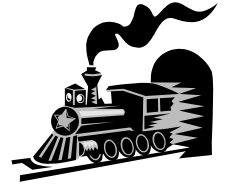




Choo Choo Chatter



Volume 21, Issue 2

The Official Publication of the Greater Chattanooga Area Chapter

October 2007

www.chattanooga-arma.org

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

October Meeting

Program: Roundtable
Presenter: Chapter Members
Date: October 16, 2007, 11:30 a.m. - 1:00 p.m.
Location: Heatec, Inc.

Take the Rossville Blvd. exit, go through 5 red lights, take a right onto Workman Rd, go 1 mile, take a left onto Wilson Rd., go 1/2 mile and Heatec will be on your left.

Registration: Includes lunch \$16.00
Members & first time guests \$15.00

To RSVP, please call or email Cathy Jernigan no later than 2:00 p.m., October 12, 2007.

- (423) 821-5200 x 3471
- cjernigan@heatec.com.

*Reservations not canceled by 2:00 p.m., October 12, 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	0	Mullins, Ronald	0
Beene, Phyllis	850	Orth, Linda	0
Bostwick, Leanne	0	Parris, Norma	1000
Harris, Shawn	750	Patterson, Gail	0
Jackson, Dennis	0	Phillips, Matthew	0
Jernigan, Cathy	550	Ramachandran, Ravinder	0
Johnson, Linda	400	Ricklefs, Ed	0
Kimbrough, Charles	600	Scott, Glenda	200
Kinuda, Joseph	600	Shugart, Jeff	600
LaFollette, Mary	200	Stevens, Bill	0
Lay, Jack	0	Stoddard, Catherine	0
Long, Gregg	300	Swafford, Scottie	650
Marshall, Victoria	1050	Whitmire, Susan	850
Miller, Lorraine	950		

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

NEWSLETTER ADVERTISING RATES

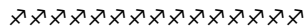
Business Card Size	\$ 5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00

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 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



Working Together...

Sharing Information

Working together and sharing information is one of the major functions of any organization. This month our Chapter is having a "Networking/Roundtable Meeting" to share information with all our members and guests. This will give us an opportunity to "get to know" one another better and to find out what expertise we bring to our organizations.

Sharing information on the various projects we are currently working on, the concerns our organizations have about records and information management, and what we are doing to manage email will help other members to stop and think about the issues their companies are facing. Sharing information can help those of us facing similar issues and concerns to successfully address them.

Going outside our Chapter boundaries, we can also find ways of sharing information with other Records and Information professionals. For instance, we at Unum recently shared our RIM brochure at an ARMA Conference in Chicago. A lot of people thought it was a great idea and wanted more information on how they could do the same. Another way we shared the RIM brochure was to make sure that every employee at Unum received a copy. Going a step further, we also used it as a training tool during new hire orientation.

Trading ideas and sharing information is also a great way to network with other RIM professionals. Working together to increase communications with our members will greatly benefit the Chapter. Like the tag line on our website states, "*Bringing Information and Records Management Professionals Together*". Doing this now and in the future will make for a stronger Chapter.

See you at the October meeting...

and don't forget to bring your topics for the roundtable discussion!



Scottie E. Swafford

President, Greater Chattanooga Area Chapter

TRAINING DEPOT

IF YOU'RE GOING TO
BALTIMORE NEXT
MONTH, GREAT!!

IF NOT, START PLANNING
NOW TO ATTEND A
FUTURE CONFERENCE:

ARMA INTERNATIONAL CONFERENCES

October 7-10, 2007
Baltimore, MD

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.



October 16, 2007

Roundtable

Chapter members

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

November 13, 2007

Security

Rae Coger

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 Education 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

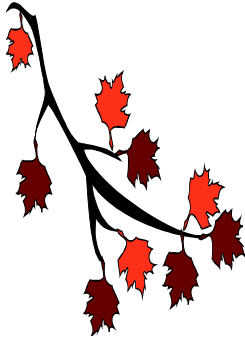
Location and time TBA

ARMA International

Greater Chattanooga Area
Chapter

P O Box 341

Chattanooga TN 37401-0341



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

Institute of Certified Records Managers



The Institute of Certified Records Managers™ (ICRM) is an international certifying organization of and for professional records and information managers. The ICRM was incorporated in 1975 to create a standard designation or CRM by which persons involved in records and information management could be measured, accredited, and recognized in accord with criteria of experience and knowledge established by their peers.

Schedule for the Next Exams

Next Exam: Parts 1-5 November 5 - 9, 2007;
Part 6 - November 8, 2007

[Original Applications](#)
[Examination Registration](#) (Sept 1, 2007 to November 1, 2007)

Upcoming Exam: Parts 1-5 February 4 - 8, 2008
Part 6 - February 7, 2008

[Original Applications](#)
[Examination Registration](#) (November 15, 2007 to January 31, 2008)

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

Chapter CRM Candidates

Phyllis Beene

Linda Johnson

Charles Kimbrough

Victoria Marshall

Scottie Swafford

Meeting in Review

Presenter: Neeley Kolsch, Alex Hamill, Munters Corporation

Date: September 11, 2007

Topic: Restoration of Documents, Books, & Media

Review Written by: Mary LaFollette

Restoration planning should start long before there is a reason to activate the disaster recovery process. It is important for companies to know the types of document media they have in-house because the different types of media require different restoration methods. Another factor in determining which type of restoration method to use is the volume, the state of the materials, sensitivity of the materials, the location of the facility, and also the need for accessibility.

There are several methods for restoring documents, books, and media. For disasters such as a flooded room where small quantities of documents would be damaged, air drying would be fine. While there is a high potential for mold, this method is low cost, materials do not have to be shipped out, and the process is easy to monitor. For larger disasters, the desiccant air drying process is recommended.

Regardless of which methods you choose to restore damaged documents, books and media, it is important to prioritize the documents so you know which documents must be saved; establish a management system so you know what you have, stabilize the area so as to retard further damage; secure the undamaged materials into a dry area; and have an accurate inventory of the materials that have been damaged.

Successful restoration means pre-planning on our part.



In the News...

Good Records Management Reduces Risks

Records are paper or digital documents or forms that provide evidence of the activities of organizations and individuals. They are created during normal business activities, and are maintained to comply with regulations and to support operations. Capturing, maintaining and keeping records mean that essential information is available to safeguard the organization's interests.

What is Records Management?

Organizations, public and private, create and capture records in the course of their routine activities. Legislation, industry standards or contractual terms require them to keep those records for defined periods. Additionally, organizations may choose to keep records because the information they contain is useful to the operations of the enterprise.

Regardless of the reason they are kept, quick and accurate access to the information in records is critical to the organization's success. Workers must be able to find the right record at the right time. If your staff cannot find the records they need, it will cost you time and money, and you may be in breach of legal or contractual obligations.

While there is a cost in storing records, whether on paper or on computer media, the greater cost is almost always the cost of finding the records you need. The more records you have stored, the more you have to search through to find what you need. Records Management is the skill to:

- Store the records you need or are required to have
- Destroy the documents and records which you do not need to store
- Know where to file your documents and records
- Know how to find your documents and records when you need them
- Manage the access controls so sensitive information is only accessible to authorized people

What are the Risks?

The main risks from poor (or no) records management are:

- § Staff time wasted searching for lost or mislaid documents
- § Frustration and ill feeling (blame for losing the documents)
- § Failure to comply with laws, regulations or contractual requirements
- § Failure to comply with standards
- § Poor quality and poor audit trails
- § Inability to prove what you did or what you agreed

All of these risks lead to increased cost, delays, and anxiety among your staff. They may lead to loss of customer good-will, litigation, loss of product or process quality, and loss of business.

What are the benefits?

Good records management is the foundation of any storage strategy. Until you know what you should be storing, and what you do not need to store, you cannot develop a cost-effective storage strategy. Good records management is also the foundation of storage deployment. Every worker must know where to put documents and records and how to find them again.

These simple (but rarely achieved) principles are required for normal business, and for Sarbanes-Oxley, Basel 2, G*P, and most other quality regulations.

Article contributed by David V. Bowen, Audata Limited and posted on www.securitypark.net