



Volume XXVIII, Issue 3
February 2009

News and Views of the Austin Chapter of ARMA International



President's Message

By Jannette Goodall

As records management professionals we understand the impact a down economy can have on our organizations. More specifically, the impact it has on records management programs. Records management funding is often the victim of a down economy. By nature, we are a resilient group with the reputation of being capable of solving problems with a single leap. By experience we know what it means to "do more with less" on a daily basis. Our job requires consistent reinforcement of the value our profession brings to the organization. I encourage you all to continue to provide the high-level of expertise that your organization has come to rely on during the "bull" years. The strength and commitment you have demonstrated to your organization will be more valuable than ever during this downturn.

I also know from personal experience the added stress and, yes, frustration this can cause to each of us personally. I want

to take a moment to remind each of us that we have a wonderful network of records management professionals within the Austin area. Remember our theme for the year, "Expanding our Horizons, Staying Connected." Our Chapter has always risen to challenges and I am confident that as a group our profession will emerge from the economic downturn with flying colors. I encourage each of you to take advantage of the networking opportunities available through the monthly meetings and other activities sponsored by the Chapter. In turn, the Board is committed to continue providing networking opportunities to our membership at the lowest cost possible. We are able to do this through the generous financial support we receive from our local vendors. Through the support of our vendors, we are able to provide benefits such as "free lunches" at the monthly Chapter meetings. This benefit alone makes Austin unique from other Chapters in the SW Region.

As you may have noticed, my

messages to the Austin Chapter typically have a call to action within the message. I am proud to say that with each call to action, you have responded as only Austin can respond. With that in mind, I have another request, as I mentioned we are able to provide benefits to our members only through the support of our vendors. Just as many of our organizations are facing budget cuts, our vendors are experiencing the same issues. At the March meeting, we have scheduled a "Vendor Appreciation and Trade Show" theme for the meeting. Each of our vendor supporters will have the opportunity to network and educate us on their services and products. I am personally challenging each member to attend this meeting and if possible bring a guest. This is our opportunity to show our vendors how much we appreciate their support for our profession but more importantly their support for the Austin Chapter. Some of you may remember the phrase, "Be There or Be Square."

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New Members:

- Laura Perry
- Melinda Curley
- Paige Brundage
- Jane Bitter
- Jacqueline Safran
- Craig Twellmann

Inside this issue:

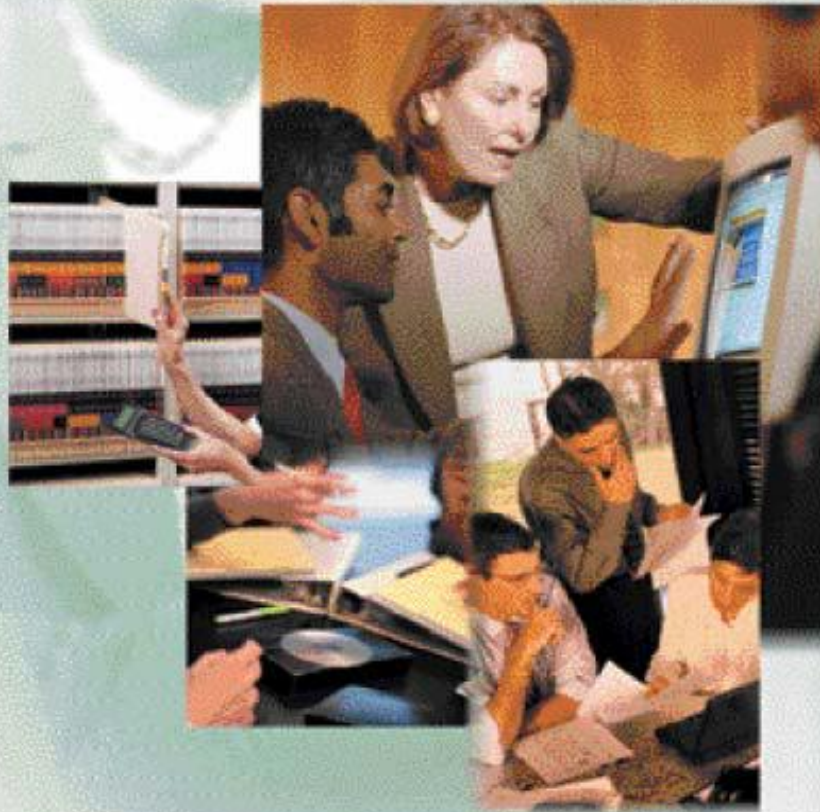
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Treasurer's Report

Starting Balance as of 11/1/2008:	8,030.96
Ending Balance as of 1/31/2009:	11,435.58

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Member Spotlight: Karen Ullrich

Name: Karen Ullrich

Member Since: 2004

Current and/or Past Board Position (indicate year of service):
Publicity Chair 2009

Company: Texas Office of the Attorney General – Child Support Division – IT Services

Email Address:
karen.ullrich@cs.oag.state.tx.us

Pets: None at this time, but I did have a pet cockatiel for 20 years.

Hobbies: gardening, traveling to national parks (20 so far), hiking, stained glass

Favorite Book/Movie: Books – the robot novel series by Isaac Asimov
Movie - Sabrina the one with Harrison Ford

Claim to Fame: I was in the Pecos, Texas newspaper when the 5th grade class I taught there, had their letters to the editor featured in an article.

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Welcome to the
ARMA-Austin
Board, Karen!

Project Management for the Records Manager

By Bruce L. White, CRM, PMP

Risk – the term conjures up danger, uncertainty, a gamble. In the project world, risk does not mean uncertainty. *Uncertainty* implies only that an event may or may not occur. *Risk* implies

knowledge of the probability of an event occurring. One is manageable, the other not. In the project world, risks are something that all project managers will have to deal with, in one form or fashion. All projects have some degree of risk, no matter the size or scope... As a project manager, you will need to develop a project risk management plan.

The challenge for the project team is to identify potential risks, evaluate their potential effect on the project and develop a response plan that will mitigate the effect on the project. This process sounds daunting but if you have developed a disaster preparedness and recovery plan for your organization, you can apply the same techniques to a Project Risk Plan. Here is a brief guide

to putting one together.

There are essentially three steps to risk management planning. They are 1) Risk Identification, 2) Analysis and Quantification, 3) Risk Response, and 4) Risk Monitoring and Control. The first, Risk Identification entails identifying and quantifying risks, can be difficult and challenging. One of the best approaches is to conduct a workshop with project stakeholders. These are individuals who have a vested interest in project one way or another and may include senior management and the project sponsor (if one identified), the project manager and team, customers and users, and contractors, vendors and suppliers. Use a combination of brainstorming and reviewing of standard risk lists. In addition, if the organization has maintained records of past projects, these histories can be consulted, providing the group with a place to start.

There are different types of risks and we need to decide on a project by project basis what to do about each type. Here

are a few of the typical ones associated with implementing a large system:

- Volatility of requirements: are the customer's requirements well defined or loose and structured.
- Organization climate/buy-in: is the organization ready for the system, which may change how employees do their work.
- Management support: is management really committed to the project or are they paying lip service.
- Size and complexity.
- Changes and complexity of the technological.
- Inexperience of the project manager and staff with the application and hardware.
- Resource (staff and funding) availability.
- Government regulations.

A common problem in the process is to state assumptions instead of applying risk analysis and quantification, such as:

- The project team will have a full team by June 5th.
- The equipment and software will be installed by November 17th.
- The customer will sign off on



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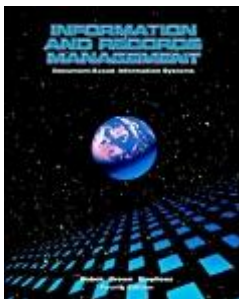
ORACLE

ICRM Corner: A Few Study Resources for the CRM Exam

By Kevin Waldrup, CRM

In the last ICRM Corner, I explained the education and experience requirements needed in order to qualify to take the CRM exam. I thought it would be a good idea to now briefly mention a few good resources that the CRM candidate would want to have included in their study materials. I'm mentioning these books in this article not only because they are good for the CRM candidate, but also because in my opinion, these are two great books for anyone who just wants to learn about the principles and practices of Records Management.

The first book I'll mention is titled, "Information and Records Management: Document-Based Information Systems" 4th Edition, by Mary F. Robek,



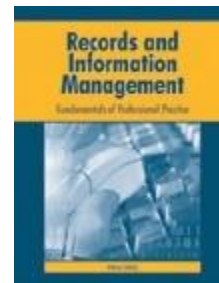
Gerald F. Brown, David O. Stephens. This book discusses many of the topics we find in the records management industry. Within its 19 chapters, the reader will learn about records retention, filing systems, image technology, records center management and archives management just to name a few. This is the main book that I have recommended to our chapter's CRM study group. Although it is out of print, this book can still be found for sell by retailers via the web. Its International Standard Book Number (ISBN) is 0028017935. This book was

originally published in 1995. It's a hard cover book with 600 pages.

The second book I'll briefly mention is titled, "Records and Information Management: Fundamentals of Professional Practice" By William Saf-

fady. This book has 8 chapters that cover topics such as records retention scheduling, vital records programs, and managing active and inactive records. The study group has recently started to take a closer look at this book. It can be found in the ARMA bookstore on the [ARMA international website](http://www.arma.org). Its ISBN is 1931786178. This is a more recent book that was published in 2004. It's a hard cover book with a little over 200 pages.

Both of these books provide the readers with a great Records Management foundation. They examine many of the areas that Records Managers face in their day to day jobs. These two books, as well as many others great resources can be found in the [ICRM Study Bibliography](#).



Please feel free to contact me at Kevin.Waldrup@dell.com or call me at (512) 723-9670 for more information. ○



March 2009

Schedule of Events

- 3-3-2008— ARMA Austin Board of Directors' Meeting. Members are welcome to attend.
- 3-10-2008— ARMA Monthly Chapter Meeting. This month is our Vendor Show; please attend and show the vendors we appreciate their sponsorship.
- 4-1-2009— ARMA Austin Spring Seminar, with John Isaza, Esq., on the UT JJ Pickle Research Campus. See our website for more details.
- 4-8-2009— ARMA Austin Board of Directors' Meeting. Members are welcome to attend.
- 4-14-2009— ARMA Monthly Chapter Meeting. Speaker to be announced.
- 4-18-2009— Shred Day at Austin High parking lot. This event will be our largest yet; please sign up to volunteer!

All events are held at Goodwill Industries (1015 Norwood Park Boulevard 78753), unless otherwise stated.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 Board of Directors' Meeting	4	5	6	7
8	9	10 ARMA Austin Chapter Meeting	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 ARMA Austin Spring Seminar—JJ Pickle Center	2	3	4
5	6	7	8 Board of Directors' Meeting	9	10	11
12	13	14 ARMA Austin Chapter Meeting	15	16	17	18 Shred Day—Austin High
19	20	21	22	23	24	25
26	27	28	29	30		



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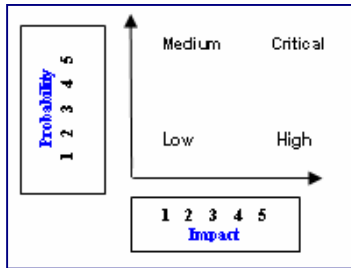
Project Management (continued)

These assumptions are great but what happens if they don't occur. Stating they can go a step further and weigh the assumption doesn't go far enough. If a project team can anticipate a risk, then consequences. The basis for an assumption now becomes a criterion for acceptance.

This sets up the second step, Risk Analysis and Quantification. Risk can be quantified in two dimensions; the impact of the risk and the probability that it will occur. Each organization typically has its own methodology for risk quantification. For simplicity, rate each on a 1 to 5 scale; the larger the number, the greater likelihood of the impact or probability. By using a matrix, a priority can be established.

Note that if probability is high,

and impact is low, it is a Medium risk. On the other hand if impact is high, and probability low, it is High priority. A remote chance of a catastrophe warrants more attention than a high chance of a hiccup. Eventually, the group should be able to reach a point when they can provide some



type of assessment of the accuracy of the estimates.

The third step of the process is determining what response in

necessary for each identified. There are four things you can do:

- Avoid the risk totally by doing something to remove it. An example could be using another supplier.
- Transfer the risk by making someone else responsible. Perhaps a Vendor can be made

responsible for a particularly risky part of the project.

- Mitigate the risk by taking actions to lessen the impact or chance of the risk occurring. If the risk relates to availability of resources, draw up an agreement and get sign-off for the resource to be available.

- Accept the risk. The risk might be so small the effort to do anything is not worthwhile.

Any risk response plan should include the direction agreed upon and action items to address this direction. The actions should include what needs to be done, who is going to do it, and when it should be completed.

The final step is to continually monitor risks to identify any change in the status, or if they turn into an issue. The best method is to hold regularly

scheduled risk reviews to identify actions outstanding, risk probability and impact, remove risks that have passed, and identify new risks.

Risk management is not a complex task. If you follow these four steps, you can develop a risk management plan for a project in a short space of time.

Without a risk management plan, the success of the project, and your reputation as a Project Manager, are on the line. Follow these steps and you will increase your chances of success.

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Special Projects Update

Sponsoring the Declaration of Independence:

We are still waiting for information from Hugh Smith about getting this project up and running. Stay tuned for details.

Child, Inc. www.childinc.org:

There are currently two processes underway for Child, Inc. An inventory is being conducted for the organization, as well as setting up an electronic document management system. Both processes are moving along well.

As the project gets further underway, we will put out a call for short-term volunteers to work 1-2 hour shifts.

If you are interested in volunteering for either project, please contact Jannette Goodall at: 974-9045 or jannette.goodall@ci.austin.tx.us



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Linda Perry Passes Away

Information obtained from the Dallas Chapter website www.armadallas.org :

It is with deep regret that the Board of Directors and members of the Dallas ARMA Chapter acknowledge the passing of our Executive Vice President, Linda Perry.

Linda was an outstanding member of the Records and Information Management Profession and has brought a lot of knowledge, vitality, and vigor to the Dallas ARMA Chapter.

We send our prayers, thoughts, and sympathy to Darrell Perry who also serves on our board of directors and all the rest of Linda's family.

There will be visitation with the family on Wednesday, February 11, 2009 from 6 p.m. to 8 p.m. at Bluebonnet Hills Funeral Home, 5725 Colleyville Blvd (aka Hwy26), Colleyville, TX 76304.

A Memorial Service will be held on Thursday February 12th at 12:30 p.m. at Bluebonnet Hills Funeral Home, 5725 Colleyville Blvd (aka Hwy26), Colleyville, TX 76304.

<http://www.armaedfoundation.org/lindaperry.html>



ARMA Austin Vendor Directory



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 512-912-2081
Cindy_vongonten@ironmountain.com



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 McLean, VA 22102
 703-970-5216
Eure_shauniqua@emc.com



Damarys Quintana, Field Marketing Manager
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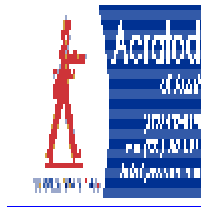
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Puzzle Answer:

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For the Record is published five times a year by the Austin Chapter of ARMA International for its members and the records and information management community at large.

We welcome your comments, knowledge, and especially your contributions! If you'd like to submit an article, book review, or Chapter meeting re-cap, please contact Debra Korty at: debra.korty@ci.austin.tx.us

ARMA International is a not-for-profit professional association and the authority on managing records and information—paper and electronic. There are over 10,000 members worldwide.

Expanding Horizons—Staying Connected

www.arma-austin.org

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Fun and Games

Clairvoyant

N	A	N	G	E	O	T	H	P	R	I	S	D	V	A	G	O	I		
T	K	T	H	A	F	O	R	O	N	T	O	N	O	W	A	T	E	N	T
N	C	E	I	T	.		S	M	O	F	E	G	E	T	I	S	S	S	I
W	H	R	E	C	N	L	Y	G	E	M	O	R	D	A	N	A	S	I	

Unscramble the tiles to reveal a message.

-Dick King

See page 8 for answer