



Volume XXIX, Preview Issue  
September 2009

*News and Views of the Austin Chapter of ARMA International*



## President's Message

By Jannette Goodall, CRM

Welcome back! I trust everyone took advantage of the hot summer and got out of town to some cool place. I made my annual trip to Ireland where they happened to be having a "heat wave." Of course, a heat wave in Ireland means 80 degrees.

Your Chapter Board members have been very busy planning the 2009-2010 year. In August, four board members attended the Southwest Region Leadership Conference in Dallas-Forth Worth. It was a great conference and the members came back energized for the year. The Board held our annual planning meeting to begin scheduling activities for the upcoming year.

The Board selected "Learning and Networking Towards Excellence" as the Chapter's theme for the 2009-2010 year. Our theme will help drive the Chapter events to ensure we provide a high level of educational op-

portunities and networking events to help all members excel regardless of their experience level. With that in mind, the Board decided to sponsor a series of workshops designed for our newer members of the profession. The Chapter will sponsor four two-hour workshops throughout the year on a variety of basic records management topics. More information will come as the workshops are finalized.

During the summer, a number of Chapter members participated in a "happy hour" to network with colleagues in town for the Society of American Archivist annual meeting. The happy hour was held at Champions Sport Bar. The evening was full of good food, drinks, and great conversations.

The Chapter also submitted nominations for Chapter of the Year and Newsletter of the Year. I hope that we will once again have great news to report back from the International Conference.

As always, I would also like each of you to consider volunteering or participating in Chapter events. We all have a number of prior commitments (work, family, etc.), our "spare" time is limited, and volunteering can be difficult. However, one thing I have learned in my years on the Board is that as great as your Chapter Board is, we cannot do it without you. It is important to remember we all have a stake in the success of the Chapter.

PS: Don't forget Shred Day is coming up! I will be looking for volunteers.

○

### New Members:

- Anna Silva
- Barry Gerstenberg
- Norma Chakrabarty
- Mark Harrison
- Cory Welch
- Carol Brock
- Kimberly DeCola

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## Treasurer's Report

Starting Balance as of 6/10/2009:	7,598.67
Expenditures: Leadership Conference	
Ending Balance as of 9/2/2009:	6,927.31

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## Member Spotlight: Karen Prinz

Member Since: 1999

Current and/or Past Board Position: I was the Membership Chairperson for 2 years, and am currently serving as Secretary.

Job Title: Records Management Officer

Company: Travis Central Appraisal District

Email Address: [kprinz@tcadcentral.org](mailto:kprinz@tcadcentral.org)

Software Experience or Area of RIM Expertise: I spend much of my time writing policies and procedures related to records

and information management. I have also established procedures for responding to public information requests. I have assisted with the district's e-mail policy and recently amended the district's retention schedule and cost schedule.

This year I will be working on e-discovery and litigation holds with the IT Director and Legal Counsel. We also plan to prepare a complete inventory of our electronic data and implement the appropriate records

management software to improve our records and information management program.

Pets: I have been a devoted cat lover since I was a little girl...when I would dress Fluffy in doll's clothes and pushed her

around in a baby carriage. Currently, I have 3 cats named Princess, Charlie, and Smokey Bear.

Hobbies: I enjoy spending time with family and friends. I love the country life where I can enjoy nature at its best. I love

watching the birds, rabbits, peacocks, and calves playing in the early morning hours. I also enjoy studying bible prophecy.

Favorite Book/Movie: Christian Action Movie: Revelation with Jeff Fahey, Nick Mancuso, and Carol Alt

Claim to Fame: Costume contest winner on MTV many years ago

Other Facts/Experiences: I was invited to the White House in 2001 to discuss faith-based initiative programs while serving on the Board for Soul's Outreach Ministry, Inc. ○

### Karen was invited to the White House!

## ICRM Corner: Let's Study Together

By Margaret Hermesmeier, MLIS, CRM, ERM<sup>s</sup>

You are invited to join your fellow Records Managers in the Austin ARMA Chapter's CRM Study Group. This study group focuses on testing for their CRM certification. The next study session for exam parts 1 through 5 will be held September 23, 2009, in the Capitol Metro Board Room, from 6:30pm to 7:30pm.

If you have not yet applied to take the CRM exam and are interested in becoming a CRM Candidate, please contact me and I will be happy to assist with the application process. My contact information is provided below.

The support the Austin Chapter provides for the examination process is invaluable. I encourage everyone interested in the CRM designation to join the

study group. If you are thinking about applying to become a CRM Candidate I would be more than happy to discuss the process with you and assist in developing a plan for your application process. You are not alone on the road to obtaining your CRM and the Austin Chapter is here to support your efforts.

Please contact me if you would like to be included in the CRM Study Group and/or if you would like assistance with the application process. ○

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# September 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2 Board Meeting	3	4	5
6	7 <b>Happy Labor Day</b>	8	9	10	11	12
13	14	15 Chapter Meeting	16	17	18	19
20	21 ARMA Web Seminar begins	22	23 Study Group	24	25	26
27	28 ARMA Web Seminar begins	29	30			

# October 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5 ARMA Web Seminar begins	6 Board Meeting	7	8	9	10
11	12	13 Chapter Meeting	14	15	16	17
				ARMA's 54th International Conference, Orlando, Florida		
18	19	20	21	22	23	24
ARMA Conference						
25	26	27	28	29	30	31 <b>Happy Halloween</b>

*Schedule of Events*

- 9-2-2009—ARMA Austin Board of Directors' Meeting. Members are welcome to attend.
- 9-15-2009—ARMA Monthly Chapter Meeting. This month our speaker is
- 9-23-2009—First Study Group date for those studying for Parts I-V of the CRM exam. Group to meet in the Capitol Metro Board Room (5th & Pleasant Valley), from 6:30pm to 7:30pm.
- 10-6-2009—ARMA Austin Board of Directors' Meeting. Members are welcome to attend.
- 10-13-2009—ARMA Monthly Chapter Meeting. This month our speaker is Anna Stratton from South-
- west Solutions.
- See the ARMA website [www.arma.org](http://www.arma.org) for more webinar information .

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

## Speaker Biographies

September:

**Cindy Carnagey** is a Records Management Analyst at Dell Inc., she has been with Dell for 9 years, 6 of those years were in Finance and 3 in the Global Records Management group.

In relation to Off-site storage and Confidential Shredding, Cindy's roles and responsibilities include but not limited to Global Contract Management, Procurement of US and Canada Off-site storage and Shredding services, Vendor Management, Disposition planning & policies.

In addition Cindy also serves

as an advisory to Dell's business teams on retention requirements in US, Asia Pacific and European segments, Acquisition consultant and leads various other RM related projects such as Off-site storage standards and toolkits.

October:

**Anna Stratton** is the Director of Information Management Solutions at Southwest Solutions Group headquartered in Dallas, Texas. Anna specializes in records management and busi-

ness process protocols, policy design, and information retention policies and process. Customers include Dunkin Brands, Timberland, Wyeth Pharmaceuticals, The Boston Symphony Orchestra, Dartmouth University, United States Court of Appeals, and Shriners Hospital, for whom she has conducted records management assessments and risk analysis, deployed technologies for electronic document management, and designed document retention architectures.



When not evangelizing the benefits of Southwest Solutions Group Information Management Solutions, she spends time with organizations to identify key elements of information management that impact corporate function on both a departmental and enterprise level. Anna has over 17 years of professional business management experience and provides advice nationwide through the SYSTEC Group's "Ask the Expert" column. ○

## Special Announcements

### Calling All Austin Area CRMs



The Austin Chapter is proud to have so many CRM's within our Chapter membership. More importantly we are excited that we have nine members who are preparing for Parts 1-5, and three that are preparing for Part 6, with an additional six that have applied as of today. Margaret Hermesmeier, CRM, is preparing to host multiple study groups this year to support our members as they endeavor towards their goal.

We are interested in putting together a local list of CRM's who would be interested in serving as a mentor if needed. A mentor would work with those candidates preparing for part 6 including providing advice and potentially proofing case studies for them. We may also receive requests from those who are still working on parts 1-5 who are interested in getting a little additional support as they work through each exam.

If you are interested in either working with a part 6 candidate or serving as a longer term mentor for someone just starting, please let either Margaret or Jannette know. Margaret's contact information is: [Margaret.Hermesmeier@oag.state.tx.us](mailto:Margaret.Hermesmeier@oag.state.tx.us) or 463-2154. Jannette's contact information is: [jannette.goodall@ci.austin.tx.us](mailto:jannette.goodall@ci.austin.tx.us) or 974-9045.

### Annual AIEF Raffle Tickets Available

The ARMA International Educational Foundation (AIEF) will hold its annual raffle at the ARMA International Conference in Orlando this October with subsequent drawings to be held at the AIEF business office in May of 2010.

This year, the AIEF Raffle has expanded to include the chance to win a Nintendo Wii, a Blackberry, or one of three free registrations for the ARMA conference in San Francisco in 2010. Drawings for the Wii and the Blackberry will be held at the conference in Orlando in October and ticket stubs for these drawings will need to be returned to the AIEF business office by the 6th of October. The subsequent drawings for the registrations for the 2010 ARMA conference will be held in May and stubs for this drawing will need to be returned to the AIEF business office by May 1, 2010.

There are a limited number of tickets available to the ARMA-Austin Chapter for the AIEF Raffle. Tickets may be purchased by Chapter members or anyone else who is interested. Ticket price is \$5. Please contact Jannette Goodall before October 1, 2009 to obtain your tickets. Get 'em before they're gone!



## ARMA International News and Information

### Volunteers Needed—New Project to Develop a RIM Standard

The ARMA International Standards Development Program is recruiting volunteers to work on an exciting new project to develop an American National Standard entitled "Implications of Web-Based Technologies in Records Management". This publication will provide guidance to RIM professionals and foster adherence to generally accepted recordkeeping principles. Examples of Web-based technologies will be discussed and will include wikis, blogs, miniblogs, mashups, classification sites, and social networking sites. This publication will ad-

dress policies, procedures, change management, training, technology, and metadata as related to RIM best practices and the use of Web-based technologies.

To learn more and to submit your application, visit <http://www.arma.org/standards/development/standardsprogress.cfm>

then use the drop-down menu to select the project by title.

If you have questions about the Standards Development Pro-

gram or any of its projects, you may email [standards@armaintl.org](mailto:standards@armaintl.org).

CALL FOR NEWSLETTER ARTICLES AND INFORMATION The ICRM newsletter provides for a primary communication tool between the Board of Regents, its standing committees and the membership and as a source for information relevant to its core mission, vision, values.

If you would like to submit a professional article, recommen-

dation or have additional information that you feel would be appropriate for the Newsletter, please contact me at [re-cordspro@comcast.net](mailto:re-cordspro@comcast.net), [lbuss@usbr.gov](mailto:lbuss@usbr.gov), or by phone at (303) 579-8065.

Deadline to submit articles is October 31, 2009 for the fall issue. ○

### Conference Education Call for Proposals—Now Open

ARMA International has created quite the buzz in the records and information management community, and for the 2010 Conference & Expo, we want to shake things up and take your learning and networking experience to a higher level! This is where you can make a difference.

Attendees of this conference are looking for new and better ways of doing things in their professional lives. Feedback from previous conferences shows that attendees expect to walk out of each session with key takeaways that are new and can be immediately implemented when they return to their offices.

This is where we need your help! We're looking for proposals for education programs in all areas of records management that will build core skills, share best practices and innovations, and lead the way in industry trends. This conference is a real sharing of ideas.

- Do you have new techniques for e-mail management?
- What are your successful

e-discovery strategies?

- Do you have an innovative way to manage shared drives?
- Do you have a fresh look on a leadership topic?
- Do you have new ideas for managing the cloud?
- Do you exceed at information security and privacy?
- Other ideas?

[Submit your great ideas](#) by October 30, 2009.

There will be approximately 80 sessions, each 90 minutes in length. With two general sessions, networking opportunities, and career coaching available, this conference will be jam-packed with great opportunities to learn from one another.

To ensure your proposal meets all criteria, review the instructions and requested topics before submitting your proposal.

In addition, please bookmark the Facilitator's Resource page. This page provides access to your submitted proposals, as

well as updated information and resources needed to assist you in the development of your education program.

*2010 ARMA International Conference & Expo  
San Francisco, Calif., November 7 – 10, 2010  
Pre-Conference Seminars: November 5 - 6, 2010*

For questions about the Call for Proposals or other Education programs, contact [Jacki Conn](#), Sr. Manager, Education.

The 2010 ARMA International Conference & Expo provides a wide variety of promotional opportunities outside of the Conference Education Program. To learn more about exhibiting

or other sponsorship programs, please contact [Elizabeth Zlitni](#) or call 888.279.7378. ○

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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](mailto: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.

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[www.arma-austin.org](http://www.arma-austin.org)

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