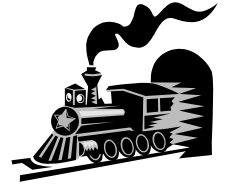




# Choo Choo Chatter



Volume 21, Issue 2

The Official Publication of the Greater Chattanooga Area Chapter

November 2007

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

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## November Meeting

**Program:** *"Security – Or Not? Does your company have adequate processes in place to ensure information security?"*

**Presenter:** Rae Cogar, JD.

**Date:** November 13, 2007, 11:30 a.m. - 1:00 p.m.

**Location:** UNUM, Conference Room, CHA HOW iRoom 1 E,  
**West Building**

**Parking & Security:** Free parking in visitor's Lot A at the left corner of Walnut and 5<sup>th</sup> Street. Please sign in at guard desk in West building (on the right coming up Walnut Street).

**Registration:** Includes lunch **\$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](mailto:cjernigan@heatec.com) or
- Norma Parris, (423) 238-7111 x 2659,  
[norma\\_parris@mckee.com](mailto:norma_parris@mckee.com)

no later than 2:00 p.m., November 9, 2007.

*\*Reservations not canceled by 2:00 p.m., November 9, 2007, will require payment of the*

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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>	
Attend Annual Conference	200

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

<u>Get Involved Locally</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	0	Mullins, Ronald	0
Beene, Phyllis	1050	Orth, Linda	0
Bostwick, Leanne	400	Parris, Norma	1000
Hall, Pam	0	Patterson, Gail	0
Harris, Shawn	950	Phillips, Matthew	0
Jackson, Dennis	0	Ramachandran, Ravinder	0
Jernigan, Cathy	750	Ricklefs, Ed	0
Johnson, Linda	600	Scott, Glenda	400
Kimbrough, Charles	1100	Shugart, Jeff	600
Kinuda, Joseph	800	Stevens, Bill	0
LaFollette, Mary	500	Stoddard, Catherine	0
Lay, Jack	0	Swafford, Scottie	850
Long, Gregg	500	Whitmire, Susan	1050
Marshall, Victoria	1250		
Miller, Lorraine	1150		

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

**NEWSLETTER ADVERTISING RATES**

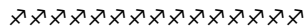
Business Card Size	\$ 5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00

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 <sup>st</sup> time visitors)	\$15.00
Luncheon (visitors)	\$16.00
Workshop	\$20.00
Site Visit	\$25.00

**PRESIDENT'S MESSAGE**



And the Winners are...

Great job! As everyone knows, the Greater Chattanooga Area Chapter has done it again, 2007 Small Chapter of the Year and 2007 Best Small Chapter Website. This is our second consecutive year winning these awards and everyone should be proud.

ARMA International has recognized our Chapter in many ways and I have received many phone calls asking, "What are you guys doing?" My response to them is the same answer, "Planning, teamwork, and communicating." We start every year with a planning meeting to lay out a plan for topics, meeting locations, goals, etc. Along with planning, our Chapter members are a very big piece of our success. Having great people in place and working together has helped us to become an Award Winning Chapter!!

I know that winning these awards encourages everyone to be more involved in our Chapter leadership and duties whether we are Board members, committee chairs, or giving a presentation these activities help advance the Chapter and also the RIM profession. I encourage every member to ask any of our Board members for more information on getting involved.

Remember, the bar has been set high but I know we will continue in our winning ways.

*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**

**November 13, 2007**

**Security**

**Rae Coger, Esq.**

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

**December 11, 2007**

**Holiday Program**

Location TBD, 11:30 a.m. - 1:00 p.m.

**January 8, 2008**

**ARMA International Educational Foundation**

**Susan Whitmire, CRM**

Location TBD, 11:30 a.m. - 1:00 p.m.

**February 12, 2008**

**E-mail/Electronic Management**

**Jesse Wilkins**

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

**March 11, 2008**

**RIM Compliance**

Location TBD, 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**

**Annual Business Meeting**

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

**June 3, 2008**

**Officer Installation & Awards Dinner**

Location and time TBA

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

November 3, 2007



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 Greater Chattanooga Chapter recognizes and supports its candidates in their efforts to achieve for the Certified Records Manager (CRM) designation.

### Chapter CRM Candidates

<b>Phyllis Beene</b>	<b>Charles Kimbrough</b>
<b>Linda Johnson</b>	<b>Catherine Stoddard</b>
<b>Victoria Marshall</b>	<b>Scottie Swafford</b>

## Recommended Study Materials – The “Short List”

By Howard Loos, CRM  
Mentor Coordinator

When I was preparing for the CRM Examinations, I remember the enormous list of books which contained volumes of materials that “might” help me prepare for the CRM Examinations. The amount of studying ahead of me seemed overwhelming, because I was already working a full-time job. My mentor, LeAnn, was a great help to me, as she helped me to focus my time on a core set of materials to benefit me the most. For those of you now preparing for the CRM Examinations, I would like to do the same for you. The following “Short List” of study materials, along with your work experience, will provide a solid foundation – one upon which you can build with a wealth of records management information from other sources.

**Getting Started.** The first study material is free and can be downloaded from the ICRM.org website. The ICRM’s “Certified Records Manager Examination Outline – October 2006” will give you the key topics to be studied for each of the six parts of the CRM Examination. When I was preparing for the examination, LeAnn told me to print this valuable outline first and write notes onto the outline while I studied. During the week before my test, I stopped reading the books and focused only on the notes I wrote on my printed outline.

**General Works–Books for ALL Parts of the Examination.** If you could only purchase one book from which to study, I would recommend the following book: *Robek, Mary F., Gerald F. Brown and David O. Stephens. Information and Records Management, 4th ed. (Glencoe/ McGraw-Hill, Hightstown NJ. 1995 ISBN: 0-02-801793-5).* (Available from the ARMA International website: WWW.ARMA.ORG). Due to the high demand for this book at the beginning of each test cycle, it may be back ordered when you place the order. Be sure to order this book in advance of when you need it!

(Continued from Page 5)

Your first thought may be, “This book is 12 years old!” When preparing for the examination, you must always remember the CRM certification is designed to provide you with a well-rounded view of all important issues surrounding the field of records and information management. Even though technology is changing at an ever increasing rate around us, many of the governing principles of Records Management have not changed so fast. Although there are specific books which have recently been written on the subject of electronic records, email archiving, risk mitigation and more... no single other book will better prepare you for Parts two through five of the CRM Examination than this book. Again, we are building a foundation at this stage of your preparations.



**Specific Works – Books for Specific Parts of the Examination.** For Part 1 – Management Principles and the Records and Information Management Program, you will need one good text book on the subject of Management Principles. Any college text on the subject of Management Principles will provide you with the basic management principles listed in the outline for Part 1. Before spending \$80+ on this text, or going on-line to Amazon.com, check out your local library. If you are going to purchase a college text, here is a top pick, which has been proven to help prepare you for the examination: *Hellriegel, Don, Susan E. Jackson, and John W. Slocum, Jr. Management, A Competency-Based Approach. 9th ed. (South-Western Publishing Company, Cincinnati OH. Publishing. 2002. ISBN 0324-05562-5).*

**Part 6 – Case Studies.** In past issues of *ProfessioNotes*, I wrote on the subject of preparing for CRM Examination Part 6. The use of a Mentor or a local ARMA Chapter study group is still perhaps the greatest way to prepare for Part 6. You must always remember that this examination is not designed to test your knowledge of the facts -- Parts 1 – 5 were designed to test your knowledge of the facts. Part 6 is all about “putting it all together” by reading and responding to two sample business cases. These business cases are specifically designed to test your overall ability to understand the key issues related to records management, and more specifically, test your writing skills. If you are planning to work in the field or records management, these skills will be required of you, in order to effectively communicate plans to your organization.

In addition to using a mentor, I recommend studying the following materials, which are helpful for Parts 2 -5 as well: *Langemo, Mark. Winning Strategies for Successful Records Management Programs, (Information Requirements Clearinghouse, Denver. 2003. ISBN: 0-92931650-9). (WWW.IRCH.COM).* This book is also available on the ARMA website.

**Study Guide for Part 6.** This study guide was put together by the mentoring program and contains sample case studies and other study tips, designed to assist you in your preparations for taking Exam Part 6. We recently updated this study guide in February of 2007 and it is available at no cost. Please email me at [hloos@kpmg.com](mailto:hloos@kpmg.com) to obtain an electronic copy of the Study Guide for Part 6.

For those of you interested in obtaining a more detailed list of recommended study materials, please send an email to me for the list. We are in the process of updating the Study Guide for Parts 1 – 5. My plans are to incorporate the detailed list of study materials into the study guide. If there are any RM veterans who would like to assist me in this project, I would welcome your help.

This “Short List” will get you pointed in the right direction and you will soon be on your way to building a solid foundation. Remember, if you need a mentor, contact me, Howard Loos, at [hloos@kpmg.com](mailto:hloos@kpmg.com), and I can help set you up. I want to thank all of the mentors who contribute their time to further the cause of records management in this exciting and fast moving time for our field of study.

### Schedule for the Next Exams

Next Exam: Parts 1-5 November 5 - 9, 2007; Part 6 - November 8, 2007	Upcoming Exam: Parts 1-5 February 4 - 8, 2008 Part 6 - February 7, 2008
<a href="#">Original Applications Examination Registration</a> (Sept 1, 2007 to November 1, 2007)	<a href="#">Original Applications Examination Registration</a> (November 15, 2007 to January 31, 2008)

This article is reprinted with permission from the Summer 2007 issue of the ICRM's *ProfessioNotes* newsletter.

## ***Meeting in Review***

Presenter: Chapter Members  
Facilitator: Charles Kimbrough  
Date: October 16, 2007  
Topic: Roundtable Discussion - ARMA International Conference Updates,  
Information Protection, HIPAA  
Written by: Mary LaFollette

The October meeting did not have a guest speaker but instead held a group discussion on various topics that were of interest to the Chapter members. The following are some highlights from the October meeting.

### **ARMA International Conference Updates**

Susan Whitmire, CRM, Communicating with IT

What is a record? The difference between what IT thinks it means and what Records Management thinks it means. Know the difference. Received a self assessment tool to evaluate how we communicate with IT.

Leanne Bostwick, Big Bucket Theory

The using of big buckets to schedule records results in fewer broad categories because large groups of similar records with various retentions are put them in one bucket. Setting retention requires an assessment of the types of records and determining the risks to the company created by keeping some records for longer periods than required..

### **Roundtable Discussion**

Information Protection

Identity protection is important to all of us. It is important that we periodically check credit reports to monitor activity. Some pointers given to help protect ourselves against identity theft is to shred all private information no matter how minor the information, do not put your social security number on your license or check, and do not carry your social security card with you.

We also need to be careful how much information we give to others. For instance, how much information is really necessary to give the hospital or our doctor's office personnel to process our claims? Ask if there is a "*need to know*" before giving out personal information. Identity theft can happen anywhere.

HIPAA

Privacy of patient information has always existed but because of identity theft it is very important that we secure this information on a regular basis. All employees should be trained on how to secure patient information. There can never be too much training. The failure to secure patient information can lead to fines. "Choice Point" was fined \$50 million by FTC for security breach.

# *In the News...*

## *Embracing a Comprehensive Email Management Solution*

By: David Hopkins and Doug Magnuson

### **Introduction**

Once considered simply an information transport, email today has become a storage location for official documents or records. A variety of pressures are forcing companies to look at their strategy for managing email. Not only has email become admissible in legal discoveries, several industries are seeing strict regulations placed on them for records management. These issues in turn drive the need to effectively store and archive the mass of emails that continue to grow exponentially. All this is taking email archiving to a new level. A comprehensive email management solution looks at more than storage restrictions - it depends on business value. The solution must manage the entire life of an email from creation to disposition. A well thought out solution can help companies:

- Reduce legal risk
- Comply with regulations
- Maximize productivity
- Reduce storage costs

### **Email As Records**

Some emails will constitute official corporate records and must be managed in accordance with approved methods of retention, as specified in organizational directives and documented staff responsibilities. Emails will constitute official corporate records provided that each of the following criteria are applicable:

- They are created and/ or received in connect ion with the organization's business mandate.
- They serve as confirmation of an official corporate responsibility and/or action that has or has not been undertaken.
- They constitute the official master copy of the record. This means that they are the most comprehensive, accurate, and up-to-date of all existing record versions.

Emails that constitute official corporate records must be managed in the same fashion as all other corporate records (e.g., file folders, binders, database and network digital data, etc.). This requirement is specified in the recognized standard Managing Electronic Messages as Records, which was produced by the American Nat ional Standards Institute ( ANSI ) in conjunction with the Association of Records Managers and Administrators Inc. ( ARMA ).

### **Email and Corporate Risk**

Emails have existed since 1965, but they have become increasingly common within the last decade. The majority of persons now use at least one email account (either corporate or personal). Emails have largely supplanted the traditional methods of disseminating corporate information via interoffice mail and communicating in written format with relatives and friends by sending hard-copy letters delivered through the postal system.

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

**Board Meeting  
September 25, 2007  
7:30 a.m. - 9:00 a.m. – Wally’s Restaurant**

### **Summary:**

The Greater Chattanooga Area Chapter Board of Directors September 25, 2007, meeting was held at Wally’s. The Chapter Treasurer reported a current balance of \$6496.48. The Chapter Membership is currently at 30 members. Charles Kimbrough agreed to facilitate the October Meeting on “Conference Highlights and Networking Roundtable.” Several members from our local chapter will be in attendance in Baltimore and ARMA International’s Annual Conference. The Board approved a motion to research additions to the Chapter Library by researching potential items and submitting a proposal. Due to the number of no-shows and late cancellations for the September Chapter meeting, the Board discussed the current policy to determine if changes were necessary. It was determined the policy was clear and included in the meeting announcements therefore all no-shows and cancellations after the deadline will be billed. The Chapter currently has six CRM candidates.

