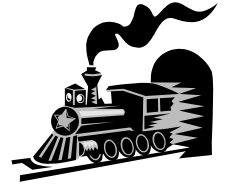




Choo Choo Chatter



Volume 21, Issue 4

The Official Publication of the Greater Chattanooga Area Chapter

December 2007

www.chattanooga-arma.org

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December Meeting

Program: Service to our Community

Presenter: Sandra Brock Rogers

Date: December 11, 2007, 11:30 a.m. - 1:00 p.m.

Location: Logan's Roadhouse, 2119 Gunbarrel Road, Chattanooga

Registration: Regular Attendees \$16.00

Members & first time guests \$15.00

Payment: Cash or checks are accepted, payable at the door. Make
check payable to: ARMA-Greater Chattanooga Area Chapter

To RSVP, please call or email:

- Cathy Jernigan, (423) 821-5200 x 3471,
cjernigan@heatec.com or
- Norma Parris, (423) 238-7111 x 2659,
norma_parris@mckee.com

no later than 2:00 p.m., December 7, 2007.

**Reservations not canceled by 2:00 p.m., December 7, 2007, will require payment of the
registration fee.*

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COMMITTEE CHAIRPERSONS

Awards - Phyllis Beene
 Education - Shawn Harris
 Historian - Victoria Marshall
 Hospitality/Communications - Cathy Jernigan
 ICRM Liaison - Lorraine Miller, CRM
 Newsletter - Mary LaFollette
 Publicity - Chris Akers
 Webmaster - Chris Akers



The Greater Chattanooga Chapter promotes and recognizes the importance of participation by awarding points to those who support ARMA activities at both the local and the international level. Points are earned by attending meetings, bringing guests, and by serving the Chapter as an officer or committee member. At the June meeting accumulated points are rewarded. The more you participate, the more points you can earn!

<u>Support the Chapter</u>	<u>Points</u>
Attend Workshops	100
Attend Luncheon Meetings	200
Attend Dinner Meeting	300
Bring a Guest	100
Attend Regional Conf.	400
Perfect Attendance (Sept-May)	500

<u>Support ARMA International</u>	<u>Points</u>
Attend Annual Conference	200

<u>Get Creative</u>	<u>Points</u>
Submit article for newsletter (excludes routine notices, etc.)	200

<u>Get Involved Locally</u>	<u>Points</u>
Be a Board Member	200
Be a Committee Chair	150
Be a Committee Member	100
Attend a Board Meeting	100



PARTICIPATION STATION

Members Points

MEMBER	POINTS	MEMBER	POINTS
Akers, Chris	350	Mullins, Ronald	0
Beene, Phyllis	1350	Orth, Linda	0
Bostwick, Leanne	1000	Parris, Norma	600
Hall, Pam	0	Patterson, Gail	0
Harris, Shawn	950	Phillips, Matthew	0
Jackson, Dennis	0	Ramachandran, Ravinder	0
Jernigan, Cathy	1350	Ricklefs, Ed	0
Johnson, Linda	800	Scott, Glenda	600
Kimbrough, Charles	1000	Shugart, Jeff	800
Kinuda, Joseph	900	Stevens, Bill	0
LaFollette, Mary	750	Stoddard, Catherine	0
Lay, Jack	0	Swafford, Scottie	950
Long, Gregg	800	Whitmire, Susan	1350
Marshall, Victoria	1550	Wood, Hunter	0
Miller, Lorraine	1350		

If your points are not reported correctly, please contact Phyllis Beene at psbeene@tva.gov.

NEWSLETTER ADVERTISING RATES

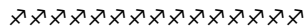
Business Card Size	\$ 5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00

Choo Choo Chatter is the official publication of the Greater Chattanooga Chapter of ARMA International and is published monthly in Chattanooga, Tennessee for its members and other Records and Information Professionals.

Mary LaFollette
Editor

The Information contained in this newsletter does not necessarily reflect the views of the editor, the Chapter membership or the Association of Information Management Professionals and is offered solely as a source of information. Please direct any inquiries or comments to:

Newsletter Editor
ARMA Greater Chattanooga Area Chapter
P. O. Box 341
Chattanooga, TN 37401-0341



Contributions or gifts to the Greater Chattanooga Area Chapter are **NOT** deductible contributions for U.S. Federal tax purposes. Membership dues and other payments may be deductible as ordinary business expenses.

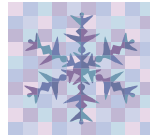
Contributions or gifts to ARMA are **NOT** tax deductible as charitable contributions for U.S. Federal Income Tax purposes.



MEETING & LUNCHEON RATES

Luncheon (members & 1 st time visitors)	\$15.00
Luncheon (visitors)	\$16.00
Workshop	\$20.00
Site Visit	\$25.00

PRESIDENT'S MESSAGE



Greetings!

It's that time of the year. The holiday season is a time to spend with friends and family and also a time for sharing with others. As Records and Information Management professionals we share information all the time. Although we continuously share information to help educate and promote our profession, at this time of the year we want to display our spirit of giving towards those less fortunate. As in the past, the December program will be devoted to making sure our adopted family has a happy holiday.

December's educational meeting will be presented by Sandra Brock Rogers, Catoosa County Department of Family and Children Services. Ms. Rogers will provide an overview of the services her department provides for Catoosa County residents and provide details on the adopted family for which we will provide Christmas gifts. Further details will be available at the meeting but as always we welcome toys, clothing, and any other donations to include money.

We encourage all members to participate in this year's Christmas program. For further information, please contact any Greater Chattanooga Chapter board member or visit our website.

Happy Holidays to all!!!

Scottie E. Swafford
President, Greater Chattanooga Area Chapter



**START PLANNING NOW
TO ATTEND A FUTURE
CONFERENCE:**

**ARMA
INTERNATIONAL
CONFERENCES**

October 20-23, 2008
Las Vegas, NV

October 15-18, 2009
Orlando, FL

September 19-22, 2010
San Francisco, CA

October 16-19, 2011
Washington, D. C.



TRAINING DEPOT

January 8, 2008

“Your Foundation for the Future”

Susan Whitmire, CRM

Wally’s Restaurant – East Ridge, 11:30 a.m. - 1:00 p.m.

February 12, 2008

E-mail/Electronic Records Management

Jesse Wilkins

Web Meeting: UNUM Room 151, 11:30 a.m. -1:00 p.m.

March 11, 2008

Valuable Papers Protection

Steve Richards, Richards & Richards

Wally’s Restaurant – East Ridge, 11:30 a.m. - 1:00 p.m.

April 8, 2008

Share Point 101

Russ Stalters

Web Meeting: UNUM Room 151, 11:30 a.m. - 1:00 p.m.

May 13, 2008

**Site Visit - BCBST Imaging Operation
and**

Annual Business Meeting

BCBST, 10:00 a.m. - 1:00 p.m.

June 3, 2008

**Officer Installation
and**

Awards Dinner

Location and time TBA

ARMA International
Greater Chattanooga Area Chapter
P O Box 341
Chattanooga TN 37401-0341



Want to invest in the future of your profession?

Make a contribution.

As an ARMA member.

As a Vendor to the profession.

As an ARMA chapter.

See Susan Whitmire, CRM,
Foundation Chapter Champion, for
more details or log on to

www.armaedfoundation.org

Do you know someone who would
benefit from receiving this
newsletter?

Send their name, address and e-
mail to susan.whitmire@bcbst.com

CRM Express

ARMA International Educational Foundation - Providing a Legacy for the profession through research and education

The Foundation is a non-profit 501c3 organization, dedicated to funding research and education for the advancement of records and information management (RIM).

The Foundation has funded nine research projects to date. The first, presented at ARMA's Boston Conference in 2003, 'Legal Obstacles to E-Mail Message Destruction;' the second and third, presented at ARMA's Long Beach Conference in October 2004, are entitled 'Legal Holds and Spoliation: Identifying a Checklist of Considerations that Trigger the Duty to Preserve' and 'Access Rights to Business Data on Personal Computers.' In 2007, 'Legal Holds for "Anticipated Litigation": New Case Developments to Determine Triggering Events & Scope of Production' and 'Techniques for Identifying and Classifying Personal and Organizational Messages as Records' were presented at ARMA's Baltimore Conference.

This research benefits all organizations throughout North America and even some international organization. If your organization had hired a consultant to provide you with the type of information found in these project results, it would have cost thousands of dollars. The results of the research are intended to benefit everyone and available for free via the website.

The Foundation is creating the legacy for records and information management of the future; giving back to the profession for your personal and business gains through the years. Since this Foundation began without the benefit of an endowment, it is up to the RIM community to build that endowment.

ARMA International has contributed over the years as well as a few RIM professionals. The Foundation has developed many types of giving opportunities and many employers will also 'match' and individual's contribution.

- 5/100 – Pledge \$100 per year for 5 years (\$8.33 per month)
- Memorial Gifts – Donation in memory of a RIM individual and their achievements. A memorial page is created on the Foundation website.
- Special Giving/Honorariums – Donation in honor of a speaker, past-president, or special recognition. Published on the Foundation website.

www.armaedfoundation.org

Please consider the legacy of our future and talk to your chapter's Chapter Foundation Champion, Susan Whitmire, CRM, for more information.

Meeting in Review

Presenter: Rae N. Cogar, JD
Date: November 13, 2007
Topic: Security – or Not
How Secure is Your Information?
Written by: Mary LaFollette

How secure is your information and why is security important? First of all, security is important because it ensures that confidential business information, customer, and employee personal data is not mishandled. As an organization, it is their responsibility to ensure that the appropriate security measures are in place to protect confidential business information, customer, and employee personal data. Secondly, securing confidential information means protection from unauthorized access or the loss of information brought about by hacking, theft of computer or other media, misplacing information kept in physical format, and also employee misconduct. The unauthorized access to or loss of information is known as a breach.

Preventing a breach means having policies and procedures in place so it is known instantly at the time of occurrence. In the case of TJMAXX, it took six months to discover the breach. More than 94 million Visa and MasterCard accounts may have been exposed to potential fraud. Employee training is also very important so that everybody knows and understands the policies and procedures. Another important factor is to know our systems and document and understand the points of ingress and egress of all data flow. We need to ensure that all data/systems can set retention and disposition is accomplished based on the retention schedule.

Some legislative mandates regarding security include the following:

- Fair Credit Reporting Act of 1970 which limits how credit-reporting agencies use personal data.
- The Privacy Act of 1974 regulates the use of personal information by federal agencies and their private contractors.
- Gramm-Leach-Bliley Act gives individuals the right to prevent financial institutions from sharing their data with third parties except privately managed databases.

Although mandates have been put in place, a breach can still happen. The development of an Incidence Response Plan is crucial to the security of information. Among some of the things to be considered are: who should be notified, who is responsible for notification and how notification is performed. Are there other state, federal or other laws that must be met?

And while we may have all these things in place to protect our confidential information, the effects from a breach can be a negative opinion of our company, stocks can decline, fines, and lawsuit costs. It is therefore very important that we do our utmost to protect any confidential information.

In the News...

What is a file plan?

A file plan is a comprehensive outline that includes the records series, file organization, active file locations, file transfer instructions, file retention and disposition instructions, and other specific instructions that provide guidance for effective management of records, including vital records. File plans specify how records are to be organized once they have been created or received, provide a "roadmap" to the records created and maintained by an organizational unit, and facilitate dispositioning the records.

A file plan lists the records in your office, and describes how they are organized and maintained. A good file plan is one of the essential components of a recordkeeping system, and a key to a successful records management program. It will help you:

- document your activities effectively
- identify records consistently
- retrieve records quickly
- meet statutory and regulatory requirements
- disposition records no longer needed

The file structure is the framework of your file plan; the EMCBC's file structure (Uniform File Code [UFC]) is arranged based on the DOE record control schedules. A comprehensive file plan provides a "location" for each record in a paper filing system. Understanding the file plan helps users know where to file their records and helps others know where to find the records they need to complete their tasks. Creating the file plan requires an inventory of all work and storage spaces. The final product will be a complete listing of all types of records maintained by your organizational unit.

The file plan is created by detailing the file series of the records in your organizational unit, as well as information about how they are managed and by whom. When creating the file plan, keep in mind that someone else may need to use it in the future. Therefore, avoid using jargon, information titles, abbreviations or proper names of current office holders to describe the records.

Other tips for completing a file plan:

Complete a line item for each record series. Give each series a title for brief reference. Examples include: Property, Control Records, and Bills of Lading.

List the earliest and latest dates of the records in each series. If the series is still being created at the time of the inventory, indicate the latest date by the designation "to date" or "to present." NARA requires agencies to give inclusive dates for records proposed for permanent retention and also for nonrecurring records proposed for immediate destruction.

Each series description should contain enough information to show the purpose, use, and subject content of the records.

Follow these guidelines in describing the series:

- a) Avoid emphasizing form numbers, especially when describing case files.
- b) Consider combining into a single inventory item a number of very small series of temporary records if they serve the same function and are proposed for the same retention period.
- c) Avoid terms, such as "miscellaneous" or "various," that add nothing to the description.

Indicate whether the record medium is paper, microfilm, electronic, audiovisual, or some combination of these. Indicate the arrangement, or filing system, used. Examples include a subject classification system and arrangements that are alphabetical by subject, alphabetical by name of claimant, geographical by state, numerical by contract number, and chronological by date of report. Indicate how often the series is cut off. (fiscal or calendar year, or end of project/procurement/audit, etc.)

(Posted on the web by EMCBC Records Management Team, Department of Energy.)

Greater Chattanooga Area Chapter ARMA Board of Directors

**Board Meeting
October 30, 2007
7:30 a.m. - 9:00 a.m. – Wally's Restaurant**

Summary:

The Greater Chattanooga Area Chapter Board of Directors, October 30, 2007, meeting was held at Wally's. The Chapter Membership remains at 30 members. The October meeting was viewed as a success with the possibility of a general networking gathering for 1 hour prior to a regular meeting – 10:30 am to 11:30 am. Phyllis Beene and Charles Kimbrough are pursuing coverage in the local media for awards won by the Chapter. The Board approved a motion to fund additions to the Chapter Library through the 50/50 Raffle. The Board approved a motion to adopt a family for the holidays and provide them with needed/desired items.



Greater Chattanooga Area Chapter Treasury Report

October 2007

Beginning Balance:	\$6,459.47
Deposits:	\$ 297.12
Expenditures:	<u>\$ 229.73</u>
Ending Balance:	\$6,526.86