



Brian's Reflections

Brian Starck, CRM, President

Have you heard of the “20 second elevator speech”? It’s where you have 20 seconds to tell someone what you do. Granted, you won’t be able to tell them everything you do, but you can give them the basics. I encourage everyone to develop their own 20-second speech. It’s not really that hard, and it can open a lot of doors for your department or your company.

For instance, when someone asks me what I do I usually say “ I’m a Certified Records Manager and I work for XYZ Management. Our company helps businesses organize and manage their corporate records.” If I’m working at a customers site I

might say something like “I’m with the records management department. We help the company’s business units organize and manage their departmental records.” I can’t tell you the number of doors those two sentences have opened. Everyone struggles with managing their records. It’s a great opportunity to get your foot in the door with a group and prove yourself. Then you will have the references to back you up.

In any case, the important thing is to let your customers (internal or external) know you are there to help them. Anything you can do for them will help further your cause too.

January Half-Day Workshop
Tues, January 15, 2008
8:00 am—1:15 pm

Email Management and User Acceptance Issues
Presenters: *Patrick Cunningham, CRM, and Chris Ryan*

For details & to register click on:
<http://www.armadenver.org/meetingspages/monthlymeeting.htm>

Learn more about:

- critical factors in gaining user acceptance of email management systems
- gaining user acceptance
- key user requirements critical in gaining user acceptance.

Refreshments include morning coffee & pastries

Morning workshop immediately followed by lunch, chapter meeting and a Panel Discussion

Join us on the 15th!

SPONSORED BY:



Inside This Issue

ARMA Bookstore	2
E-Discovery	4
Katrina—Catalyst for Change (Dec Meeting Highlights)	6
Making a Better World	7
About ARMA International	8

NEW AT ARMA BOOKSTORE



Procedures and Issues for Managing Electronic Messages as Records (PDF)

Author: ARMA International Standards Development Committee Task Force
Member: \$30.00; **Non-Member:** \$45.00

This technical report (ANSI/ARMA TR-02-2007) will be of great value to those who must deal with practical managerial issues typically confronted during the implementation and management of any text-based electronic messaging system or communication, such as e-mail or instant messaging (but excluding voice mail).

Although it was developed as an implementation guideline for ANSI/ARMA 9-2004 standard, *Requirements for Managing Electronic Messages as Records*, users also will find it a useful companion resource to ISO, ANSI, DoD, and other standards.

The technical report addresses privacy, confidentiality, security, electronic message policy compliance, appropriate use, legal considerations, and disaster recovery.

Additional content includes metadata requirements and procedures for handling attachments, drafts, copies, duplicates, appraisal and classification, preservation, and disposition or destruction of electronic messages classified as records. Systems support staff will find the model audit checklist a useful tool to evaluate an electronic message management program.

ANSI/ARMA TR-02-2007 approved as a technical report by the American National Standards Institute August 26, 2007.
 ISBN: 978-1-931786-46-1 (ARMA International)
 Cat. # V4738, PDF download (2 MB), English, 40 pages, 2007



Digital Document Management

Author: William Saffady
Member: \$40.00; **Non-Member:** \$55.00

This is the definitive text for those who need a systematic introduction to electronic document management and who are responsible for planning, selecting, and implementing document management systems and services. This successor to Saffady's book on electronic document imaging has been expanded to cover all digital documents. The book covers:

- Technologies and methods for creating digital documents
- Document indexing and data entry concepts and methods
- Storage requirements, file formats, devices, and media for digital documents
- Commonly encountered issues, complications, and concerns in digital documents.

Digital Document Management also features a step-by-step, worksheet-based method for calculating implementation costs for records management applications, a model request for proposal, and a cost justification example.

ISBN-13: 978-1-931786-35-5 (ARMA International)
 ISBN-10: 1-931786-35-6 (ARMA International)
 Catalog No. A4760, soft cover, English, 240 pages, 2007

Check out ARMA International website for more titles

<http://www.arma.org/bookstore/>

MEMBER INCENTIVE PROGRAMS

- CASH!!! - MONTHLY DRAWINGS—YOUR NAME DRAWN—YOU ARE THERE—YOU WIN!!! \$25 EACH MONTH. NO WINNER???
- WRITE A NEWSLETTER ARTICLE—WIN A FREE MEETING—GET THOSE PESKY CRM CEU CREDITS
- ATTEND THE MONTHLY MEETINGS — WHAT DO YOU GET? NETWORKING, FRIENDSHIPS, PROFESSIONAL RESOURCES, EDUCATION, EDUCATION, EDUCATION, AND MORE.



YOU GET THE PICTURE!
SEE YOU SOON!
WE'LL LEAVE THE LIGHT ON FOR YOU.



E-Discovery & The New Federal Rules of Civil Procedure: What Agencies Need To Know

Jason R. Baron

This is Part 2 of a 2-part article. Part 1 was printed in the December 2007 issue. It is available at <http://www.armadener.org>

How should an Agency go about meeting its litigation obligations to preserve relevant evidence?

When a lawsuit arrives at the doorstep, or even where litigation may be reasonably anticipated, special actions should be taken “over and above” day to day recordkeeping practices in order to ensure that relevant evidence to a lawsuit is preserved. Agencies would be well advised to consider now how they would best communicate a general obligation to preserve relevant evidence to a particular lawsuit, including through the issuance of a litigation “hold.” As recent case law recognizes, best practices in this area consist of an agency recognizing that it has a *continuing* duty to monitor compliance with preservation instructions issued by Justice Department counsel or internal senior officials and lawyers of the agency itself. Counsel for the agency, as well as records officers and IT staff, all have a role to play in creatively coming up with defensible measures for preserving ESI from a technical standpoint, and documenting ongoing compliance, including having in place an agency-wide hold policy; issuing specific notices in a given case; using intra-web notices and banners and spot-checking actual compliance. Agencies should also consult with counsel of record in litigation regarding whether they have an obligation to pull one or more days’ worth of backup tapes, to preserve relevant ESI that might be lost due to routine recycling or system-wide deletion of email.

Every lawsuit will have unique aspects to it, and there is no “cookie cutter” approach that will ensure that

an agency’s e-discovery obligations are fully met. Agencies will differ widely in their technical capacity to implement changes and in the resources they have to devote to responding to e-discovery obligations. However, agencies can take reasonable steps in planning for the next litigation “crisis,” including thinking through who the key players are and putting into place procedures and protocols for handling e-discovery obligations as they may arise.

Supplemental readings on e-discovery:

- E-Discovery Amendments and Committee Notes, available at http://www.uscourts.gov/rules/EDiscovery_w_Notes.pdf
- *The Sedona Principles, Second Edition* (2007), available at www.thosedonaconference.org (white paper providing best practices in e-discovery, with up to date case law under Federal rules)
- Jason R. Baron, “Information Inflation: Can The Legal System Adapt?,” 13 *Richmond J. Law Technology* 10 (2007) (with co-author George L. Paul), available at <http://law.richmond.edu/jolt/v13i3/article10.pdf>

Authors Note

Mr. Baron is Director of Litigation in NARA’s Office of General Counsel, College Park, Maryland. As NARA’s representative to The Sedona Conference®, Mr. Baron serves as Editor-in-Chief of the Sedona Best Practices Commentary on the Use of Search and Information Retrieval Methods in E-Discovery.

Contact: jason.baron@nara.gov.



It’s a thought:

“If you want to build a ship, don't drum up people to collect wood and don't assign them tasks and work, but rather teach them to long for the endless immensity of the sea.”

A Summary of the E-Discovery Amendments to the Federal Rules

Rule 16(b) (5)	Includes discovery of ESI as a possible topic in a pretrial scheduling order.
Rule 26(a)(1)(B)	Includes ESI along with other documents and tangible things subject to the mandatory "initial disclosures" required of parties at the start of every case.
Rule 26(b)(2)(B)	Permits a party to exclude from discovery any ESI "not reasonably accessible because of undue burden or cost," except that "[o]n motion to compel discovery or for a protective order, the party from whom discovery is sought must show that the information is not reasonably accessible because of undue burden or cost." Additionally, even "if that showing is made, the court may nonetheless order discovery from such sources if the requesting party shows good cause."
Rule 26(b)(5)	Allows parties to reclaim inadvertently produced documents and ESI that are otherwise considered to be privileged. The Advisory Notes recognize that "the risk of waiver, and the time and effort required to avoid it, can increase substantially because of the volume of [ESI] and the difficulty in ensuring that all information to be produced has in fact been reviewed."
Rule 26(f)(3)	Includes "any issues about disclosure or discovery of [ESI], including the form or forms in which it should
Rule 33(d)	Allows parties to answer interrogatories by producing business records derived or ascertained from ESI.
Rule 34(a)(1)	Broadly allows any party to serve on any other party a request to produce ESI "stored in any medium from which information can be obtained." The request may specify the form or forms in which ESI is to
Rule 37(f)	Prohibits a court from imposing sanctions, "[a]bsent exceptional circumstance. . . on a party for failing to provide [ESI] lost as a result of the routine, good-faith operation of an electronic information system."

Meetings



March 18 — *System Architecture in Support of Records Management*, Chris Olsen
 April 15 — *Project Management for Records Managers*, Martin Van Der Schouw
 May — Annual Spring Seminar
 June 17 — Member recognition and appreciation, Annual Business Meeting

February 19th
"Emerging Trends for Security in the Coming Decade: The Changing Face of Security and Privacy"
 Speaker: Debbie Christofferson, CISSP, CISM
"15 years Fortune 500 IT Security Management experience in global enterprise"

Katrina: A Catalyst for Change

Jannette Wesley, CRM, Programs Director

At the December 11 chapter meeting, Emilie (Lee) Leumas spoke to 37 ARMA members and guests about the Hurricane Katrina archival recovery efforts of the Archdiocese of New Orleans. The Archdiocese serves 185,000 Catholics belonging to 151 churches located in 9 parishes that were devastated by the disaster. Additionally, 82 schools, 53 homes and 2 seminaries are under the direction of the Archdiocese.

The damage was extensive to the records and the buildings. Emile showed pictures of damage from fires, wind, and water. Damaged records from 11 parish churches were brought to Baton Rouge for salvage. Additionally 17 church sacramental registers were relocated to Baton Rouge for storage while the parishes remained inoperable. Records that could be saved or copied have been processed. The Archdiocese has not begun work on restoring the damaged buildings, they are allocating donations for individual and family assistance as a priority. Emilie estimates that it will take a minimum of 10 years for the Archdiocese to recover.

Showing remarkable energy, Emilie discussed several innovative initiatives undertaken on behalf of the Archdiocese to implement an electronic document management system, an ongoing microfilm program, a new vital records program and various planning efforts to ensure business

continuity for emergency preparedness and disaster recovery. Management support for these initiatives since the hurricane has been strong. The electronic document management program began a pilot with 35 users 6 months ago. It has been successful with more departments clamoring to be included.

Some of the policies and procedural changes implemented post-Katrina include the following:

Virtual servers

Electronic payroll

Hurricane cell phone (with out of state area code) for key personnel

Disaster plan – online

Communication alerts

Collaboration across the organization

Achives and records now seen as vital link

The Chapter video-recorded Emilie's presentation. For availability and "check out", please contact either Genny Garrett, genny_garrett@cable.comcast.com, or Kyle Koster, kyle_koster@cable.comcast.com.

On 2nd Thought:

The first qualification in a general is a cool head - that is, a head which receives accurate impressions, and estimates things and objects at their real value. He must not allow himself to be elated by good news, or depressed by bad.

Kestral Group utilizes real-world experience to help our Energy, Public Sector and Financial Services clients to deploy successful enterprise information management solutions including ECM, Compliance, and Collaboration. We help companies realize the value of their information assets by accelerating the deployment of new and existing solutions for broader business value.



Planning and Strategy
 Requirements Definition
 Solution Evaluation and Selection
 Content Inventories Development
 Information Mapping and Taxonomy Development
 Records Management Programs
 Business Process Mapping
 Enterprise Search Solutions
 Knowledge-Based Solutions
 Information Governance Programs

www.kestralgroup.com

Making a better world—book by book

Chris Ames, Communications Director

Better World Books has saved more than 5,250 tons of books from ending up in landfills. Their story began with the dream of three college friends who formed a social venture, a business with the mission to promote literacy. A single book drive at one university has grown into a nationwide effort with thousands of people involved, all looking to improve the quality of life for people through literacy.

“We believe that literacy gives people water to drink, imparts knowledge to eliminate disease, and develops self-esteem that enables people to make their mark on the world. Our story has taken us to places we had never seen. Our dream is to continue to work for those whom we have never met.”

Their no cost program is simple. They sell discarded and donated material from libraries across the United States on over 17 online marketplaces—generating funding for both libraries and non-profit literacy initiatives

What will they accept? A partial list includes: rare, antiquarian & collectible books, dictionaries & thesauruses, DVDs & books on CD, textbooks & trade paperbacks. Of course, they won't accept dirty, damaged, romance novel series, encyclopedia sets, etc. For the complete and information, click on <http://www.betterworldbooks.com/Programs/AcceptanceGuidelines.aspx>

Now that you've donated, does your library need re-furbishing? Need to buy books? (You never NEED to buy books.) They have a complete bookstore with 1.8 million used books plus 500,000 new titles—all sold to fund literacy. Shipping is FREE in US and only \$2.97 worldwide. Categories include arts, business, crafts, literature and fiction, science, technical ... and on, and on. More information: www.betterworldbooks.com

2007-2008 Board of Directors

The Mile High Register is published in PDF format ten times per year for members of the Mile High Chapter of ARMA International.

Authors' statements are their own and do not necessarily reflect official policy of ARMA or the Mile High Chapter. Material within this publication may be reprinted provided credit is given.

Contributions or gifts to ARMA International are not deductible as charitable contributions for Federal income tax purposes.

Mile High Chapter of ARMA
700 N. Colorado Blvd #105
Denver, CO 80206

www.armadenver.com

Editor: Chris Ames

Phone: 720.530.3152

access@armadenver.org

President

Brian Starck, CRM – 303.868.1273

Email: bstarck@sourceone.com

Chairperson of the Board

Gregg Luther – 303.766.8911

Email: gluther@interwoven.com

President-Elect

Mollie Taggart – 303.272.5132

Email: mollie.taggart@sun.com

Vice President

Linda Hughes – 303-606-4352

Email: linda.hughes@williams.com

Secretary

Sharon Blackstock, CRM – 303.987.7091

Email: shabla@lakewood.org

Treasurer

Emily Bone – 303.295.8463

Email: erbone@hollandhart.com

Administration Director

Genny Garrett – 720.267.2960

Email: genny_garrett@cable.comcast.com

Budget Director

Ebbie Moody – 303.636.1143

Email: emoody@co.arapahoe.co.us

Communications Director

Chris Ames – 303.783.6821

Email: comes@englewoodgov.org

Education Director

Rebekah Keller – 303.373.0557

Email: rebekah.keller@ironmountain.com

Membership Director

Ron Vince – 303.308.1000

Email: rvince@docuvault.com

Program Director

Jannette Wesley, CRM – 303.969.2131

Email: jannette_wesley@nps.gov

ICRM Ambassador

Brian Starck, CRM – 303.868.1273

Email: bstarck@sourceone.com

Web Master

Kyle Koster – 720.267.2964

Email: webmaster@armadenver.org

About ARMA International

ARMA International is a not-for-profit professional association and the authority on managing records and information – paper and electronic. The association was established in 1955. Its approximately 11,000 members include records managers, archivists, corporate librarians, imaging specialists, legal professionals, IT managers, consultants, and educators, all of whom work in a wide variety of industries, including government, legal, health-care, financial services, and petroleum in the United

States, Canada, and 30-plus other countries. The mission of ARMA International is to provide education, research, and networking opportunities to information professionals, to enable them to use their skills and experience to leverage the value of records, information, and knowledge as corporate assets and as contributors to organizational success.

ARMA International publishes *The Information Management Journal*, the only professional journal specifically for professionals who manage records and information on a daily basis. The award-winning *Journal* is published bi-monthly and

features top-drawer articles on the hottest topics in records and information management today, as well as marketplace news and analysis.

The association also develops and publishes standards and guidelines related to records management. It was a key contributor to the international records management standard, ISO-15489.

Access the ARMA International website at <http://www.arma.org/> or call 1.800.422.2762.