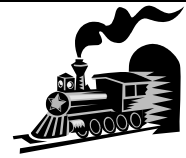




# Choo Choo Chatter



Volume 22, Issue 4

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December 2008

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

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706-275-1177

## January Meeting

**Program:** MyPHR – Starting and Maintaining  
a Personal Health Record

**Presenter:** Paula Rector, RHIA

**Date:** January 13, 2009

**Location:** Niko's Southside Grill  
1400 Cowart Street  
Chattanooga, TN 37408

**Registration:** Regular Attendees \$16.00  
Members & first time guests \$15.00

**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., January 9, 2009:**

- Norma Parris, (423) 238-7111 x 2659,  
[norma\\_parris@mckee.com](mailto:norma_parris@mckee.com)
- Annie Powell, (423) 424-1305  
[anniepowell@gocarta.org](mailto:anniepowell@gocarta.org)

*\*Reservations not canceled by 2:00 p.m., January 9, 2009, 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 – Susan Whitmire, CRM

ICRM Liaison - Lorraine Miller, CRM

Newsletter - Mary LaFollette

Publicity - Chris Akers

Webmaster – Joseph Kinunda/Scottie E. Swafford

CFC Liaison – Susan Whitmire, CRM



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!

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

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

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

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



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**PARTICIPATION STATION**

**Members Points**

MEMBER	POINTS	MEMBER	POINTS
Akers, Chris	600	Mullins, Ronald	400
Beene, Phyllis	800	Orth, Linda	0
Bostwick, Leanne	700	Parris, Norma	1200
Bullard, Gary	400	Patterson, Gail	0
Harris, Shawn	600	Pettway, Robert	700
Jackson, Dennis	0	Phillips, Matthew	0
Johnson, Linda	900	Powell, Annie	600
Kile, Joan	900	Ramachandran, Ravinder	0
Kimbrough, Charles	500	Scott, Glenda	400
Kinunda, Joseph	200	Shugart, Jeff	200
LaFollette, Mary	900	Stoddard, Catherine	400
Long, Gregg	1100	Swafford, Scottie	1000
Marshall, Victoria	1400	Tisdale, Kevin	1100
Miller, Lorraine	1000	Whitmire, Susan	1300

**NEWSLETTER ADVERTISING RATES**

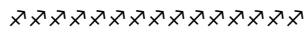
Business Card Size	\$ 5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00

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  
423-836-4053

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  
PO 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	\$25.00
Site Visit	\$20.00



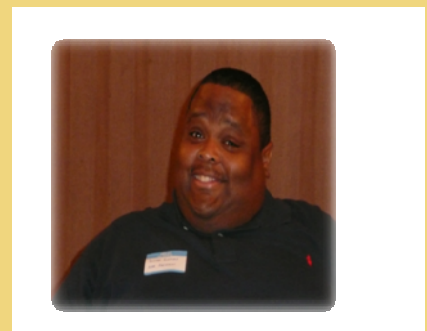
Hello,

The Greater Chattanooga Area Chapter has set the 2008-2009 goals. I know that all Chapter members will want to be involved in meeting these goals; therefore, I am encouraging every member to approach a Board member and offer to work with the committees. The following goals have been set:

1. Review and update Chapter By Laws in accordance with ARMA International recommendation and complete assessment of chapter records
  - o Locate and consolidate all records; apply retention schedule
  - o Utilize website as Chapter resource for maintaining records
2. Increase Chapter exposure through local media as a subject matter expert
  - o Website as a resource for individuals; personal records
  - o Educational meeting for the community tied to personal shredding
3. Assist the Tennessee Chapters of ARMA International with planning, development and growth in 2008-09.

Looking forward to working with you in the 2008-2009 year.

*Scottie E. Swafford*  
President, Greater Chattanooga Area Chapter



*PS, don't forget to submit your design for the Greater Chattanooga Area Chapter logo. The deadline for submitting your design is January 13, 2009. Don't forget...the winner gets a free lunch!*

## TRAINING DEPOT

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

### **ARMA INTERNATIONAL CONFERENCES**

**October 15-18, 2009**  
Orlando, FL

**September 19-22, 2010**  
San Francisco, CA

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

**February 10, 2009**  
**ESI – Ronni Solomon**

**March 10, 2009**  
**Information Governance**

**April 14, 2009**

**May 12, 2009**

**June 2, 2009**

**Officers Installation & Awards Dinner**

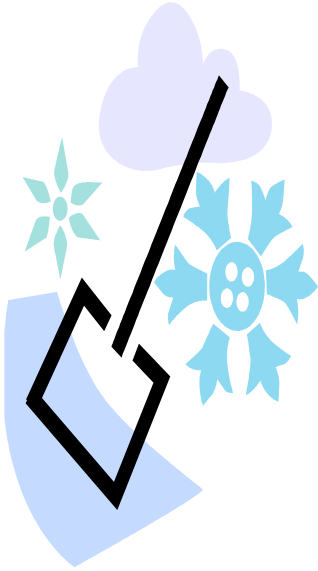
### **3 Reasons for Archiving your Organization's Email**

1. 24% of companies have experienced their employees' email being subpoenaed and 15% have gone to court because of lawsuits brought on by their employees' email according to the American Management Association,
2. In September 2007, the Financial Industry Regulatory Authority (FINRA) announced Morgan Stanley would pay \$9.5 million to two sets of customers that made claims against the company, and would pay \$3 million for not providing email and supervisory content.
3. Best Buy filed suit against Developers Diversified Realty (DDR) and demanded electronic documents, including emails, from DDR's backup system. The court ordered production of the requested information within 28 days of the order although DDR argued that the content would be difficult to produce. Law.com estimated the total cost of just the production itself at \$500,000 – a cost of more than \$1,400 per tape.



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



### Upcoming Exams

#### Exam Registration

November 19, 2008- January 29, 2009

Parts 1- 5: February 2 - 6, 2009

Part 6: February 5, 2009

### CRM – Who and Why

At the beginning of 2008, there were over 900 CRMS plus 900 candidates waiting in the wings to take the tests. As stated by Alan A. Andolsen, CRM, CMC, current ICRM president, “The CRM has become an important, often mandatory, qualification for records management leadership positions within all types of organizations—governmental, public, and private.”

Who are these brave souls who make it through Parts 1-5 (with each part having 100 multiple choice questions) as well as Part 6 which requires written essay? In the fall of 2007, the ICRM did a demographic and salary survey of its members, with 55% responding. Here are a few snapshots of CRMs. Over 88% have bachelor’s degrees and 47% have graduate level degrees. As to respondents’ salaries, 51% made at least \$90,000. Those in the United States made just under \$95,000 and in Canada the average was just over \$93,000. Some benefits include participation in a 401K or government 403b by 77%, and 74% received medical benefits. (Read more in the ICRM’s online winter 2008 newsletter.)

*(Source, The Business Records Management Bulletin)*

## *Meeting in Review*

Presenter: Norma Parris, Director, ARMA - Greater Chattanooga Area Chapter  
Date: December 9, 2008  
Topic: December 2008 Holiday Program – Community Service Project  
Written by: Norma Parris, Director, ARMA - Greater Chattanooga Area Chapter

Happy Holidays!

It is the time of the year when we are all in the giving spirit. The Greater Chattanooga Area Chapter of ARMA is once again sponsoring a family this Xmas. This year we will be sponsoring the Hall family.

Lonnie and Tammy Hall have 4 children with a baby due any day. They are in need of Christmas for the children this year due to extensive medical and hospital bills for their son, Nick age 12. Nick has a genetic kidney problem. He is in and out of the hospital all the time.

The father, Lonnie, works for Wholesale Supply and has also developed health problems. He is not able financially to purchase his medications since there is no health insurance. The family welcomes any donations for their children; Zach – age 17, Crystal – age 15, Nick – age 12. Crystal and Nick have special requests and the Chapter members have filled these requests. Crystal requested an iPod and Gregg Long will donate this item. Nick requested an electronic game and Shawn Harris will donate a Nintendo DS black. While the other family members have not requested special items, they will all be receiving gifts and/or money to make this a special occasion for them also.

I want to take this time to thank the Chapter members for making this time of the year special for a family in need.

## *In the News . . .*

### **The File Plan**

#### What is a File Plan?

It is a tool for classifying records that have common characteristics. File plans specify how records that are either created or received are organized.

#### Why do we need a File Plan?

File plans make the classification of records across the enterprise possible. It allows for consistent application of retention rules to all records no matter the format. The file plan improves the control of records, access to records is simplified, and it reduces the cost of maintaining records by destroying records once retention has been met.

#### Developing the File Plan

Development of the file plan should involve key end users that know the types of records that are being created and/or received. The file plan should be simple and not consist of a lot of levels. Try to classify records into large categories that match the records retention schedule. The first level should be where the retention would be applied and any folder below that main folder would inherit the same retention. The subsequent folders should be logically arranged so it makes the filing of documents easier.

#### Implementing the File Plan

Implementation of the file plan involves working with the end user to make sure they understand the classification structure. Training sessions can be organized to review the file plan and to answer any questions. Review of the records retention schedule and how it relates to the file plan is important. Key end users should assist with the implementation. New hires should be trained to use the file plan.

#### Maintaining the File Plan

The file plan must be reviewed to make sure that it is still up to date. It may be necessary to add new first level folders or to archive folders that are no longer being used. New record categories may be needed as the business grows and the records retention schedule is revised.

The file plan can be used for both physical and electronic records. Once it is implemented, the end users will realize the ease that is brought about when knowing where documents should be filed.

Mary LaFollette  
Editor

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

### **Board Meeting Summary**

**October 28, 2008**

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

Chris Akers submitted a written proposal for Chapter sponsorship. A final draft will be posted on website.

Victoria purchased 2 books for the library. She will maintain books and send a list to Scottie for website.

A contest for members with logos will be submitted by January 13 meeting and decision of winner will be announced at February meeting. Winner will receive a free lunch.

Region is planning a 1 ½ or 2 days training session for ICRM in the spring with 2 tracks. Response from folks will determine location. Possible location, Atlanta since it has a large chapter.

### **No November Board Meeting**

#### **Electronic Records Management**

Electronic Records Management, or ERM, is the practice of identifying, classifying, archiving, preserving, and destroying records. The general principles of records management apply to records in any format. Digital records (almost always referred to as electronic records) raise specific issues however. It is more difficult to ensure that the content, context, and structure of records is preserved and protected when the records do not have a physical existence. Electronic records require appropriate combinations of software versions and operating systems to be accessed, and so are at risk because of the rate at which technological changes occur. (Source: Wikipedia)

#### **Tips for Environmentally Responsible Records Management**

1. Designate a records coordinator who will be responsible for maintaining the official records.
2. If possible, print research and draft documents double-sided on recycled paper.
3. Never use legal-sized paper. 25% more files will fit into a 1.2 cubic foot storage box if they are letter-sized.
4. Do not print documents. Always distribute electronically or send a link.
5. Print draft documents in "draft" mode. This reduces the amount of toner used.
6. Recycle binders – do not send them to the Records Center. Hold documents together using rubber bands.
7. Store only the official file. Duplicates should never be retained.
8. Purchase records supplies that are made from recycled materials. Use paper that contains at least thirty percent post-consumer recycled content.
9. When you are not in the office, turn out the lights.

(Source. InOutSource)