



Brian's Reflections

Brian Starck, CRM, President

Lately I've had the opportunity to work on a real life ICRM Part 6 case study for one of my customers. For those of you who have no idea what this is: you are given a scenario and you describe how to "fix" the problems. It has been a big step for me, because they have an on-site storage facility. In the past, I have always worked in situations where we shipped boxes off site for storage and never had to worry about silly little things like "How do I find this box in the warehouse?" That was always someone else's problem. Our vendors like Iron Mountain and DocUVault know what I'm talking about here.

After assessing the situation, I came up with a 4-page action plan to present to my boss and our customer letting them know what I was going to be working on. That might seem like a lot, but many of my action items can be lumped together and done at the same time. The largest and most important part was doing a physical inventory/space management system update of over 33,000 boxes. We also have a large backlog of boxes to data-enter into the system, due to building closures and moves. It's amazing how much people will archive when they are suddenly told they just won't

have the space in their new location!!

After 4 months, we are 10 to 15% done with the inventory/updating and have made a huge dent in getting the backlog caught up. It's great to be able to see the light at the end of the tunnel. We still have a long way to go, but have found improvements in our processes and are using our system better than before. We are in place where we can now see significant progress going forward. Once we hit the magic 25% I'm buying the team lunch to celebrate.

My point with all of this is that we really had to get back to basics with what we were doing. We developed a process manual. We worked as a team to find the most efficient way to work those processes. Now when we hit a roadblock (something we find unexpectedly) it's not a show stopper. We make a decision and go forward instead of putting it off until later. It's amazing how getting back to the basics will put things into perspective. What we do is really not rocket science, but sometimes we can over-complicate our jobs and forget that in the end it's really all about having the right information, in the right place, at the right time.

May 13
Annual Spring Seminar
Presenters: Charlene Brownlee &
Jason R. Baron

Details:

<http://www.armadenver.org/seminar08>

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Meet ... Linda Fukui

Chris Ames, Communications Director

Have you met Linda Fukui, a new member of Mile High? Linda started with DCP Midstream in October 2006, as a Strategic Sourcing Representative. In this position, she says, “I was responsible for managing key and preferred supplier relationships; draft requests for competitive bids, guide contract negotiations; conduct supplier performance reviews; track dollars spent and compliance to cost savings initiatives.”

In November 2007, she was promoted to Ethics Analyst working with the Director of Ethics & Compliance, Records Management and Business Continuity Planning. She is responsible for collaborating with other departments to create and maintain databases for the control and retrieval of information; work out periods for which records are to be kept and make sure that records are disposed of or archived according to policy and regulatory requirements; develop disaster plans to make sure that the organization has the necessary information to continue functioning in the event of a major disaster.

Some DCP fast facts:

- ◇ *DCP Midstream, LLC, a 50-50 joint venture between Spectra Energy and ConocoPhillips, is headquartered in Denver, Colorado.*
- ◇ *The Company leads the midstream segment as one of the nation’s largest natural gas gatherers and processors in the United States.*
- ◇ *DCP Midstream is one of the largest natural gas liquids (NGLs) producers and marketers in the nation.*
- ◇ *The Company operates primarily in 16 states: Alabama, Arkansas, Colorado, Kansas, Louisiana, Maine, Massachusetts, Mississippi, New Mexico, New York, Oklahoma, Pennsylvania, Texas, Rhode Island, Vermont and Wyoming.*

Prior to working at DCP Midstream, Linda was with Qwest Communications for ten years in various roles.

Linda received her BS in Business Management and MA in Organizational Management from the University of Phoenix. A Denver native, Linda enjoys the great outdoors—biking, skiing, hiking. Welcome, Linda!



Linda Fukui, Roseann Escher & Judy Daniels share a laugh at the April meeting.

Check out ARMA International website for the latest titles

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

Reminder: Chapter Member of the Year Award

Last chance to nominate someone you believe has provided outstanding service and efforts to the Chapter. The Chapter Member of the Year is presented with a plaque from the chapter, recognized at the ARMA International Annual Conference Awards Banquet, and also presented with a special plaque by ARMA International. The Chapter Member of the Year award is based on the individual's service and efforts within the current program year.

There is one additional component to the Chapter Member of the Year award. The individual selected as Chapter Member of the Year will be awarded a chapter scholarship that provides **up to \$2,500** to be used for the expenses directly related to registration, travel, housing or food that are necessary to attend the ARMA International Conference.

For more information, click on the link <http://armadenver.org/assets/files/Scholarship.pdf>

Send your nomination to gluther@interwoven.com. **Deadline for nominations: May 15, 2008**

ARMA International Midwest/Rocky Mountain Region Leadership Training Conference

July 10 - 12, 2008

Omni Hotel, St. Louis, Missouri

The region leadership team and the St. Louis Host chapter have been meeting throughout the year to plan a fun and educational conference. The cost is \$200 for the conference including meals. What a bargain! This is an excellent training event for all chapter leaders or anyone interested in attending. There IS NO limit on how many representatives attend from each chapter. The more the merrier! This year we will also have a half day dedicated to Leadership skills and training provided by ARMA International.

The **conference and hotel registration deadline is June 4th**. It is **STRONGLY** encouraged to make your hotel reservations no later than June 4th. Due to the many conferences and activities happening in the St. Louis area at this time, there are no guarantees that you will be able to find a room, anywhere, after this date. (Or bring a tent!)

Tentative agenda items include:

- ◇ *Who Are Your Region Coordinators and How Can They Help You?*
- ◇ *Chapter Year In Review/Brag Bags - with Q & A*
- ◇ *ARMA HQ Resources and More.....*
- ◇ *Teambuilding Presentation*
- ◇ *Chapter Breakouts or group training on Chapter board positions*
- ◇ *Commitment - Lighting the Fire Within*

Want to attend? Want more information? Contact: access@armadenver.org

[This is a casual, working weekend.](#)

[Excellent way to meet other Midwest/Rocky Mountain Region ARMA folks. Check it out!](#)

Success is the ability to go from one failure to another with no loss of enthusiasm.
-- *Winston Churchill*

Colleague Connection 2008

Suellen Vennette

The University of Denver's Driscoll Center was the setting for a gathering of members of several specialty organizations on Wednesday, April 2. For over 20 years, four unique library groups have gathered for an evening of networking called "Colleague Connection". Attendees are from the Colorado Association of Libraries (CAL), Colorado Council of Medical Librarians (CCML), Colorado Association of Law Libraries (CoAll), and the Rocky Mountain Special Libraries Association (RMSLA).

This year they extended an invitation for members of the Mile High Denver Chapter of ARMA to join in their festive gathering. As the new "kid" on the block, Molly Taggert, President-Elect, represented us proudly by extemporaneously describing our organization and inviting all to join in any of our meetings.

Those who attended met several new people and some of us had the opportunity to put faces with some "all too familiar" names. The evening started with a cocktail hour to get our tongues moving and our faces brightened followed by a dinner for the almost 200 people who attended.

As I commenced eating my dessert the speaker, Nina Platt began to enlighten us on the use of Technology Trends, in particular, Web 2.0, RSS, Social

Networking, Enterprise Content Management, Knowledge Management, etc. She also emphasized the use of Change Management techniques to assist customers, clients, and users in adapting to the new environments. The slides from her presentation are available from her website <http://www.strategiclibrarian.com>.

More than anything, when I left the event I realized how close we (Librarians and Records Managers) are in providing services and information. With each growing year it becomes more evident that Librarians are incorporating more of the techniques and tools of a Records Manager. As well, Records Managers should be coming closer to realize that they are the librarians of the records, the history, and the knowledge of our organizations.

There were volunteers from all of the organizations who assisted in coordinating the event which included our own Jannette Wesley, CRM. Thank you, Jannette.

Attending from our chapter were: Chris McGinnis; Chuck Schiell, CRM; Mollie Taggert; Janette Wesley, CRM; Juan Guzman and myself. Please forgive me if I missed anyone it was difficult to catch everyone in such a crowd.

Editor's note: Suellen has a BA in Elementary Education from Adams State College in Alamosa. she also has "the equivalent of an MLS. DU issued MAs in Librarianship and Information Management in 1982. Suellen has taken and passed the 1st five parts of the CRM exam. Best of luck to Suellen from Mile High Denver ARMA.

Success is the ability to go from one failure to another with no loss of enthusiasm. -- *Winston Churchill*

Women will never be as successful as men because they have no wives to advise them. -- *Dick Van Dyke*

Murder and Dinosaurs: Historical Records Tell Their Story

Good Records Provide Valuable and Irreplaceable Information

Steven Wade Veatch, El Paso County Information Technologies

Justin Walker, El Paso County Records Center

Recently, historical records from the El Paso County Assessor's office provided information about a 100-year-old murder confession, and the Assessor's and Treasurer's records helped return a lost set of El Paso County dinosaur tracks to the annals of science. These are two of the records-based discoveries Steven Veatch, who has oversight of the El Paso County Records Center, presented to the Board of County Commissioners on March 10, 2008.

Veatch gave these examples to demonstrate how an efficient record-keeping system can provide information in the most unlikely situations, and emphasize the importance of cost-effective digitization of significant County records.

More than a century ago in El Paso County, John Spicer wrote a murder confession in pencil on the unfinished back of a piece of window molding. Spicer, who was building this home in 1899 in Fountain, Colorado, nailed the molding to the wall. The confession remained there, unseen for almost a century. In his confession, Spicer described the murder of John Sebastian in March 1893. Spicer revealed that he clubbed John J. Sebastian "four miles north of this city and two miles east of the foot of Cheyenne Mountain," for \$5,000 in cash and jewelry. The body was never found, but the 19th century murder confession, hidden in the Fountain house, was found in 1986 when the home was remodeled by the current owner. The 4th Judicial District Attorney's Office investigated the confession and could not establish its exact date, but they were able to use the El Paso County Assessor's historical records to determine that the house was built in 1899, six years after the murder.



Justin Walker is a Mechanical Engineering undergraduate at the University of Colorado in Colorado Springs. Although his emphasis is in Aerospace Technology, he enjoys putting his technical writing skills to use. He has held various positions within El Paso County including work in the Elections department, as well as his current position with the El Paso County Records Center. With his wife and daughter, he enjoys spending time in the outdoors of Colorado.

Steven Veatch is employed by El Paso County Government, Colorado in the Information Technologies Department. Veatch has oversight of the El Paso County Records Center. He is also a geologist and has been conducting research in the Pikes Peak region for a number of years



El Paso County gov't records were instrumental in revealing the significance of these dinosaur tracks.

Photo by S. W. Veatch.



Last spring, Veatch, a part-time paleontologist, was investigating dinosaur tracks near the El Paso and Pueblo County line. During a search of archival records at the *Colorado Springs Gazette*, he learned that dinosaur tracks had been recovered in 1904 at the Merit ranch by a famous Colorado geologist, Arthur Lakes. Lakes enlisted the help of Winfield Scott Stratton, the Cripple Creek Gold King, to excavate the tracks. The archival record from the newspaper showed that the tracks were placed in the natural history museum at Colorado College. The museum was closed in the 1970s, and its collections scattered to museums around the state.

Veatch brought a microfilm copy of the 1904 *Gazette* article to Paul Myrow, a geology professor at Colorado College. After reading the article, Myrow remembered the lost dinosaur tracks. He led Veatch to the exact site where they are now located at Colorado College. Myrow was pleased to learn the provenance of the tracks.

Veatch's next step was to confirm the location of the historic Merit ranch so the exact discovery site would be known. A search of historical records from the El Paso County Assessor and Treasurer revealed this information.

These rediscovered tracks generated great interest in the paleontological community. Martin Lockley, a dinosaur track expert at the University of Colorado at Denver, organized a field party to visit this track site at Colorado College last summer. The tracks were mapped and a fiberglass mold was made in order to make several casts of the dinosaur tracks. Veatch, Lockley, and a professor from Metropolitan State College wrote a paper on these tracks that was presented in October of last year at the Society of Vertebrate Paleontology's Annual Meeting in Austin, Texas.

It was through historical records that these lost dinosaur tracks were discovered again and are now a part of the scientific literature and will never be lost again. Preserving historical records is a crucial mission. You never know what stories they hold or what light they may shed on unsolved mysteries of the past.

ICRM Corner

New CRM? Need Money?



The Mile High Denver Chapter offers reimbursement to new Certified Records Managers (CRM) for examination costs, including application fees, when they successfully pass all six parts of the CRM exam.

You must be a member of the Mile High Denver Chapter in good standing (dues paid) to be eligible and payment is for one attempt at each part of the exam. Documentation must be provided with the application that reimbursement is not available by your organization (a letter or statement on company letterhead from your manager/supervisor will be sufficient proof).

http://www.armadenver.org/assets/files/CRM_fees_reimbursement_request_form.pdf

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ARMA Education Foundation

Mollie Taggart, President-Elect

Focus On Research from the ARMA International Educational Foundation: *RIM Checklist for Mergers, Acquisitions, Divestitures, and Closures*, a Study by John T. Phillips, CRM, FAI

Most RIM professionals who work for large corporations will need to deal with at least one merger, acquisition, or other large-scale change in status during their careers. Too often, records considerations are not adequately addressed during the planning or execution of these business transactions. When an investigation, audit, or search brings this oversight to light, the records manager and attorneys are left to deal with the mess.

The need for a standardized and proactive approach for managing the records issues associated with mergers, acquisitions, and divestitures was well known. Many of us waited for an educational institution or consulting firm to publish something on this topic that we could use for an authoritative reference.

Along comes John Phillips, a well-respected and frequent contributor on RIM topics who offered to do the work. The Twin Cities chapter of ARMA International underwrote 50% of the project's costs. The remainder was funded by donations from individual donors.

The results provide an excellent discussion on the issues and challenges associated with these transactions, recommendations on how RIM professionals can (and should) be included in the planning, due diligence, analysis, and implementation phases, as well as the resources required to be successful. Two detailed checklists include: one for the RIM program elements and one for the specific records affected. It is an invaluable RIM resource and a crucial element in the RIM toolbox.

The ARMA International Educational Foundation is a funding resource for research and scholarship in the field of records and information management. This is only one of many research projects on records management issues that have been addressed by the AIEF. All AIEF research is available for download free from its website.

One of the most important sources for AIEF funds is the donations received from ARMA chapters and chapter members. For more information, visit the foundation's website at <http://armaedfoundation.org/>

Meetings



June 17 — Annual Business Meeting
Member recognition and appreciation
Speaker: Colorado Rockies Archivist
(Surprises, Awards, Laughs)

May 13
Annual Spring Seminar
Presenters: Charlene Brownlee &
Jason R. Baron
Details:
<http://www.armadenver.org/seminar08>

2007-2008 Board of Directors

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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.