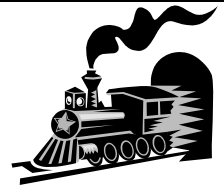




Choo Choo Chatter



Volume 21, Issue 10

The Official Publication of the Greater Chattanooga Area Chapter

June 2008

www.chattanooga-arma.org

SE ARMA Region Mgr
Alice Young

SE Region Coordinators
Linda Johnson
Juana Walker, Treasurer

Chairman of the Board
Phyllis Beene
Tennessee Valley Authority
423/751-8746

President
Scottie Swafford
UNUM Corporation
423/294-1529

VP Programs
Lorraine Miller, CRM
Olin Corporation
423/336-4381

VP Membership
Victoria Marshall
Blue Cross Blue Shield
423/535-6560

Secretary
Susan Whitmire, CRM
Blue Cross Blue Shield
423/535-3328

Treasurer
Shawn Harris
Hutcheson Medical Center
706/858-2735

Directors:

Chris Akers
Iron Mountain
865/748-1112

Norma Parris
McKee Foods Corporation
423/238-7111, ext. 22659

Charles Kimbrough
C. J. Enterprises
423/899-1770 ext. 333

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

June Meeting

Program: 2008-2009 Officers & Directors Installation
Awards & Chinese Auction

Presenter: Phyllis Beene & Scottie Swafford

Date: June 3, 2008

Location: Mt. Vernon Restaurant
3535 Broad Street
Chattanooga, TN 37409

Registration: Regular Attendees \$25.00
Members & first time guests \$25.00

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

To RSVP, please call or email no later than 2:00 p.m., May 30, 2008:

- Norma Parris, (423) 238-7111 x 2659,
norma_parris@mckee.com

**Reservations not canceled by 2:00 p.m., May 30, 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.*

TABLE OF CONTENTS IS ON PAGE 2

Table of Contents

This Month's Meeting	Cover
<i>SIDE BAR</i> - Officers & Board Members	Cover
Table of Contents	2
Participation Station	2
<i>SIDE BAR</i> - Committee Chairpersons	2
Members Points	2
President's Message	3
<i>SIDE BAR</i> - Newsletter Advertising Rates	3
Newsletter Info	3
Training Depot	4
<i>SIDE BAR</i> - Future Conferences	4
CRM Express	5
<i>SIDE BAR</i> - ARMA Ed Foundation	5
Meeting in Review	6
In the News...	7
Board Meeting Summary	8
Treasury Report	8

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



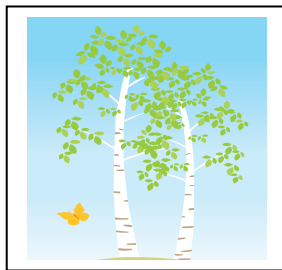
The Greater Chattanooga Chapter promotes and recognizes the importance of participation by awarding points to those who support ARMA activities at both the local and the international level. Points are earned by attending meetings, bringing guests, and by serving the Chapter as an officer or committee 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	1650	Mullins, Ronald	800
Beene, Phyllis	2450	Orth, Linda	0
Bostwick, Leanne	2200	Parris, Norma	1700
Bullard, Gary	400	Patterson, Gail	0
Hall, Pam	0	Pettway, Robert	900
Harris, Shawn	2050	Powell, Annie	400
Jackson, Dennis	0	Phillips, Matthew	200
Jernigan, Cathy	1150	Ramachandran, Ravinder	400
Johnson, Linda	1800	Ricklefs, Ed	0
Kimbrough, Charles	2400	Scott, Glenda	1600
Kinunda, Joseph	1900	Shugart, Jeff	1000
LaFollette, Mary	2050	Stevens, Bill	0
Lay, Jack	0	Stoddard, Catherine	400
Long, Gregg	1800	Swafford, Scottie	1950
Marshall, Victoria	2750	Tisdale, Kevin	400
Miller, Lorraine	2550	Whitmire, Susan	3650
		Wood, Hunter	0

If your points are not reported correctly, please contact Phyllis Beene at 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.

June 3, 2008

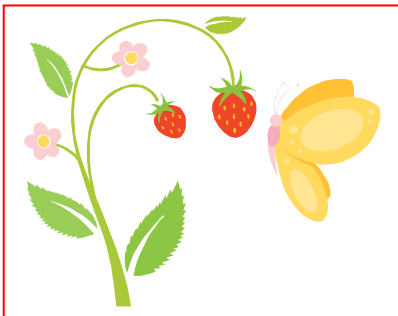
Officers & Directors Installation & Awards Dinner

When: Tuesday, June 3, 2008
Time: 5:30pm – 8:00pm
Where: Mount Vernon Restaurant
*Topic: 2008-2009 Officers & Directors Installation
Awards
Chinese Auction*

2008 – 2009

Planning Meeting

When: Friday, July 11, 2008
Time: 8:00am – 11:30am
Where: UNUM



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



CONGRATULATIONS CATHERINE STODDARD, CRM!

The Chapter's newest CRM is Catherine Stoddard. Cathy passed the February 2008 CRM exam. Her CRM designation became effective April 1, 2008.

The Greater Chattanooga Chapter recognizes and supports its candidates in their efforts to achieve the Certified Records Manager (CRM) designation. Other Chapter members who continue their studies toward CRM certification include:

**Phyllis Beene
Linda Johnson
Victoria Marshall**

**Charles Kimbrough
Scottie Swafford**

At the present time, Linda Johnson and Phyllis Beene have formed a study group of two. They invite any other candidates to join them at Linda's house on Wednesday night from 6:00 to 8:30 PM. Candidates are encouraged to contact Linda for directions.

Factoids:

- The Greater Chattanooga Chapter includes four members with a CRM designation. This represents 13.3% of our Chapter membership.
- Five members (16.6%) of our Chapter have been accepted as candidates and are in various stages of completing the requirements towards their CRM designations.
- This year alone, 2 members completed their CRM requirements.

Schedule for the Next Exams

Next Exam for 2008:

Summer, August 4-8, 2008

Upcoming Exam:

Fall, November 3-7, 2008

Meeting in Review

Presenter: Robert Pettway
Date: May 13, 2008
Topic: Imaging Operation
Written by: Mary LaFollette, Editor

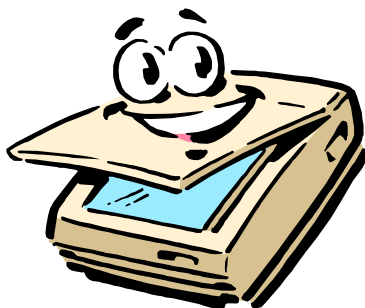
Robert Pettway, Mgr., Enterprise Document Mgmt., directed the members of the Greater Chattanooga Area ARMA Chapter on a tour of Blue Cross Blue Shield of TN's state-of-the-art imaging process.

Presently, over 800,000 documents, consisting of between 1.8 to 2.3 million pages, are scanned and uploaded each month by the Enterprise Document Management department. This is really a lot of paper because if we convert these pages into miles we are talking about 400 miles of paper. This imaging process goes through various steps of verifying that the information is being correctly captured and that the images meet both standards and contractual obligations as it pertains to imaging of documents.

So why should we think about imaging our documents? Here are some benefits that will get you thinking that imaging is the way to go:

- Imaging allows for improved access and better sharing in multiple locations with the click of a mouse.
- It significantly saves on storage space costs versus maintaining hardcopy records.
- Images can be backed up for disaster recovery where as paper is often the "only" copy.
- With storage of document images, applying retention rules to documents according to a retention schedule becomes a more manageable process.
- Imaging allows for more access control and security to certain files while keeping them easily accessible to those who need them.

Perhaps your company is thinking about imaging their documents but do not know where to start. What types of scanners should we use; how fast should they be; how about OCR? I am sure that Mr. Pettway would be more than happy to assist you in getting your imaging process started.



In the News...

Ten Things Corporate Spies Don't Want You to Do

The recent blowup at HP should remind every business executive that an entire industry exists to steal your corporate secrets. The world of corporate spies is a booming business for both foreign and domestic clientele.

Some are ethical and some are not but every business should take steps to protect their confidential information from falling into the wrong hands.

- **Shred your documents** – This seems easy and obvious but the dumpster is still the first stop for a corporate spy because it is a treasure trove of confidential information. If you make shredding easy more people will do it. Hire a **shredding company** and have locked shredding bins in convenient places around the office.
- **Require authentication before giving out information** – You have trained your employees to be helpful but this can be the weak link in your armor. Corporate spies use a technique called pretexting or impersonating someone to talk their way into you sending them the sensitive information. Before giving out information have a process in place to authenticate the caller.
- **Secure your wireless network**– Wireless networks make it easy to access information from anywhere in the office but it can also make it easy for a corporate spy in the parking lot. Make sure you enable the security on your wi-fi.
- **Require badges and escorts for all visitors** –The first rule of security is know who is in your building. With thumb drives and an open terminal a visitor could copy volumes of information and then data-mine it at their leisure. Never leave contractors or repairmen unsupervised.
- **Extend your security to your executive's homes** – A corporate spy knows who your key employees are and where they live. They will often go to their homes and in an effort to gain access to their wireless network or steal their trash.
- **Encrypt the data on all laptops** – With the rash of lap tops being lost and stolen you would think that companies would limit the information that is taken out of the building.
- **Check with the satellites** - Using satellite images is no longer the sacred domain of the CIA. Manufacturers will get satellite photos of their competitors to see how many trucks or rail cars they have in their plant. If you know what is going out, you know the sales.
- **Update your firewalls** – Although not as common as other methods, a computer hacker can be tremendous source of information for your competitors. You should minimize the access points into your network and make sure you are running an updated firewall.
- **Skip that brainstorming session at the local lunch counter** – Ever wondered who is in the next booth at lunch or who the friendly person is on the train? It is easy to figure out where the popular restaurants are near your business. Corporate spies simply get a table next to yours at lunch. Or even better, buy the napkins and paper tablecloths from the busboy after you leave. Engineers will often leave schematics they are brainstorming over lunch.
- **Run background checks on all employees** – Low level employees often still have access to confidential information. The cleaning staff or mail room employee is a great source of information. Corporate spies pay these employees to bring out papers left out. An applicant with a criminal past is much more likely to take the payoff.

Reprinted with permission from Record Nations

<http://www.recordnations.com/articles/corporate-spies.php>

Greater Chattanooga Area Chapter ARMA Board of Directors

Board Meeting Summary

April 29, 2008

7:30 a.m. - 9:00 a.m. – Wally’s Restaurant

The Greater Chattanooga Area Chapter Board of Directors April 29, 2008, meeting was held at Wally’s. The Board chose the Mount Vernon Restaurant on Broad Street at the foot of Lookout Mountain as the location for the Awards, Officer Installation and Auction event on June 3. The Chapter Bylaws will be revised to more accurately reflect the Awards Committee process. The Chapter received a \$400 Speaker’s Grant towards Phyllis Beene’s expenses at the Southeast Region Leadership Conference where she will speak on submitting for Chapter of the Year and winning. The Board voted to implement “Guidelines – Chapter Sponsorship for Conference Attendance” and an expense submission form.

Next Board Meeting

May 20, 2008

7:30 a.m. - 9:00 a.m. – Wally’s Restaurant



Greater Chattanooga Area Chapter Treasury Report

Respectfully submitted by Shawn Harris, Treasurer

April 2008

Beginning Balance:	\$2,208.76
Deposits:	\$ 630.00
Expenditures:	<u>\$ 228.00</u>
Ending Balance:	\$2,610.76
 Money Market	 \$5,000.00