

# ARMA

## Columbus Chapter

### May, 2006 Newsletter

### *THE RECORD*



"Curiosity is one of the permanent and certain characteristics of a vigorous mind."  
Samuel Johnson

# President's Message



My fellow ARMAniacs, send me your peers! Remember, the Spring Seminar is just around the corner on May 19<sup>th</sup>. Registration will be open right up to the week of the seminar. It looks like everything is in place and everyone is ready to present you with a full day of RIMS knowledge and networking.

One of the perks of having this position is the power of delegation to the other board members and the comfort of knowing they will do what it takes to make things happen. Thanks to all involved, board and committees, for another great programming year.

We continue to take nominations for our June '06 – '07 board elections. The open positions are Vice President/President elect, Treasurer, Corresponding Secretary, Recording Secretary, Seminar Director, and Community Service Director. Please contact any board member with your nominations for these positions. We will take votes electronically later this month. This is a great opportunity to become more involved.

Now... for something a little different. June 15<sup>th</sup> will be our final meeting for the '05 – '06 board. The new board will be announced, awards will be given, tears will be shed, and there will be free food, drink, and fun! We have secured the Buckeye Hall of Fame Café for this meeting. This will be a no cost event. Bring your significant other and leave the kids at home, 21 and over please. More details will follow in this newsletter and on our web site.

As always, this board is here to serve you. Drop us a line and share your concerns, or better yet, run for an open board position and get in the mix. Our goal is to help the membership become better at what they do by offering monthly programs, tours, and networking. All you need to do is take advantage of it!

Your President

Mike Johnson

## *Editor's Note*

Spring has sprung and is the time for “people’s fancy to turn to love and records management”. At least it can turn to our upcoming seminar, “[Establishing and Managing Successful Records Management Programs](#)”

There’s still time to register for those of you who are late bloomers.

In our chapter newsletter we’re continuing to work on bringing the latest news to you the membership whether it concerns our own local chapter or events around the world. Topics include our last board meeting, the upcoming ARMA Great Lakes Leadership Conference, how a Supreme Court decision may affect records managers and the European Union’s data retention law.

A member wrote me to express his interest in the subject of records management training for the business user. Some questions he has include.....

1. Are companies training their “users” as to what they need to know about records management, and their role and responsibility?
2. How is this done, and how often?
3. How is the business user training process audited and controlled?
4. Is the user training process being executed internally and externally?

Would anyone like to share his or her experiences and write a few words in a subsequent newsletter? If so, let me know.

Your editor

Michael Brandt  
[mbrandt@columbus.rr.com](mailto:mbrandt@columbus.rr.com)

## ARMA Columbus 2005-2006 Leadership

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<p><b>Immediate Past President/Chairman of Board</b></p> <p>Yvonne Harris          Ohio Police &amp; Fire Pension Fund          140 East Town Street          Columbus, OH 43215  <a href="mailto:yharris@op-f.org">yharris@op-f.org</a></p> <p>(614) 628-8260</p>	<p><b>Treasurer</b></p> <p>Robert Eudy          School Employees Retirement System          300 East Broad St., Suite 100          Columbus, OH 43215  <a href="mailto:heudy@ohers.org">heudy@ohers.org</a></p> <p>(614) 340-1285</p>
<p><b>Recording Secretary</b></p> <p>Cathy Stanley          Battelle Columbus          505 King Avenue          Columbus, OH 43201  <a href="mailto:stanleyc@battelle.org">stanleyc@battelle.org</a></p> <p>614-424-7960</p>	<p><b>Corresponding Secretary</b></p> <p>Andi (Snyder) Teter          Ohio Police &amp; Fire Pension Fund          140 East Town Street          Columbus, OH 43215  <a href="mailto:ateter@insight.com">ateter@insight.com</a></p> <p>(614) 628-8450</p>
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<p><b>Membership Director</b></p> <p>Rebecca Coldiron          ArchivesOne          777 South James Rd.          Columbus, OH 43219  <a href="mailto:rebecca.coldiron@archivesone.com">rebecca.coldiron@archivesone.com</a></p> <p>(614) 235-7000</p>	<p><b>Newsletter Director</b>          Michael Brandt          Huntington Banks          7 Easton Oval          Columbus, OH 43219  <a href="mailto:mbrandt@columbus.rr.com">mbrandt@columbus.rr.com</a></p> <p>(614) 224-5241</p> <p><b>Seminar Director</b>          open</p> <p><b>Community Service Director</b>          open</p>

# Newsletter Notes

## Greater Columbus ARMA Chapter Welcomes New Chapter Members

**Melissa Roach**, Office Manager/Records Manager, Ohio Bureau of Workers' Compensation

**Craig Parsons**, Facilities Coordinator, Nationwide Insurance

**Jim Welch**, Vice President of Sales, 3SG Corporation, Inc.

**David Normand**, Consultant, 3SG Corporation, Inc.

*Introduce yourself to our new members and Welcome them to ARMA!*

**RECORDS & INFORMATION MANAGEMENT  
TO THE RESCUE**



**ARMA Greater Columbus Chapter**  
**Board Meeting Minutes**  
**SERS**  
**April 20, 2006**  
**1:00 pm**

Attendees: Mike Johnson, Mike Purington, Andi Teter, Bob Eudy, Blake Heinen; Rebecca Coldiron, and Yvonne Harris

Mike Johnson called meeting to order at 1:10 pm.

No previous meeting minutes were available. Cathy was not in attendance. Yvonne volunteered to take the meeting minutes.

**Treasurer Report – Bob Eudy – refer to handouts**

Balance reports:

Opening balance as of March 17, 2006: \$13,998.09

Closing balance as of April 19, 2006: \$12,972.12

All checks and transaction have been cleared with the exception of the check for the donation to the Red Cross for Katrina victims. We originally stated we would donate \$250.00 plus all proceeds after expenses. Final donation total was \$385.00. Bob made contact with our Great Lakes Region Director, Pam Duane, who referred Bob to Rob Perry of the Louisiana Chapter. Bob will resend the donation check for the Katrina Victims.

Our biggest expense of \$776.00 for the month was the Website administrative enhancement features.

AEP donated the snacks and the meeting facility for the October meeting and therefore there is no charge to the chapter for this meeting. Mike J. informed us that the Louisiana Chapter had needs due to the flooding and suggested we send them a donation to assist in rebuilding their chapter/purchasing supplies. Mike P. made a motion that we donate all proceeds from the October meeting to the Louisiana Chapter of ARMA.

We've received \$3500.00 towards the annual seminar. Through the Acteva seminar registration, 21 people have registered and one mailed in registration.

Quorum was not reached to make a motion to accept the treasurer reports.

## **Programming – Mike P.**

### **Seminar – Mike P.:**

- Bags donation: ArchivesOne will donate 100 bags, volunteered by Rebecca Coldiron.
- Sponsorships: Mike Purington will request potential vendors to confirm their commitments of sponsorship by Friday, April 28<sup>th</sup>. Potential vendors include: Shred-It, 3SG, Inc. James Group, KMG, and Results Engineering. SERS- Bob Eudy, Xerox and Ashland will receive honorary sponsorship recognition.
- Confirmed Sponsorship levels:
  - Platinum- Iron Mountain
  - Gold- Fireproof, Inc and Cranel Inc.
  - Silver- ArchivesOne and HMB
  - Bronze- Cintas Document Management
- Sponsor display signs will be placed outside the auditorium. Vendors will have the opportunity to set up a display table.
- Host Location: Ashland Chemical, Inc/Auditorium – Dublin, Ohio- Coordinator; Kathy Clark
- Kathy Clark has assigned her Administrative Assistant, Darice Sizemore, to work with Mike P on the details for the seminar. The seminar registrants will have \$6.00 food vouchers to eat lunch in the cafeteria. After some discussion with the board members, Mike will make sure that the food vouchers will be acceptable if a person goes over the \$6.00 limit.  
A continental breakfast, morning and afternoon break will be provided.  
The morning break will include an assortment of water, soda, coffee, juice, fruit, cookies and muggings. The afternoon break will include an assortment of water, soda, coffee, chips/pretzels, cookies and fruit. No food or drink is allowed in the auditorium.
- Presentation materials- Bob presented drafted samples of the brochure and Dr. Langemo's presentation. Yvonne will have the presentations printed by Xerox.
- Mike will work on the Certificates of Attendance, the Thank you for coming notes and the Sponsorship power point presentation.
- Bob will make the badges for the attendees. Bob presented samples of the badges.

- Raffle items: Mike contacted Kahn Consulting, Randy Kahn to inquire about sponsorship. Mr. Kahn will donate a training video titled, 'Keeping Good Company (DVD Training Program)' **Author:** Kahn Consulting, Inc. and ARMA International. Valued at \$700. The video will be raffled during the seminar. Yvonne will check with Cathy Stanley on existing raffle tickets to use the day of the seminar. Rebecca will get a basket to store the raffle tickets in.
- ✓ Bag stuffing day to be determined for the week of the Seminar. Mike will work with Kathy Clark and Darice Sizemore at Ashland to see if there is a room to store the seminar materials until the day of the event.
- ✓ Andi will send out a reminder notice to the membership about the seminar. Early bird registration will be extended for two weeks- deadline is May 5<sup>th</sup>. CRM and CLE approval will be noted in the reminder notice.
- ✓ Bob Allerding, CRM, FAI, honorary member of ARMA International and former Board member of the Columbus Chapter was requested to be a special guest per Dr. Langemo's request. Mike Purington and Mike Johnson extended the invitation to Bob Allerding earlier this week.

### **Programming**

Proposed June Program- Officer installment meeting will be held on June 15th from 6-10pm. The room that we will reserve includes 2 pool tables and shuffleboard free of charge to us. The menu will include vegetables with dip, cheese and crackers, BBQ meatballs, Buffalo wings, and tortilla chips with salsa and con queso. Each attendee will receive two drink tickets good for wine or beer and a one-hour continuous play card for the game room. This event is open to members and their significant others. This is a 21 and over event, so no children please. This event will be covered entirely by the chapter and will be no cost to members and guest.

The Board members will conduct an electronic vote for this proposed program, since quorum was not reached at today's meeting. The members will receive a meeting notice via email about the June installation meeting.

### **Corresponding Secretary –Andi**

Andi will send out the seminar reminder notice to the membership, the 099 international members and last year's seminar attendees.

### **Membership – Rebecca**

She will review the guest list from the seminar attendees. She will focus on the 099 International members for recruitment. Andi will bring the guest list from the seminar and Rebecca will purchase a new book for future guests at our meetings.

### **Marketing – AL**

Al was not in attendance for the board meeting.

### **Newsletter – Michael**

Michael was not in attendance for the board meeting.

### **Web Administrator – Blake**

Updates to the site are moving along. Blake will check with the Web Host to find out the status of the upgrades website. The upgrade will allow us to post our own notices, meetings etc. Our goal is to be able to do our own posting and changes and we want complete administrative access.

### **Old Business**

Mike J. reminder the board of the ARMA International Education Foundation check is due to send in June for \$500.

### **New Business**

Elections nominations for open positions- the one-year Officer terms will be available for July 1<sup>st</sup> 2006 –June 30<sup>th</sup> 2007 term. Yvonne asked the board members if anyone would be interested in continuing in their current position. Rebecca would like to move to the Community Service Director position. Andi will continue in her current position. Yvonne will need to look into her Regional Coordinator responsibilities, by expressed interest in the Membership Director position. Mike P. will assume the President's role and Mike J. will assume the Chairman of the Board role. The board members will need to work on the election/nomination process the month of May.

Mike J. mentioned the Great Lakes Region Leadership Conference is approaching. The leadership conference will take place in Madison, Wisconsin and the dates are July 28-30. The region pays for two chapter members' registration and our local chapter pays for transportation and hotel for the two members, if their company doesn't pick up the costs. Mike J. asked if anyone was interested in attending. Mike P. expressed his interest in attending. Mike J. asked the Board members to think about it and get back to him.

Bob Eudy made a motion to adjourn the meeting and Andi seconded the motion. Motion passed unofficially due to no quorum.

Minutes submitted by  
Yvonne Harris,  
Chair of the Board.

**Coming Attractions**

# **ARMA Columbus**

## **Annual Spring Seminar**

**“Establishing and Managing  
Successful Records Management  
Programs”**

Friday May 19, 2006

**presented by  
Dr. Mark Langemo, CRM, FAI**

Complete Seminar Information and Registration use this link:

<http://www.armacolumbus.org/>

**6.5 ICRM** Continuing Education Credits  
**CLE** Education Credits Applied For

Seminar location this year will be:

Ashland Inc.  
5200 Blazer Parkway  
Dublin, Ohio 43017  
Building 2

**Located near I-270 and 161 (Dublin Granville Road Off of Frantz Road)**

## **Columbus ARMA June 2006 Meeting Notice**

Event: Officer Transition Meeting and End of Year Celebration  
When: June 15<sup>th</sup>, 2006  
Where: Buckeye Hall of Fame Café – 1421 Olentangy River Road  
Cost: Free for members and a guest. 21 and over guests only please.  
Time: 6:00pm – 10:00pm

Please join us for our Officer Transition Meeting and see who will be your new Board members for the upcoming 2006-2007 ARMA year. The Chapter will provide drinks, hors d'oeuvres, and game cards. We look forward to seeing you there.

### **Registration**

To register contact: Andi Teter at [armacolumbus@sbcglobal.net](mailto:armacolumbus@sbcglobal.net) or Mike Purington at [Michael.d.Purington@abbott.com](mailto:Michael.d.Purington@abbott.com) or at 614-624-4339.

# GREAT LAKES LEADERSHIP CONFERENCE

The Great Lakes Leadership Conference is a weekend set aside each year to provide a learning opportunity for new and experienced chapter members.

The Great Lakes Leadership Conference will be held on Saturday, July 29 and Sunday, July 30, 2006 at the Madison Concourse and Governor's Club in Madison, Wisconsin. The ARMA Madison Chapter host committee is excited to be your hosts and have been working hard to plan our Great Lakes Region meeting.

Our guests and featured speakers will be Deb Marshall from ARMA International Board Of Directors, Susan Avery from ARMA Headquarters and Patrick Cunningham from ARMA Foundation.

The Leadership Conference is a good learning tool for incoming presidents, programs/seminar chairs, newsletter editors and other officers. A broad agenda will come out later in May. The agenda will cover strategic planning, effective meetings, news from ARMA International, marketing your chapter, how to host a successful seminar and basic chapter operations.

The Region will cover registration fees for two (2) attendees from each chapter. This includes lunch on Saturday and all breaks. Additional members can attend the conference at a cost of \$55.00 per person. As in the past, each Chapter is responsible for hotel and travel costs.

If you have any questions or you're interested in attending, please contact Yvonne Harris@ [yharris@op-f.org](mailto:yharris@op-f.org) or 614-628-8260.

Sincerely,

*Yvonne Harris  
ARMA Great Lakes Region Coordinator  
Toledo, Cleveland and Columbus Chapters*

# ARMA International News

## EU Passes Far-Reaching Data-Retention Law

European Union (EU) lawmakers recently passed new data-retention rules that will require telecom companies and Internet service providers (ISPs) to keep call and Web data for up to two years.

Members of the European Parliament, the EU's directly elected assembly, voted overwhelmingly to require communications companies to store traffic and location information for a minimum of six months and a maximum of 24 months. Most member states are expected to opt for a retention period of two years; Ireland has already passed legislation requiring data retention for three years. The vote in the parliament follows a similar decision by representatives of the EU's 25 member governments in the Council of Ministers in early December. The common position of the two decision-making bodies means that the new rules will take effect in about 18 months for telephone data. The new rules for Internet data will come into force in 2008.

Telecom providers will be required to keep data, including the time of every landline and mobile phone call made in Europe, whether the call is answered, the duration of the call, and other details that can trace the caller. ISPs must track Internet activity, including times users connect to the web, their IP addresses, and details pertaining to e-mails and voice over Internet protocol (VOIP) calls. The content of the communications will not be kept.

Law enforcement authorities in the country where data is collected will have an automatic right to access it. Authorities in countries outside the EU will have access if they have data-sharing agreements with a particular EU country.

The United Kingdom government, which is currently chairing EU meetings, made passing the rules a priority after the London subway bombings in July 2005.

Police and intelligence services used mobile phone records and closed-circuit TV

footage to identify and track down suspected perpetrators of the attacks that killed 55 people.

The legislation is being championed by the United Kingdom and other governments who said it will help trace terrorists through communications records. UK Home Secretary Charles Clarke said that the agreement sends a “powerful message that Europe is united against terrorism and organized crime.” However, the new rules have come under fire from civil liberties organizations and communications companies. UK Liberal Democrat Sarah Ludford, a member of the European Parliament, told Silicon.com the new requirements were a “green light for mass surveillance, fishing expeditions, and profiling. Real terrorists escape detection by using foreign Internet service providers like Hotmail and Yahoo, Internet cafes, and pay-as-you-go phones while ordinary citizens could find details of their movement, acquaintances, and favorite web sites circulating [among government officials].”

She also warned that phone call prices may rise as telecom companies and ISPs pass on the cost of storing data and making it available to law enforcement authorities. Telecom companies and ISPs also have expressed concerns about the financial impact of the parliament’s decision as the new law will drastically increase companies’ storage costs but makes no provision to compensate them. Under the new law, data would have to be retained for “investigation, detection, and prosecution of serious crime.” Data on calls that are placed but not answered have to be retained only if the telecommunications company already stores such data. Reimbursement of costs to telecoms and ISPs will be up to each member state, and the rules will be reviewed three years after they come into force.

Clarke has acknowledged the fears of ISPs and called for a continuing dialogue between government and industry to “understand the business point of view.” But he continues to resist calls to help the industry shoulder the increasing costs of compliance with the new law.

ISPs are concerned about the costs of both retention and retrieval, particularly because there is no codified model for paying them. One communications

executive told Silicon.com: “There is a concern that the directive makes no provision for reimbursement to ISPs for extended data retention. Data retention is not simply about disk drives. The development, management, and security costings must be taken into account.”

## Meanwhile in America

### Supreme Court Approves Federal Rule Amendments

On April 12, the U.S. Supreme Court approved the proposed amendments to the Federal Rules of Civil Procedure (FRCP) concerning the discovery of electronic information. If no action is taken by Congress, the FRCP could become effective on December 1, 2006. The revised rules may bring some relief to corporate attorneys, information technology staff, and records managers who must contend with discovery requests for electronic information.

Although some state laws address electronic discovery, and case law provides some guidance, there have been continuing issues including:

- Defining the scope of the obligation to preserve electronic information at the initiation of litigation
- Determining whether the parties involved have to save and produce information from backup tapes
- Risking sanctions for failing to produce electronic information
- The cost and effort involved to produce electronic information for discovery

Corporate attorneys have led an effort to develop best practices in electronic discovery. Their efforts have been published as *The Sedona Principles: Best Practices, Recommendations and Principles for Addressing Electronic Document Production* (available from [ARMA](#)). Some courts have relied on this guidance in reaching discovery decisions; others have not.

The Federal Rules Advisory Committee, at the urging of the corporate bar, addressed key amendments to the FRCP, and the proposed changes recognize the problems associated with electronic discovery. Highlights include:

- Recognition of electronically stored information (ESI) as a category subject to discovery that is distinct from documents and things, including the enormous volume of material in electronic systems vs. that in hard-copy

- Required discussion of electronic discovery parameters, including preservation of evidence, during initial discovery conferences
- Limitations on the producing party's burden to retrieve and provide inaccessible data without good cause. In other words, there is no extraordinary effort required to produce records deleted in the due course of business, or to provide legacy data not easily accessible due to storage or hardware issues – without a court order or special circumstances.
- Creating a preservation “safe harbor” against sanctions for loss of electronic information due to the routine operation of computer systems. This means that no penalty is imposed for failing to preserve data in systems that routinely update or overwrite data. Examples are log files, short-lived data, and difficult to extract portions of extremely large database systems.
- Protection of privileged information and procedures for asserting attorney/client privilege after information is produced for discovery. In the past, attorney-client privilege could unintentionally be waived by sharing information with a third party, such as through a cc on an e-mail. The proposed rule changes recognize that discovery is likely to be the product of many people and systems.

Significantly, the FRCP changes will make it harder for attorneys to “game” the system. In the past, lawyers have made broad and expansive discovery requests – for example, asking for all e-mail that mentions the plaintiff by name – knowing full well how much it would cost the defendant to produce such information, review it for relevancy, copy it, and provide it. Settlement demands have actually been based on the estimated cost to comply with discovery rather than on the merits of the case.

The Federal Rules, established in 1938, date from an era when information was synonymous with paper. They have been revised nine times, including as recently as 2000. The 86 rules govern all procedures for federal civil cases and apply to about 300,000 cases annually. Many states base their rules on the Federal Rules.

## Is your Back (up) Covered?

### Gartner: More Companies Are Backing up Data

According to Gartner, recent natural disasters such as Hurricane Katrina have spurred an increasing number of North American companies to replicate or back up their data. A recent Gartner survey of 104 North American IT managers found

that 45 percent of those surveyed reported backing up or replicating data to another disk, up dramatically from just 6 percent in 2004.

Although more companies are backing up data, 70 percent of respondents said they back up to a local device, leaving their backup data vulnerable to a local disaster. "Backing up data to a local device means that any catastrophic event that destroyed a company's primary server would likely destroy the backup media as well," said Adam W. Couture, principal research analyst for Gartner. "Companies hoping to protect their data for the long haul must look at using remote backup and recovery service providers."

With storage security a big concern among companies, especially in the wake of the many lost and stolen data incidents in 2005, 55 percent of respondents said they encrypt all their backup files. Fifty percent said they will review internal policies regarding who has access to backup data.

The physical loss of tapes can be largely attributed to the fact that transportation of such tapes involves many "hands" moving the tapes from their silo slots to bins to transport trucks to physical archive locations to their storage slots and back again. Gartner analysts said that eliminating all these touch points also eliminates the possibility of human error or theft. A total of 35 percent of those surveyed said they will switch to network-based backups, and 20 percent claimed they will move to disk-to-disk-based storage.

According to Gartner, the possibility of service provider responsibility was also a big concern for respondents, with 40 percent saying they will review the security policies and procedures of their physical tape archiving service providers, and another one-third considering switching to another service provider.