

WHAT'S INSIDE?

Resources We Can Use 1
 CRM Leadership Roster 2
 The ABCs of Records Retention
 Schedule Development 4
 2016 RIM/Information Governance
 Certification Reimbursement
 Awards 7
 The Candidate Coach:
 Part 6 Mentoring 8
 Member In The Spotlight: 9
 Clean The World 10
 2016 Prism International
 European Conference 10
 Electronic Records Day 11
 New CRMs 11
 ICRM Pre-Approved Activities 12

**How to Contact the
 Institute of Certified
 Records Managers
 (ICRM)**

Mailing Address:

ICRM
 450 Western Avenue, Suite 101
 Albany, NY 12203

Phone and Website:

(877) 244-3128
 Toll-free USA and Canada
 Alternate Tel: (518) 694-5362
 Fax: (518) 463-8656
 Website: www.icrm.org

RESOURCES WE CAN USE

By *Linda Buss, MA, CRM*

Looking for resources to implement or support your records program? Here is a list of a few organizations that are focused on providing guidance and tools to enhance the value of what you do. The list includes organizations that are familiar to many of you and is intended to offer additional resources to the ICRM members. Please note that this list is not comprehensive and does not include commercial organizations or vendors.

AIIM – according to their web presence AIIM “believes that information is our most important asset. And we’ve always felt this way– even way back in 1943 when this community was formed as the National Micrographics Association and later became the Association for Information and Image Management.” AIIM offers on-line and classroom training, a certificate program to become a Certified Information Professional, local events where you can meet professionals in fields that are directly applicable and tangential to records management, and more resources to help promote your career and program.

ARMA International – in addition to leading edge information on records management, information governance and seminal principals of our chosen profession, ARMA International offers professional development through training, leadership opportunities, and insights into legislation that affects our field and our employers/clients. There you can also find resources developed by leaders in our industry which are reasonably priced.

CAHIIM – our colleagues who are in the medical field are a special breed indeed. The Commission on Accreditation for Health Informatics and Information Management was established to serve the public interest and enforce quality in health informatics in the era of electronic health records. This non-profit organization accredits degree programs (associate and baccalaureate) in health informatics (HIM) and, like the ICRM, provides their members with a code of ethics and a mission statement, as well as professional development to maintain their certification.

IRMT – based in the UK the International Records Management Trust’s mission is to help governments across the globe with the strategic

Continued on page 3

REMEMBER: KEEP INFO CURRENT

Log in to the ICRM website (www.icrm.org) regularly and make sure your contact information is correct. Check your mailing address, email address and phone number. Keeping you current is our responsibility; keeping information current is yours. Thanks!

ICRM LEADERSHIP ROSTER

ICRM Board of Regents

Chair

Rae Lynn Hailiday, CRM
Saint Louis Zoo
1 Government Drive
St. Louis, MO 63110
Tel. 314-646-4572
e-mail: chair@icrm.org

President

Brice Sample, CRM
PO Box 30026
3400 N. Grand River Ave.
Lansing, MI 48909
Tel. 517-335-9450
e-mail: president@icrm.org

President-Elect

Wendy McLain, CRM
Valero Energy Corporation
e-mail: president-elect@icrm.org

Secretary-Treasurer

William W. LeFevre, CA, CRM
Wayne State University
5401 Cass Avenue
Detroit, MI 48202
Tel. 313-577-2789
e-mail: secretary-treasurer@icrm.org

Regent, Examination Development

Sharon LaPlant, CRM
Mercedes-Benz Financial Services
36455 Corporate Dr.
Farmington Hills, MI 48331
Tel. 248-991-6016
e-mail: exam-development@icrm.org

Regent, Examination Administration and Grading

Laurie Carpenter, CRM, IGP
611 N. Brand Blvd.
Glendale, CA 91203
Tel. 818-553-7466
e-mail: examadmin@icrm.org

Regent, Applicant and Member Relations

Nick De Laurentis, CRM, IGP
12405 Vanderberg Place
Crown Point, IN 46307
Tel. 219-663-8072
e-mail: certification-standards@icrm.org

Regent, Legislation and Appeals

Paula Sutton, CRM, IGP
Records Matter, LLC
1004 W. 32nd Street
Loveland, CO 80538
Tel. 970-776-0285
e-mail: legislation-appeals@icrm.org

Committee Chairs

Mentor Coordinator

Howard Loos, CRM, CDIA
Brigham Young University
6822A HBLL
Provo, UT 84602
Tel. 801-442-2161
e-mail: mentor@icrm.org

Professional Development Coordinator

Kiersten Ward, CRM
Tel. 313-667-8235
e-mail: examprep@icrm.org

Newsletter Editor

Linda Buss, CRM
Tel. 303-579-8065
e-mail: newsletter-editor@icrm.org

Public Relations Coordinator

Peter A. Kurilecz, CRM, CA
e-mail: PR-Coordinator@icrm.org

Webmaster

Bruce L. White, CRM, PMP
Lincoln Financial Group
150 Radnor-Chester Road
Radnor, PA 19087
e-mail: webmaster@icrm.org

Marketing Committee Coordinator

Katie Voldal, MPS, CRM, IGP
Sidley Austin, LLP
1501 K Street, NW
Washington, DC 20005
Tel. 202-736-8233
e-mail: kvoldal@sidley.com

Business Manager

Steven J. Golden, CRM
e-mail: business-manager@icrm.org

RESOURCES WE CAN USE

Continued from page 1

function of records management. IRMT has worked closely with UNESCO to support preservation of electronic records through the development of modules that can be utilized in areas of the world without abundant resources for records management. The IRMT provides a guide, *Training in Electronic Records Management*, which is focused on records management improvement projects primarily in eastern and southern Africa. Its resources are available at no cost via download.

NARA – the National Archives and Records Administration is the nation's archive where you can find documents written by the founders of our nation as well as military records, photos, genealogy, and bounty land warrants offered for wartime service between 1775 and 1855. Finding guides to their resources for historians and family members wanting information on service members are well developed. Note, however, that in 1973 a fire destroyed 85 percent of the Army and Army Air Forces individual personnel records. NARA staff can provide help locating some records affected by the fire.

NAGARA – the National Association of Government Archives and Records is an excellent resource for records professional in government records. They have an annual conference to promote the improvement of government records and information management. The next conference will be in July 12-15, 2017, and held in Boise, Idaho. Like the ICRM, they offer professional development, education resources, a newsletter and job postings. Many of their publications are available in PDF format and can be downloaded at no cost. NAGARA offers a certificate program to “recognize local government officials’ achievements in obtaining a knowledge base to help them more effectively care for and manage their records.”

RecMgmt Listserve – this listserv is by RMs for RMs. It requires membership in order to post and read daily messages, but the archive is available for non-members. The depth and breadth of topics is very broad so even the most esoteric subject matter can and has been discussed. Announcements of training and meetings are posted here so those who are not on other social media have a means to keep in touch. Outright sales and soliciting is discouraged by the monitors.

SAA – the Society of American Archivists is also a certifying organization (Certified Archivist or CA) with rigorous standards focused on permanent records. This is an excellent resource for those RM/IGPs who work in organizations with a business archive. Archives and preservation of long-term documentation requires specialized skills for those materials that are rare or unique. The CA's initial role was to preserve physical items; now, increasingly, they are called upon to ensure that digital records are available for the future.

The Sedona Conference – this organization supports our legal colleagues in the areas of antitrust, litigation and intellectual property rights. There are six working groups which focus on specific areas of the law. Publications are available for download at a nominal fee unless they are being used for education. The Sedona Conference Institute offers two conferences (September 21, 2016 in Hong Kong, & February 8 – 9, 2017 in Miami) that address issues faced by attorneys and records managers. There are also working group meetings which focus on the hot topics in the industry. On their website is a section for Forums in which it “seeks to move the law forward through ‘the magic of dialogue’”. The Forum is designed to start conversations and claims “...they may be provocative.” As in many of these resources membership is encouraged to access the tools provided.

Other CRMs – networking is the best resource you have. Attend the local ARMA chapter meetings, meet your colleagues at work and socially, ask if they can show you around their organization and provide a demonstration of their tools, equipment and technologies. Documentation, diagrams, PowerPoint® slide decks, how to develop a return on investment for your program can be offered by your colleagues. Career opportunities are also shared through networking. Don't be shy about reaching out to them.

The next time you have a question about records management and information governance, check this list for answers, guidance and, perhaps, chat with a subject matter expert.

THE ABCS OF RECORDS RETENTION SCHEDULE DEVELOPMENT

By Ellie Myler, CRM

INTRODUCTION

Today's "digital packrat" hoards astronomical quantities of electronic information because not only has technology made it easy and cheap, but the pace of business demands more work with little or no administrative support to do the day to day tasks of file organization. Developing a records retention schedule is a necessity for organizations to manage their ever-increasing information assets by capturing and identifying all physical and electronic information repositories and storage media. A functional approach from cradle to grave allows the flexibility to create timely information while also meeting retrieval/usage requirements.

Information availability allows one to make sound business decisions, compete and enhance market-place position, provide better customer service and demonstrate ethical values in business dealings and within the workplace environment. Technology continues to make us more collaborative, connected, and productive. Records retention schedules have evolved into a necessary risk management investment.

According to a recent article in the Wall Street Journal, "We went through a belief that storage was cheap, so we could save everything," says Chris Shipley, executive producer of the conference called Demo. "Now we are left with really making sense of all that data." Although storage may be cheap or free, such as Google's recent G-mail that allows users to store large volumes of e-mails gratuitously, it is not necessarily the wisest decision for an organization to make. This is based on an increasingly litigious environment, sophisticated discovery processes and uneducated personnel. Many organizations learn the hard way that it is too late to educate personnel on proper business writing etiquette when the damaging e-mails have been harvested and shared with the world at large.

FUNDAMENTALS AND KEY CONCEPTS

Before choosing an appropriate technology, it is essential to first understand our businesses processes. Organizations tend to throw technology solutions at various problems instead of first assessing their situation to determine how technology has affected work processes. Organizations must learn how to crawl first, walk next and then run, so they do not end up falling down because key fundamentals have not been addressed. If they do not, it will result in many disparate silos of information, non-integrated systems and general unawareness of how to optimize a process. According to a recent blog posted on the Compliance Pipeline, "Listen to technology vendors and automating compliance processes seems like a snap. Listen to the companies trying to reach the level where they can even think about automating their processes and you come away with a more realistic picture." Records and information are indirect by-products of tasks and transactions that occur in any given business environment. This can include processing invoices in the Accounts Payable department to inventing new products in Research & Development.

Records are defined as any recorded information that is created, received and maintained by an organization in the transaction of business, in pursuit of legal obligations, or in the conduct of day-to-day activities and kept as evidence of such. Documents can be defined as one single page, but also as a compilation of pages, constituting a report. Some organizations define documents to be a working product or draft before they are considered to be or 'declared' as records. In the real world, it is all the same, in that a record is the same as a document. If an organization decides to define records as different entities from documents, that must be captured in a policy or procedure to draw the lines accordingly.

Records management is defined as the application of systematic and scientific control to recorded information required in the operation of an organization's business, standardizing access to complete information through common classification and indexing methods and ensuring the preservation of records in accordance with regulatory and operational business requirements. Document management is defined as a method to facilitate the sharing, content, and version control of electronic documents and files. This includes concurrent edit and distribution processes with audit trail traceability. Although the records management discipline has always addressed records at the beginning of the life cycle, the reality is that records are usually not addressed until the end of the life cycle. Therefore, although these two concepts are referred to as 'Information Management', the two terms are differentiated by their location in the life cycle. Document management captures documents at the time of creation or inception, while Records Management primarily is associated with records at the end of their lifecycle. This is due to the industry reinventing and re-branding recycled concepts with new technology tools. A common life cycle to address this is demonstrated below:



Continued on page 5

THE ABCS OF RECORDS RETENTION SCHEDULE DEVELOPMENT, CONTINUED

Due to the continued emphasis on SOX compliance and the post Enron era, some organizations mistakenly believe that they must now keep their information forever. Destroying records has become a taboo issue. The reality is that the destruction of records during the regular course of business' is a perfectly acceptable business practice. Of course a legal records hold process must be part of the program to safeguard records destruction actions during imminent investigation, audit, or legal actions. The key is that the entire records management program must be documented. Documenting the business process is important in SOX as well but it takes time and resources to create documentation and compare the documentation to the real process in order to determine its validity.

Records retention is the process of determining how long an organization needs to keep its records, taking into account the operational business needs, legal and or regulatory requirements. A records retention schedule provides an approved list of records series indicating for each series the length of time and format(s) in which official and working copy records are to be retained and their associated disposition process at the end of their life cycle. Disposition processes include not only destruction but also the selection and protection of historical records for an organizational archival program. Again, the common misperception is that 'archives' is the same as 'records retention' when really all these pieces are part of a larger program. Records management has lost its context in our technology and content enabled world. The records retention schedule provides the following benefits:

- Increase control and standardization
- Ensure rapid access and retrievability
- Enhance management decision making capabilities
- Foster a corporate compliance culture
- Demonstrate corporate accountability
- Decrease vicarious liability
- Streamline redundancy and optimize business processes

From a historical perspective, records management has been around since 1889. A plethora of information can be found on the subject and should be studied and reviewed prior to setting up a records retention program. Everything from 'ISO 15489 – Information and Documentation – Records Management' to international standards in Canada, the United Kingdom and Australia, are there for an organization to finally get it right with its records management process. Finally, because records management forces adherence to standards and creates change, senior management must not only endorse the process but should also provide the resources and budget necessary to accomplish an organization's records management objectives.

CLASSIFICATION PRINCIPLES

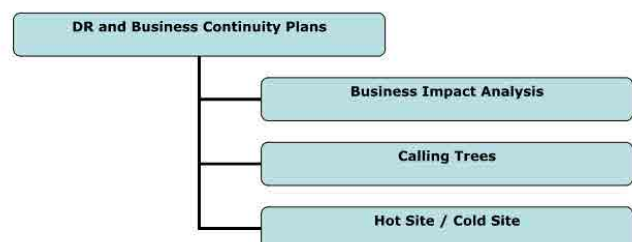
The first step in building a records retention schedule includes the overall classification and grouping of an organization's records. This foundation can be comprised into three areas: business

functions, records series and document types. Business functions will vary in size and complexity depending on an organization's line(s) of business. Examples of business functions include Accounting, Human Resources, Legal, Research & Development and Tax. Through initial research of corporate website and portals, one can establish not only the overall business functions but also begin to speak the language that is unique to an organization's culture. Corporate conglomerations and reorganizations should be also be closely monitored to keep a pulse on how this affects organizational activities.

Reaching out to users through process interviews is also necessary to establish regular communication channels and to market and promote the program. Inventories will truly give one an accurate picture of all physical and electronic information holdings and should happen in conjunction with the interviews. Users don't tend to think of their jobs in terms of the information that they create, so a certain amount of training and education is necessary to prepare users for process changes. Identifying silos of electronic information resident on personal and shared departmental drives, desktops, and within large ERP (Enterprise Resource Planning) Systems such as PeopleSoft or SAP, is also necessary to gain a true picture of information handling realities.

Analyzing a business process provides the necessary details in terms of process, procedures, people, and technology. Dissecting activities involves assessing overall goals and objectives in relation to granular activities of specific detailed transactions and associated records. Use cases and flowcharts should be used to document and capture business process point-in-time snapshots.

Transactions resulting in records can then be tied into a record series. A record series is defined as a group of records utilized together to perform a certain function. An example of this is within the Accounting function, an Accounts Payable record series exists for AP transactions. Record series can then have an associated file plan which drills down to the lowest level of detail, the document types. These are defined as detailed document or record types that belong to one record series. To ensure that a records retention schedule does not transform into a large 'filing plan', it is essential to group document types within a record series. That way detailed granularity can still be achieved but will not threaten the overall simplicity and usability that is necessary to successfully implement a records retention program. The example below demonstrates a record series for Disaster Recovery and Business Continuity Plans within the 'Risk Management' function with associated document types listed within.



THE ABCs OF RECORDS RETENTION SCHEDULE DEVELOPMENT, CONTINUED

Media designation must also be defined for the silos and repositories that information resides in. This should include everything from digital images, defined electronic systems, e-mail and paper filing collections. A record series should also be evaluated for its vital and/or historical value. Vital records are defined as those records that cannot be created from any other source in the event of a disaster. Historical records are defined as those records that have contributed to an organization's evolution. Finally, the office of record or the business unit/process owner who has ultimate responsibility for retaining records should be defined to determine who will keep the official record at the end of the day.

Taking the steps to build a foundation for the records retention program is beneficial in many ways. For example, according to Craig Rhinehart on the Compliance Pipeline, "Depending on the records management, content management and storage systems in place, producing e-mail evidence for discovery can be a time-consuming and expensive proposition for many organizations. Companies are scrambling to find ways to optimize their records management, storage and retrieval, as well as security an access control for a broad range of information management issues." A records retention program allows an organization to standardize its naming conventions, assign information to its appropriate spaces and regulate the sheer volume of information.

RECORDS RETENTION SCHEDULE DEVELOPMENT

Once classification principles have been addressed, the final pieces of the puzzle can be completed. Records have numerous laws and regulations associated with their maintenance, retention and reporting requirements. Sources where these can be found are in the United States Code (USC), the Code of Federal Regulations (CFR), State Statutes (ST) and State Administrative Codes (ADC). In addition, global organizations must be aware of the international regulations that affect their business in the areas in which they operate. Regulations are usually organized by title, subtitle, chapter, part and actual citation number and title. Research should include everything from regulations dealing with labor and personnel issues to those addressing environmental remediation actions. Most research for North America is available on-line posted on governmental websites but are also available in commercial databases such as Westlaw. Suggested search terms to use include: 'record', 'books', 'reports', 'retain', 'keep', 'preserve', 'maintain', and 'retention'.

In a perfect world, records retention requirements should be clearly spelled out and easy to find. Unfortunately, that is not the case as they are usually buried within the extensive language of a quotation. For example, 29 CFR 1910.1020 has requirements to retain 'employee medical records' for 30 years as well as for 'material safety data sheets'. Employee medical records can be found in 29 CFR 1910.1020(d)(1)(i) while MSDS are within 29 CFR 1910.1020(d)(1)(ii)(B). Notice that although each of these is under paragraph (d), they are further obscured and hidden by what part of (d) they reside in.

Interestingly enough, according to another recent Wall Street Journal Article, "Mine-safety agency's record-keeping is criticized. Government watchdogs, industry officials and labor unions say accidents are underreported because the Mine Safety and Health Administration doesn't collect the information needed to evaluate contractor death and injury rates. Moreover, while a vast majority of information is available on the agency's public database, it is difficult for outsiders to analyze, critics say."

To isolate and identify embedded retention requirements they should be codified into a Regulatory Guideline Matrix (RGM) format. The RGM contains only the relevant retention issues so that they are clear and easier to read. It usually contains fields capturing the source, title, citation, impacted records, retention and actual quotation excerpt. The RGM becomes a legal reference tool and provides due diligence documentation that demonstrates exhaustive attempts have been made to identify all potential regulations and requirements that impact an organization's records.

Once regulatory research has been completed, it is also important to work with the business owners to capture operational value for current or potential reference value. Sometimes they will exceed regulations and retention periods should be adjusted accordingly. However, be aware that the 'out of sight – out of mind' rule definitely applies to records. Studies show that once records are stored away, 90% will not be accessed again. Also, be wary of those who want to keep all their records 'forever or permanently', 'just in case' or for those who insist that their copy is the 'only one in the world'. Due to our system-centric environment, rampant working and convenience copies will be the norm rather than the exception. The majority of these working copies end up in an electronic lagoon of poorly identified information.

After these tasks, regulations and operational requirements should be correlated to their respective record series. Although numerous regulations may apply, limiting it to the top citations in order of length, allows the records retention schedule to remain streamlined. Official retention periods should be defined for official records and for working copies. Once retention periods have been fulfilled, the official record should be destroyed as well as all working copies. Needless to say, this can be a tremendous challenge to accomplish as it will involve everyone involved in the process to really purge working copies hidden in electronic information stores.

Once the overall records retention schedule has been completed it should receive authorization, endorsement and final sign-off from Legal Counsel, Tax and the Audit Department. Each year an organization should perform an annual review of the records retention schedule.

Continued on page 7

THE ABCs OF RECORDS RETENTION SCHEDULE DEVELOPMENT, CONTINUED

CONCLUSION

The implementation of a records retention program to all media continues to be the most significant challenge an organization faces and is often a multi-year painful process. According to a recent article on CIO.com, “We’ve got information all over the place: there are personal filing systems in hard copy, we have official records file systems, we have e-mails, we have intranet, we have network drives, so there’s information all over the place and it’s hard to get the complete picture of a particular issue.”

Clearly, information retrieval continues to be the pain-point for many organizations. However, with a standard records retention schedule and departmental procedures, a foundation can be established to build necessary common denominators fostering increased control, despite the fact that technology allows us to be more decentralized. Finally, as said in the *Quality World*, ‘If it is not documented, it did not happen’. Documentation of a program is essential to provide reference information, establish a baseline from which to develop and monitor the erratic pulse of an organization’s information and processes.

REFERENCES

Clark, D. and Delaney, Kevin J., “Surfing the Digital-Media Tidal Wave”, *The Wall Street Journal, Technology & Health*, Page B6, February 6, 2006.

Irsfeld, M., “Don’t Kid Yourself, Automation is Hard”, *Compliance Pipeline*, February 7, 2006, http://www.compliancepipeline.com/blog/archives/2006/02/dont_kid_yourse.html (accessed February 7, 2006).

International Standard, “ISO 15489-1”, *Information and documentation – Records Management, Part 1 and 2, First edition 2001-09-15*.

Rhinehart C., “E-mail Management for SOX: More than Meets the Eye – SOX compliance is an ongoing effort to put technology and policies in place for full compliance”, *Compliance Pipeline*, January 25, 2006, <http://www.compliancepipeline.com/177103858> (accessed January 27, 2006).

Websites for regulatory research:

Code of Federal Regulations -- <http://www.gpoaccess.gov/cfr/index.html>

United States Code -- <http://www.gpoaccess.gov/uscode>

Colorado Statutes -- http://www.state.co.us/gov_dir/leg_dir/oils/HTML/colorado_revised_statutes.htm

Colorado Administrative Codes -- <http://66.178.201.233:9080/ColoradoWeb/Welcome.doble>.

Preciphs J. and Brown E.B., “Mine-safety Agency’s Record-keeping is Criticized”, *The Wall Street Journal, Politics & Economics*, Page A8, Tuesday, February 28, 2006.

Bushell, S., “Processes Undergo a Sea Change”, *CIO Magazine*, March 2, 2006, <http://www.cio.com.au/index.php/id:549118585:fp:16:fpid:0> (accessed February 3, 2006).

LA ARMA NOSTRA PRESENTS 2016 RIM/ INFORMATION GOVERNANCE CERTIFICATION REIMBURSEMENT AWARDS

By *Nicholas J. De Laurentis, CRM, IGP*

On August 18th, the Institute of Certified Records Managers (ICRM) announced the availability of six La ARMA Nostra scholarships administered through the ARMA International Educational Foundation (AIEF). The funding for these awards is an endowment established in partnership with the AIEF through the collective efforts of La ARMA Nostra members to which all active ICRM Board members and other records professionals (many of whom are CRMs) donate annually.

These awards were:

Presented in remembrance of Jeffrey Baldwin, CRM’s name, and three will be presented in remembrance of Komal Gulich, CRM, IGP. Jeffrey and Komal, long-time champions of the RIM/IG profession and the CRM certification, passed away from cancer in 2014. A one-time award of \$500 each for individuals who have successfully completed or are actively pursuing of their Certified Records Manager (CRM) certification, Information Governance Professional (IGP) certification, or other related records and information management (RIM)/ information governance (IG) certification. Available to individuals in all geographic locations; however, weight was given to applicants from ARMA’s Great Lakes Region. Available to anyone who is actively pursuing or has obtained a professional RIM certification; however, weight was given to those obtaining/pursuing their CRM over other certifications. Applications were submitted for the successful completion of any part (e.g., CRM Part I has been passed successfully) so long as the applicant is still actively pursuing the designation (candidate in good standing) and completion of part or all of the certification occurred after January 1, 2015. Eight applications were received for the six available reimbursement awards. On August 25, 2016, the following 2016 La ARMA Nostra RIM/IG Certification Reimbursement Awards were selected and presented to the recipients prior to the ARMA Conference in San Antonio. Four winners are currently pursuing their CRM certification with the other two recipients attaining their CRM earlier this year.

Jeffrey Baldwin, CRM Memorial Reimbursement Awards to:

- Jennifer Baranski (*CRM Candidate, ARMA Great Lakes Region*)
- Cori Brock (*CRM 2016, ARMA Midwest Rocky Mountain Region*)
- Philip Guenther (*CRM Candidate, ARMA Mid-Atlantic Region*)

Komal Gulich, CRM, IGP Memorial Reimbursement Awards to:

- Margot Note (*CRM 2016*)
- Valerie Raiche (*CRM Candidate, ARMA Midwest Rocky Mountain Region*)
- Deborah Robbins (*CRM Candidate, ARMA Southwest Region*)

These reimbursement awards were the first of their kind for La ARMA Nostra, with three annual graduate-level scholarships awarded in the amount \$3,000 each in 2011, 2012, and 2013. For more information on available scholarships, please visit: www.armaedfoundation.org

THE CANDIDATE COACH: PART 6 MENTORING

By *ICRM Mentor Coordinator – Howard Loos, CRM*

Many thanks to those who serve as a mentor. The upcoming November exam cycle has traditionally been the highest demand for mentors, so please sign up if you have a desire to serve. Performing this service is an opportunity to give back and provides candidates with needed guidance through the Part 6 exam process. In addition, this service enables mentors to receive three ICRM maintenance credits for each mentoring assignment. If you are serving as a mentor and have not yet registered with the ICRM Mentor Coordinator, please do so by sending an email to mentor@icrm.org. Registering is a simple but necessary step for earning your credits. When emailing the mentor coordinator please include your candidate's name, email address and in which exam cycle your candidate plans to take the Part 6 exam.

For those of you who would like to serve as a mentor, please send an email to the ICRM Mentor Coordinator, expressing your desire to serve. The following Q/A should help you understand the role of a mentor:

What is my time commitment and duties as a mentor?

- Most mentors spend a total of two to four hours working with their assigned candidate over a one or two month period of time
- The main duties of the mentor are first, to answer questions related to the examination process and second, provide feedback on one or two practice exams completed by the candidate. Most communication is done via email

What resources are available to help me?

- Practice Exams with answer guides – Each year, the ICRM retires two exams. One or more of these exams are given to candidates who participate in the mentoring program. The grader's instructions are provided to the mentor to assist in the practice exam feedback process. When you are assigned as a mentor, you will be provided with the practice exams.
- Part 6 Study Guide – This study guide is designed to give guidance to both mentors and candidates. You will receive this study guide during your mentor assignment.
- ICRM Exam Preparation Resources are available at <http://www.icrm.org/exam-preparation-resources/>. For Part 6, this webpage includes a link to a Part 6 Sample Business Case (Practice Exam), as well as strategies for passing the exams.

ICRM CODE OF ETHICS

Certified Records Managers® should maintain high professional standards of conduct in the performance of their duties. The Code of Ethics is provided as a guide to professional conduct.

1. Certified Records Managers have a professional responsibility to conduct themselves so that their good faith and integrity shall not be open to question. They will promote the highest possible records management standards.
2. Certified Records Managers shall conform to existing laws and regulations covering the creation, maintenance, and disposition of recorded information, and shall never knowingly be parties to any illegal or improper activities relative thereto.
3. Certified Records Managers shall be prudent in the use of information acquired in the course of their duties. They should protect confidential, proprietary and trade secret information obtained from others and use it only for the purposes approved by the party from whom it was obtained or for the benefit of that party, and not for the personal gain of anyone else.
4. Certified Records Managers shall not accept gifts or gratuities from clients, business associates, or suppliers as inducements to influence any procurements or decisions they may make.
5. Certified Records Managers shall use all reasonable care to obtain factual evidence to support their opinion.
6. Certified Records Managers shall strive for continuing proficiency and effectiveness in their profession and shall contribute to further research, development, and education. It is their professional responsibility to encourage those interested in records management and offer assistance whenever possible to those who enter the profession and to those already in the profession.

MEMBER IN THE SPOTLIGHT: TYRENE BADA, CRM

Our member in the spotlight for this issue is Tyrene Bada, a CRM who lives in Beaverton, Oregon. I was fortunate to meet Tyrene at the ARMA Conference in San Antonio a few years ago. Here is her story.

Tyrene was born in Portland and now lives in Beaverton, just 20 minutes away. She earned her Bachelor's at Portland State University and her Masters of Library Science at Emporia State University in Kansas. Being an overachiever she also earned a certificate in archive studies while at Emporia.

Her introduction to records management was "when I was hired at Portland Community College to create a Records Management program for the entire college district (one of the largest in the nation) from scratch. And I learned as quickly as I could! My boss, Steve Hopf, was always encouraging and supportive even though I wasn't completely sure what to do. He suggested that I join ARMA so I went to my first meeting at the Oregon Chapter of ARMA in Portland and the rest is history. After a few years Steve encouraged me to get my master's degree. One of my professors, David Steward, acknowledged my enthusiasm for the profession and continues to be one of my mentors."

When asked how long she has worked in records management she responded, "I believe everyone has performed some form of records management in their career, whether they realize it or not. My first RM dedicated position was when I was hired at Portland Community College as the Records Coordinator in 2007."

Like many of us she faced some personal challenges as she considered taking the certifying exams. She wrote, "I contemplated taking the CRM exams for a few years before I finally mustered up enough courage to become a candidate. Everyone has a different study technique and my method was 'last minute cramming'. I scheduled exam parts 1-5 on two consecutive days; I took three parts on this first day and two parts on the second day. In between each exam I went to my car and furiously crammed my study notes in my head before I went back into the testing center to take the next part. This technique proved to be successful because I passed all five parts in those two days. I scheduled part six for the following week and used all but four minutes of the allotted time. A few weeks later I received a congratulatory letter from Bryce Sample!"

Records Management is one of those professions that when something goes wrong it really goes wrong. Tyrene shared this story of disaster in her office. "Earlier this summer, on the morning of June 2, I received a text from my coworker. She said



that our entire area was shut down and all boxes in the staging area were wet. I couldn't believe it! Our department is on the top floor of the building so how could our area have been flooded? And of all the departments in the entire building RM received the most damage. Apparently the HVAC system leaked overnight and there was about two inches of water on the floor. It is a miracle that our large format scanner survived because it was directly under

the leaking HVAC system. I believe it is because the scanning bed faced downwards. Unfortunately, a couple of high speed scanners were damaged beyond repair. At the time I thought all of our boxes (almost 300 total) were salvageable although most handwritten notations in ink were lost. Items on my desk were not only wet but were covered with the unpleasant residue of ceiling tile and insulation. Another item that was affected by the flood was my personal artificial Christmas tree that I had neglected to take home after the holidays.

"All RM staff had to be relocated to any available workstation around the building. I started out in the City Attorney's office (our home department), but after five hours I had to move because those offices were also affected. My next work home was in HR. I had a nice, quiet corner of the office with high cube walls that felt more like an office. I set up my Christmas tree to dry. A couple of weeks ago I had to move to our information systems office (IT) because HR had to prepare the space I was using for a new hire.

"In the meantime, restoration work has progressed in our area and I hear furniture will be set up in the next week or so. I've enjoyed working in different areas of our organization but it will be nice to go back home. You never know when disaster will strike!"

Tyrene characterized her career as follows: "I have been a RM professional for less than ten years so I feel I have a lot to learn! Anyone who has ever met me (either in or outside of the profession) will probably tell you that I am extremely passionate and enthusiastic about what I do. I hope that my energy will someday spark an interest with a coworker or someone else who would like to learn more."

The photo was taken in Times Square, New York City, during Blizzard Jonas. The entire city was shut down! No taxis, no cars, no Uber, and most subway lines were not running. I was attending the first ever Broadway Con, theatre's answer to a comic con, featuring appearances from current and legendary performers. I already have my tickets for Broadway Con in 2017.

CLEAN THE WORLD

PRISM International Partners with Clean the World for the 2016 International Annual Conference in Bonita Springs, FL

Chicago, IL (June 16, 2016) – PRISM International (Professional Records & Information Services Management) is pleased to announce that attendees and exhibitors at the 2016 PRISM International Annual Conference assembled 1,700 hygiene kits through a partnership with Clean the World, a 501(c)(3) organization based in Orlando, Florida. Clean the World distributes hygiene products to at-risk people in the United States and developing countries through partnerships with associations and conferences throughout the world.

The Clean the World initiative was developed through Board discussion about ways to give back to the local communities surrounding the PRISM International Annual Conference. A small task group was formed in 2014 consisting of PRISM International Board members Ian Thomas (Iron Mountain), Chad Sorrell (Archive Logistics) and Chris Kelley (COR365 Information Solutions). The Clean the World activity has been an attendee favorite at both the 2015 and 2016 conferences. Conference attendees and exhibitors found time between education and networking sessions to enthusiastically assemble the hygiene kits which contained soap, toothpaste, toothbrushes, shampoo, and other essentials, right on the show floor. These hygiene kits were subsequently delivered to the Abuse Counseling & Treatment, nonprofit agency committed to serving victims of domestic violence, sexual assault and human trafficking.

The 2016 PRISM International Annual Conference was held May 16-19, 2016, at the Hyatt Regency Coconut Point Resort and Spa in Bonita Springs, FL. For more information on Clean the World, please visit www.cleanttheworld.org. For more information on The Abuse Counseling & Treatment please visit <http://www.actabuse.com/>. Watch for additional information from PRISM International about ways to contribute and make a difference at www.prismintl.org.

2016 PRISM INTERNATIONAL EUROPEAN CONFERENCE TO BE HELD OCTOBER 26-27 IN PRAGUE, CZECH REPUBLIC

Chicago, IL (August 3, 2016) – PRISM International (Professional Records & Information Services Management) will be holding the highly anticipated PRISM International European Conference October 26-27, 2016 at the Prague Marriott Hotel, in Prague, Czech Republic.

The PRISM International European Conference has been known for delivering cutting-edge education as well as networking opportunities with the top minds in the offsite records and information management industry.

According to Conference Chair, Melanie Dommann of Iron Mountain, the 2016 Conference will exceed even these lofty expectations: “Never before has our industry been so important and so relevant. Individuals, businesses, organizations, and governments all strive for security as data breaches make headlines around the world. We need to consider and discuss the effects of electronic document management and how “going digital” impacts our industry.” PRISM International President, Claire Gallagher of OASIS, believes the 2016 PRISM International European Conference can play a key role in preparing records and information management companies to best leverage the changes in the industry: “In the rapidly evolving world of information management, it is imperative that our members remain on top of the changing environment and understand their role in managing the huge amounts of information and documents being generated every day. Attendees of the 2016 PRISM International European Conference will be particularly well-equipped to do so.”

The conference will be held at the beautiful Prague Marriott Hotel. The bohemian allure and fairytale features of Prague make it a perfect destination for conference attendees who want to immerse themselves in culture. The hotel’s convenient location in Old Town allows for easy access to many of Prague’s most notable attractions, including Wenceslas Square and Charles Bridge.

Attendees for this conference include owners and key employees working in physical record storage and management, media vaulting, imaging and scanning services, information governance and secure destruction. More information about the PRISM International 2016 European Conference, including the conference schedule, brochure, and speakers will be available soon at www.prismintl.org.

GET READY FOR ELECTRONIC RECORDS DAY 2016

This announcement is from our Archivist colleagues at the Oregon State Archives in Salem, Oregon. Whether we think about them or not electronic records have become an intrinsic part of our lives. Managing these records presents a critical challenge for all of us, whether we are records managers, archivists or just records users.

To bring greater awareness to this issue The Council of State Archivists will once again sponsor Electronic Records Day on October 10, 2016 during the annual celebration of American Archives Month. We encourage you to make use of this opportunity to reach out to your colleagues and constituents to raise awareness of the opportunities and issues relating to electronic information, what they can do, and how you can help them.

Now is the time to start planning for your Electronic Records Day event, and CoSA has a variety of helpful resources to get you started. Feel free to take any of the information provided and change or adapt it so it is relevant to your organization or group.

You can also engage the electronic records community on social media using the hashtag #ERecsDay

Resources can be found at:

<https://www.statearchivists.org/programs/state-electronic-records-initiative/electronic-records-day/electronic-records-day-promotional-materials/>

Comments, questions or suggestions?
Contact us at seri@statearchivists.org

NEW CRMS FROM MAY 2016 EXAM CYCLE PLEASE WELCOME OUR NEWEST CRMS

Stephanie Allard
Springfield, Virginia

Robert W Baird
Chesterfield, Missouri

Leanne Moore Bostwick
Chattanooga, Tennessee

Cori L. Brock
Omaha, Nebraska

Adrian D. Clayton
Homewood, Illinois

Jennifer Dietz
Tampa, Florida

Matthew A Fruechte
St. Louis, Missouri

Megan M Kaiser
Denver, Colorado

Perry M Koch
Calgary, Alberta

Traci A. Larsen
Pleasant Hill, Iowa

Andrew W. Majcher
Springfield, Virginia

Jeffrey S. Mondon
San Francisco, California

Margaret A. Note
Bronx, New York

Mathew V. Paliga
Edmonton, Alberta

Michael W. Reagor
Austin, Texas

ICRM PRE-APPROVED CMP ACTIVITIES

Activity Date	Activity	Type	Credits	Sponsor	Site
10/26/16	7 'Reasonable Steps' To Defend Litigation Holds Under the New 'Safe Harbor'	A	1.5	ARMA International	Webinar
10/26/16	A Guide to Making Long-Term Digital Preservation Affordable and Sustainable	A	1	ARMA International	Webinar
10/26/16	Add and Subtract Technology in Legal and RIM-Friendly Ways	A	1	ARMA International	Webinar
10/26/16	Aligning Technology and Framework Rapid Fires	A	0.5	ARMA International	Webinar
10/26/16	Applying Lean Techniques for Continuous Improvement of RIM	A	1.5	ARMA International	Webinar
10/26/16	Beyond the Core: How to Engage ALL the Necessary IG Stakeholders	A	1	ARMA International	Webinar
10/26/16	Business Integration and Oversight Rapid Fires	A	0.5	ARMA International	Webinar
10/26/16	Can Electronic Records Really be Managed?	A	1	ARMA International	Webinar
10/26/16	Crafting the Right Message to Promote RIM	A	1.5	ARMA International	Webinar
10/26/16	Data Governance: Leveraging Your Data Assets and Optimizing Operations	A	1	ARMA International	Webinar
10/26/16	ECM System Evaluation: Back to the Drawing Board	A	1	ARMA International	Webinar
10/26/16	Establishing RIM and IG Programs Rapid Fires	A	0.5	ARMA International	Webinar
10/26/16	Fellows Forum: The Risks of Not Taking Risks	A	1.5	ARMA International	Webinar
10/26/16	Global Retention Schedule Challenges and Choices	A	1	ARMA International	Webinar
10/26/16	Handling the Seven Deadly Stakeholders	A	1	ARMA International	Webinar
10/26/16	How Defensible Deletion Baby Steps Can Be Giant Leaps for Your Program	A	1	ARMA International	Webinar
10/26/16	How IT and RIM Professionals Can Work Better Together	A	1	ARMA International	Webinar
10/26/16	How to Attain Sensible, Defensible Disposition	A	1.5	ARMA International	Webinar
10/26/16	How Would You Handle These Ethical Dilemmas in RIM?	A	1.5	ARMA International	Webinar
10/26/16	ILTA: Compliant IG: Regulating Data Privacy Within and Beyond Borders	A	1	ARMA International	Webinar
10/26/16	ILTA: Data Mining: Leveraging Information to Make Strategic IG Decisions	A	1	ARMA International	Webinar
10/26/16	ILTA: How Security and IG Can Live Together in Perfect Harmony	A	1	ARMA International	Webinar

ICRM PRE-APPROVED CMP ACTIVITIES

Activity Date	Activity	Type	Credits	Sponsor	Site
10/26/16	ILTA: Matters from Laterals: A Matter Mobility Workshop	A	1	ARMA International	Webinar
10/26/16	Implementing Successful IG Strategies: A Case Study	A	1	ARMA International	Webinar
10/26/16	Information Lifecycle Governance: Designing Success	A	1.5	ARMA International	Webinar
10/26/16	Information Risk and Compliance Rapid Fires	A	0.5	ARMA International	Webinar
10/26/16	Is Blockchain Right for RIM?	A	1	ARMA International	Webinar
10/26/16	Mobile Communications: Addressing the Latest Privacy and Security Concerns	A	1	ARMA International	Webinar
10/26/16	Protecting Enterprise Content on Smartphones	A	1	ARMA International	Webinar
10/26/16	Pssst! IM Professionals – Don't Get Left Behind!	A	1	ARMA International	Webinar
10/26/16	Records Retention for E-Mail: Getting It Right!	A	1	ARMA International	Webinar
10/26/16	Sedona Town Hall: Information Management and the Law	A	2	ARMA International	Webinar
10/26/16	Stay Calm in the Storm By Protecting Vital Records	A	1	ARMA International	Webinar
10/26/16	Strategic Planning and Framework Rapid Fires	A	0.5	ARMA International	Webinar
10/26/16	The Privacy Conundrum: Applying Privacy Rules in a Real-World Environment	A	1	ARMA International	Webinar
10/26/16	Training and Managing Stakeholders Rapid Fires	A	0.5	ARMA International	Webinar
10/26/16	Using Change Management to Enhance Adoption of New Information Technology	A	1	ARMA International	Webinar



It is your **life**. It is your **career**. It is your **certification**.

CRM

In a business world of doing “more with less,” your designation as a Certified Records Manager shows that you understand the many facets of the RIM profession.

In a business world that is rapidly changing, your designation as a Certified Records Manager shows you are up to date on the latest technology, the latest rules and regulations, and the techniques of the RIM profession.

In a business world in which new jobs are increasingly competitive, your designation as a Certified Records Manager (CRM) demonstrates that you have the experience and expertise to lead change and deploy best practices as they evolve in the RIM profession.

For more information about becoming a Certified Records Manager, contact (518) 694-5362 or visit www.icrm.org

