointed to issues with the growing popularity of cloud computing. "By storing information and services on shared remote computers and accessed via the Internet or the cloud," the article said, "companies can reduce their storage requirements and costs."

Stoddart released at the symposium a final report of public consultations held last year on privacy issues in the online world, which pointed to issues with the growing popularity of cloud computing. "By storing information and services on shared remote computers and accessed via the Internet or the cloud," the article said, "companies can reduce their storage requirements and costs."

For complete story go to: http://www.arma.org/policy/policy/canadianpolicybrief/11-05-11/Public\_Consultations\_on\_Privacy\_Report\_Released.aspx

ARMA Canadian Policy Brief,
May 11, 2011

~~~~~