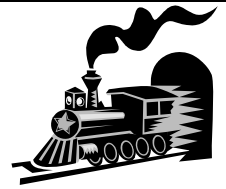




# Choo Choo Chatter



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

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423/899-1770 ext. 333

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Heatec, Inc.  
423/821-5200 ext.3471

## March Meeting

**Program:** "What You Should Know About Valuable Papers Protection"

**Presenter:** Steve Richards

**Date:** March 11, 2008, 11:30 a.m. - 1:00 p.m.

**Location:** Wally's Restaurant, 6521 Ringgold Rd., East Ridge, TN

**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 no later than 2:00 p.m., March 7, 2008:

- Norma Parris, (423) 238-7111 x 2659,  
[norma\\_parris@mckee.com](mailto:norma_parris@mckee.com)

*\*Reservations not canceled by 2:00 p.m., March 7, 2008, will require payment of the registration fee. Contributions or gifts to our organization are not deductible as charitable contributions for U.S. federal income tax purposes. Membership dues and other payments may be deductible as ordinary necessary business expenses.*

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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	1050	Mullins, Ronald	0
Beene, Phyllis	1550	Orth, Linda	0
Bostwick, Leanne	1600	Parris, Norma	1300
Hall, Pam	0	Patterson, Gail	0
Harris, Shawn	1650	Pettway, Robert	400
Jackson, Dennis	0	Phillips, Matthew	200
Jernigan, Cathy	1150	Ramachandran, Ravinder	0
Johnson, Linda	1200	Rickleys, Ed	0
Kimbrough, Charles	1700	Scott, Glenda	1000
Kinunda, Joseph	1300	Shugart, Jeff	1000
LaFollette, Mary	1350	Stevens, Bill	0
Lay, Jack	0	Stoddard, Catherine	200
Long, Gregg	1400	Swafford, Scottie	1350
Marshall, Victoria	2050	Whitmire, Susan	2650
Miller, Lorraine	1950	Wood, Hunter	0

If your points are not reported correctly, please contact Phyllis Beene at [psbeene@tva.gov](mailto:psbeene@tva.gov).



## TRAINING DEPOT

**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.



**March 11, 2008**

**What You Should Know About Valuable Papers Protection**  
**Steve Richards, Richards & Richards**  
Wally's Restaurant – 521 Ringgold Rd.  
East Ridge, TN  
11:30 a.m. - 1:00 p.m.

**April 8, 2008**

**Share Point 101**  
**Russ Stalters**  
Web Meeting: UNUM, Room 151, 500 Walnut St.  
Chattanooga, TN  
11:30 a.m. - 1:00 p.m.

**May 13, 2008**

**Site Visit - BCBST Imaging Operation  
and  
Business Meeting**  
BCBST, 629 Market St.  
Chattanooga, TN  
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](http://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](mailto:susan.whitmire@bcbst.com)

## *CRM Express*

# Institute of Certified Records Managers



The following information is excerpted from the ICRM ® website:

## The Examination Process

Attaining the CRM designation is based on educational background, professional work experience and successful completion of a six part examination consisting of:

- Part 1 Management Principles and the Records and Information Management Program
- Part 2 Records Creation and Use
- Part 3 Records Systems, Storage and Retrieval
- Part 4 Records Appraisal, Retention, Protection and Disposition
- Part 5 Technology, Equipment and Supplies
- Part 6 Case Studies

Parts 1 to 5 each consist of 100 multiple choice questions. The multiple choice questions for Parts 1-5 are chosen as equally as possible from all parts of the subject matter outline. Part 6 consists of case study problems.

All examination questions are in English. The answers to Part 6 must be written in the English language. The questions in each part are based on fundamental records management practices. Questions are NOT allowed in the test bank if they refer solely to the practices of a specific country, vendor or company.

## Taking the Examination

The first five examination parts may be taken in any sequence the candidate desires or a candidate may sit for Parts 1 to 5 of the examination at one time. Part 6 may be taken only after the candidate has passed the first five parts. Candidates may retake any part of the examination as often as necessary, within a five year period.

Examinees are allowed 80 minutes for each part when taking parts 1 to 5 of the examination including 5 minutes of time needed for administrative purposes. Part 6 (Case Studies) has a four hour time period, including 5 minutes of time needed for administrative purposes.

(Continued on page 6)

## Completion Time Required

All parts of the examination must be passed within a period of five consecutive years. If an applicant fails to do so, the part(s) taken and passed initially must be repeated so that the passing of all parts occurs within a five-consecutive-year period. This period will be five years from the date of approval as a candidate.

## Grades

The passing score for each part of the examination is 70%. Candidates taking Parts 1-5 at a Pearson VUE testing sites will receive their exam results immediately upon completion of testing. Part 6 exam answers are graded by a manual process. A Part 6 test score of 60% to 69% is **automatically** sent to a different set of graders and regraded.

## Regrades and Appeals

A candidate who fails Part 6 by less than eight points (63%-69%), and who has a legitimate reason to believe that there was a grading error, may make a written request to appeal the failing grade. Appeal requests must be postmarked within 30 days following the receipt of notification of the failing grade and sent to the Regent-Exam Administration.

The review shall be performed by the Examination Appeals Committee and shall be processed within 80 days following receipt of the appeal by the Committee. Decisions of the Examination Appeals Committee are final. The Appeals Committee does not provide feedback on appeals.

## Feedback

Feedback is provided to candidates who are unsuccessful in passing an examination part. The feedback for Parts 1-5 is individualized, providing failed examination question numbers and outline code identification. Feedback for Part 6 will be individualized and unsuccessful candidates will be provided information to tell them how they performed in areas of technical knowledge, writing ability, problem analysis and appropriateness of answer.

## Examination Schedule

Examinees are allowed 80 minutes for each part when taking parts 1-5 of the examination. Candidates whose first (or native) language is not English are allowed an extra 20 minutes per exam part. The extra time must be approved in advance by the Regent - Exam Administration. Part 6 (Case Studies) has a four hour time period, exclusive of time needed for administrative purposes.

## Examination Parts 1 to 5 -- Major Subjects

[Click here for an expanded outline \(in Adobe PDF\)](#)

**Part 1: Management Principles and the Records Management Program**

**Part 2: Records Creation and Use**

**Part 3: Records Systems, Storage, and Retrieval**

**Part 4: Records Appraisal, Retention, Protection, and Disposition**

**Part 5: Facilities, Equipment, Supplies, and Technology**



### ICRM® Examination Schedule For 2008

**SPRING: MAY 5-9, 2008**  
**SUMMER: AUGUST 4-8, 2008**  
**FALL: NOVEMBER 3-7, 2008**

## *Meeting in Review*

Presenter: Jesse Wilkins  
Date: February 12, 2008  
Topic: Managing your Email – By Managing less of it!  
Written by: Mary LaFollette, Editor

*Email* – the first one was sent in 1971 and since that time we have continued to use email. Today, 11 billion emails a day are either sent or received in the United States alone. The use of email has grown because email is easy to use, it is less formal and we commit to email things that we won't commit to paper and, of course, it is very convenient.

So how do we manage these ever growing emails? A couple of the ways to control the growth of email is to limit the user's storage space and automatically delete email after a certain period of time. Education also plays a big part in management of email. Unfortunately, many of us think that all email must be retained because they are *all* important. By setting rules for important vs. routine messages we clarify which emails we need to keep based on the content of the email. Try to touch email only once. We might respond to it immediately or later, decide whether it is really a record based on the content. If it is not a record, we need to delete it immediately.

Managing email – by managing less of it can be accomplished by reducing the amount of emails we send and receive. Many times we receive email because we sign up for information or as Jesse Wilkins stated, "Lots of email traffic is stuff we ask for!" We should discourage colleague spam by asking others not to send you information unless you really need it. To reduce the amount of emails being sent you should stop and consider whether it is something that needs a reply. Sometimes we use email as a way to collaborate with others. Perhaps we need to look for other more effective ways of collaboration like using blogs or Wikis. And what about email that has been sent to large numbers of associates because they think we might be interested in the subject. Is it really necessary to acknowledge the receipt of the email? No, we should reply only to those who need a response.

We should use email effectively by making use of the subject line to make sure everybody understands the topic being discussed and then identify whether a response is required. Sometimes we get emails that really don't require a response but we reply by saying "Thanks" or other such comments. Our emails should be brief, professional, and suggest whether a reply is necessary or if it is informational in nature.

Everyone is swamped with email and we have just discussed several things that we can implement to reduce the amount of email we send or receive. So the next time we receive an email stop and think before we respond...do we really need to reply, does this email apply to me, is it something that I was expecting or just information being sent to all. These tips are sure to help you reduce the email traffic!



# *In the News...*

## *RIMM "Find That Term" Puzzle*

This "Find That Term" puzzle is littered with terminology associated with RIMM and used in Records Management. Words will appear across, down, or diagonally. The words will be either forward or backwards. Once you have located a word, circle that word. Keep in mind that part of that word may be used with another word.

P I C O E Y R L B R Z D R O W Y E K H D  
R R E T E N T I O N S C H E D U L E R H  
O A O Q W E R T Y U I O P A S D E O F I  
C G H C E L E B R A T I O N J K C L Z S  
E X C V L B N M Q R W E R T Y E T U Y T  
D I O P A A S D F M G H J K R I R L R O  
U Z X T N E M E G A N A M S D R O C E R I  
R I C V B N M A Q W E W R U I T N Y V I  
E U N I O P A S T D M F A G S H I J O C  
T L E V I T C A N I K L Z X K L C C C A  
I V I B E D N M R O O Q S R E A W E E L  
S M R T R N T N Y U I N E I T S O P R A  
F I S O I D T F G H J T V C T I K L R R  
F C M Z X G C O V B U N I M E A Q W E E  
O R R T Y U A I R P O P H S A R S P T D  
F O G H J K L T M Y L Z C X O P A C S V  
B F N M Q W E O I R T I R Y U P I O A P  
L I F E C Y C L E O A S A D F A S G S H  
J L K L Z X F C V B N N M M Q W E I I R  
T M A R G O R P U B L I C R E C O R D Y

### WORD LIST

APPRAISAL

ARCHIVES

ARMA

AUDIT

CD ROM

CELEBRATION

CFR

COMPUTER

DISASTER RECOVERY

DISKETTE

DISPOSITION

E MAIL

ELECTRONIC

HISTORICAL

INACTIVE

INVENTORY

KEYWORD

LIFECYCLE

LITIGATION

MICROFILM

NRIMW

OFFSITE

PAPER

PROCEDURE

PROCLAMATION

PROGRAM

PUBLIC RECORD

RECORD

RECORDS MANAGEMENT

RETENTION SCHEDULE

## *Greater Chattanooga Area Chapter ARMA Board of Directors*

**Board Meeting Summary**  
**January 29, 2008**  
**7:30 a.m. - 9:00 a.m. – Wally's Restaurant**

*The Greater Chattanooga Area Chapter Board of Directors January 29, 2008, meeting was held at Wally's. The Chapter Treasurer reported the 12/31/07 balance was \$6,675.71. Chapter Membership remains at 29 members with some dropping off and new members joining the chapter. Leanne Bostwick will be asked to participate on the Chapter Awards Committee as the regular member representative.*

**Next Board Meeting**  
**February 26, 2008**  
**7:30 a.m. - 9:00 a.m. – Wally's Restaurant**



## *Greater Chattanooga Area Chapter Treasury Report*

*January 2008*

Beginning Balance:	\$6,675.71
Deposits:	\$ 330.00
Expenditures:	<u>\$ 290.94</u>
Ending Balance:	\$6,714.77