



Choo Choo Chatter



Volume 24, Issue 1

The Official Publication of the Greater Chattanooga Area Chapter

September 2010

www.chattanooga-arma.org

SE ARMA Region Mgr
Alice Young

SE Region Coordinators
Linda Johnson
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Chairman of the Board
Phyllis Beene
TVA
423/751-8746

President
Victoria Marshall
Blue Cross Blue Shield
423/535-6560

VP Programs
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Unum
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VP Membership
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Treasurer
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Blue Cross Blue Shield-TN
423/535-3328

Directors:

Leanne Bostwick
Blue Cross Blue Shield-TN
423/535-7247

Shari Hixson
RecordMax Chattanooga, LLC
423/265-8836

Ron Mullins
Unum
423/294-8397

Gregg Long, JD, CRM
CJ Enterprises, Inc.
423/316-5554

October Meeting

Program: Microsoft SharePoint and the Future of ECM

Date: October 12, 2010

Location: BlueCross BlueShield of TN
1 Cameron Hill Circle
Chattanooga, TN

Time: 11:30 – 1:00pm

Registration: Members & first time guests \$15.00
Returning guests \$16.00

To RSVP, please call or email no later than 2:00 p.m., October 8, 2010:

- Lorraine Miller, (423-336-4381)
LMMiller@olin.com
- Allison Elmore, (423-336-4166)
maelmore@olin.com

**Reservations not canceled by 2:00 p.m. October 8, 2010, 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.*

COMMITTEE CHAIRPERSONS

- Awards – Scotty Swafford
- Chapter Foundation Champion – Susan Whitmire, CRM, FAI
- Communications – Lorraine Miller, CRM
- Education – Leanne Bostwick
- Hospitality – Shari Hixson
- ICRM Liaison – Gregg Long, CRM
- Newsletter - Mary LaFollette
- Publicity – Ron Mullins
- Webmaster - Kevin Tisdal
- Yearbook/Historian – Phyllis Beene



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!

Support the Chapter Points

- Attend Workshops* 100
- Attend Luncheon Meetings* 200
- Attend Dinner Meeting* 300
- Bring a Guest* 100
- Attend Regional Conf.* 400
- Perfect Attendance (Sept-May)* 500

Support ARMA International

- Attend Annual Conference* 200

Get Creative

- Submit article for newsletter (excludes routine notices, etc.)* 200

Get Involved Locally

- Be a Board Member* 200
- Be a Committee Chair* 150
- Be a Committee Member* 100
- Attend a Board Meeting* 100

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
<i>SIDE BAR</i> – Member of the Month	4
CRM Express	5
<i>SIDE BAR</i> - ARMA Ed Foundation	5
ARMA Education Foundation	6
Education Corner	7
Meeting in Review	8
In the News...	9
Board Meeting Summary/Treasury Report	10

PARTICIPATION STATION

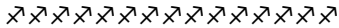
Members Points

MEMBER	POINTS	MEMBER	POINTS
Beene, Phyllis	0	Patterson, Gail	0
Bostwick, Leanne	0	Pettway, Robert	0
Hixson, Shari	0	Powell, Annie	0
Jackson, Dennis	0	Ragland, Mary	0
Johnson, Linda	0	Ramachandran, Ravinder	0
Kimbrough, Charles	0	Scott, Glenda	0
Kologek, Ian	0	Shugart, Jeff	0
LaFollette, Mary	0	Stoddard, Catherine	0
Long, Gregg	0	Swafford, Scottie	0
Marshall, Victoria	0	Teske, Jim	0
McEvoy, Laura	0	Tisdale, Kevin	0
Miller, Lorraine	0	Webb, Aaron	0
Mullins, Ronald	0	Whitmire, Susan	0
Parris, Norma	0	Zengel, Rikki	0

If your points are not reported correctly, please contact Scottie Swafford.

NEWSLETTER ADVERTISING RATES

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

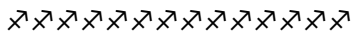


Choo Choo Chatter is the official publication of the Greater Chattanooga Chapter of ARMA International and is published monthly in Chattanooga, TN, for its members and other Records and Information Professionals.

Mary LaFollette, Editor
423-535-2762

The Information contained in this newsletter does not necessarily reflect the views of the editor, the Chapter membership or ARMA 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 st time visitors)	\$15.00
Luncheon (visitors)	\$16.00
Workshop	\$25.00
Site Visit	\$20.00

PRESIDENT'S MESSAGE

Welcome



I would like to welcome everyone back and hope that you had a wonderful and enjoyable summer. I would also like to welcome and thank our new board members: Phyllis Beene – Chairman of the Board and Ron Mullins, Director.

We had a very productive planning meeting on July 13th. Our 2010-2011 Chapter goals are:

- Review and update Chapter by-laws in accordance with ARMA International recommendations.
- Complete an assessment of Chapter records.
- Document Chapter history from the inception of the Greater Chattanooga Area Chapter which began in 1988 to the present.
- Develop and complete a company list for the Outreach Directory.

We also redesigned our sponsorship policies and encourage everyone to reach out to your company and other companies for sponsorship. The new guidelines will be published on the website. The additional sponsorship money allows us to sponsor members to various conferences.

Exciting news - plans are under way to host a spring seminar in March 2011. Please contact Scottie Swafford with any topic suggestions or possible speakers.

I am looking forward to another great and educational year with the wonderful members of the Greater Chattanooga Area Chapter.

*Victoria Marshall, President
Greater Chattanooga Area Chapter*



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

**ARMA
INTERNATIONAL
CONFERENCES**

November 7-10, 2010
San Francisco, CA

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

September 23-26, 2012
Chicago, IL

TRAINING DEPOT

November 16, 2010
How to Create a RIM Program

December 14, 2010
Christmas Program

January 11, 2011
TBD

February 8, 2011
**Moving to the Cloud: An
Introduction to Cloud Computing**

March 8, 2011
Chapter Seminar

April 12, 2011
Web Meeting

May 10, 2011
Onsite/Business

June 7, 2011
Officer Installation & Awards Dinner

Member of the Month

Rikki Zengel, CRM, has a Master of Arts in Library and Information Science from the University of South Florida. Rikki earned her CRM designation in July of 2009. Rikki was the records manager for Harcourt Assessment, Inc. in San Antonio, TX. After Harcourt Assessments was purchased by Pearson Assessments, Rikki stayed on as the Records Manager for both companies until accepting a position with BlueCross BlueShield of Tennessee, where she remains a Project Manager with the Enterprise Records and Information Management Department.

 **PRESTIGE SALES CO., INC.**
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ARMA International
Greater Chattanooga Area Chapter
P O Box 341
Chattanooga TN 37401-0341

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

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, FAI,
Foundation Chapter Champion, for
more details or log on to:

www.armaedfoundation.org

<<<<000000000>>>>

Do you know someone who would benefit from receiving this newsletter?

Send their name, address and e-mail to:

Mary_Lafollette@bcbst.com

**"And in the end
it's not the years
in your life that
count.**

**It's the life in your
years."**

**Abraham Lincoln
(1809 – 1865),
16th President of
the United States**

CRM Express

Institute of Certified Records Managers



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
Charles Kimbrough
Victoria Marshall
Scottie Swafford

ICRM 2010 Exam Schedule

Fall Registration

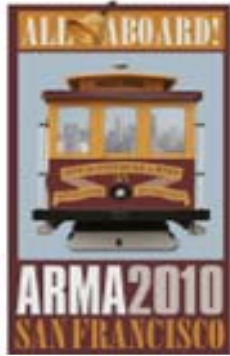
August 20, 2010 – October 28, 2010

Parts 1-5, November 1 - 5, 2010

Part 6, November 4, 2010

AIEF SILENT AUCTION

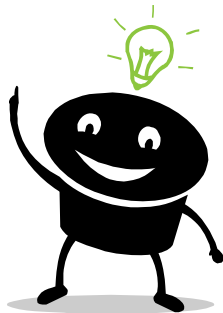
Be On Board!



1. **ARMA International Conference
In
San Francisco, CA**



2. **November 7- 8, 2010**



3. **Donate items for the
AIEF Silent Auction -
funds Foundation
programs – research,
scholarships &
education.**

Look for more Information!

You may contact Susan Whitmire at susan.whitmire@bcbst.com
or Helen Streck at hstreck@shb.com.



Education Corner

You've come a long way, baby!

This month's Education Corner focuses on level 4 of the Business Domain Function. Anyone who has reached this level is a seasoned RIM professional and is quite likely in a management position. Need an expert RIM opinion? Head for this person! – but to achieve this level, it takes more than being thoroughly based in records and information management. As anyone in management will tell you, there is a whole lot more to effectively managing than being a subject matter expert. You also have to know how to supervise employees, present a budget, participate in the strategic planning process, and, very importantly, report to and get the buy-in from upper management. In other words, the individual who has reached this skill level must handle all the business related activities that come with a higher level position.

The level 4 professional must have an understanding of the organizational business case and process requirements, advanced RIM principles and best practices, organizational funding priorities and budgeting, legal and regulatory requirements, and IT security standards, among other required knowledge.

Skills needed for this level include being able to direct the management of the RIM program, evaluate baseline activity levels, forecast near-future business conditions, obtain peer and executive management support, and negotiate support from stakeholders and decision-makers. Additional skills include being able to assess, determine, and negotiate RIM costs, time lines, and staffing levels, as well as track and assess emerging trends.

To see all the knowledge and skills that are recommended for the Skill level 4 RIM professional, visit ARMA International's website, at <http://www.arma.org/competencies/index.cfm>.

Keep moving ahead by learning and have a great month!

Meeting in Review

Presenter: Gregg Long, CRM
Date: September 13, 2010
Topic: Speed Networking
Written by: Mary LaFollette, Editor

The Chapter members once again enjoyed the Speed Networking meeting because they got to meet the new members, guests, and reacquaint themselves with existing members. The Speed Networking meeting is a great way to exchange ideas with every Chapter member. The members were divided into three groups and after spending about 10 minutes with the group, the members moved into another group where they repeated the process and met other members and guests.

During the 10 minute sessions, the new members and guests introduced themselves and told a little about the company they represent, goals for the year, issues they are facing, and met other group members. The sessions proved to be very useful in getting to know other members and finding out that although we may work for different organizations, we sometimes face the same issues. Not only do we face the same issues but we were able to talk about issues and solutions that have worked at other companies. It is a great way to share ideas and solutions.

This is also a great way to learn about new services and technologies that are being offered in the Chattanooga area. If you missed this year's Speed Networking meeting, I am sure that you won't want to miss it next year.



[The Bailey Company](#)
Chattanooga, TN
423-624-7671
Leo Wright
lwright@baileycompany.net

In the News . . .

Downsizing - Protecting Company Assets

I have an employee who is leaving the company, what should I do with their records? I have an employee who is moving to another business area, what should I do with their records? These are two frequently asked questions especially at the present time with all the downsizing that is happening throughout all companies. Detailed instructions should be given to both management and employee.

The manager has the responsibility to make sure that all company information is not being removed from the premises. Here are some things management should do prior to the employee leaving:

- Management should secure all company assets to include laptops, Blackberries, and removable data storage devices.
- Schedule a records review meeting with the employee to:
 - Analyze all documents for content, to include e-records and email of the departing employee.
 - Review all Legal Hold/Preservation Orders in order to determine whether or not the employee has documents that fall under these orders.
 - Review with employee content of any CDs, DVDs, and other removal memory devices. Business records should never be left on removable media. These items should be collected and secured.
- Request access to the employee's C: and F: drives to ensure content is properly transitioned to the appropriate location.

For the employee who is leaving the company or just moving on to another position within the company here are some things they should do prior to their departure:

- Remove or destroy personal, non-business documents to include e-records and email.
- Return any records charged-out that will no longer be used to the Records Retention Center or to management if there is no Record Retention Center.
- Transfer active or working documents, to include e-records, to the appropriate person in the department. This could be the person who will be assuming your job responsibilities.
- Review all Legal Hold Orders/Preservation Orders to determine if any orders apply to their records.
- Analyze the contents of your mailbox and transfer the email to the appropriate person or to management or put into a general mailbox where others can have access.
- Review and analyze the contents of the C drive to include My Documents, any personal drives such as F.
- Personnel related documents should be transferred to management if they need to become part of your master personnel file.

These are just a few of the things that can be done to protect company assets, which include equipment and company records.

Greater Chattanooga Area Chapter ARMA Board of Directors

August 21, 2010 Board Meeting

The Greater Chattanooga Area Chapter Board of Directors met on August 21, 2010, at Wally's Restaurant.

Summary:

The Greater Chattanooga Area Chapter Board of Directors held its August Board meeting on August 31, 2010. Susan Whitmire, Treasurer, reported a balance of \$5,599.93 for July. Kevin Tisdell reported that membership is currently at 29 members.

Decisions by the Board:

1. Beginning January 1, 2011, the cost of the GCAC chapter meetings will increase from \$15 for members and first-time guests/\$16 for returning guests to \$18 for members and first-time guests/\$20 for returning guests.
2. The Board approved donating a \$75 item to the silent auction for the ARMA Educational Foundation for the ARMA International conference to be held in San Francisco in October.

Next Board Meeting will be at Wally's on September 28, 2010 – 7:30 am

Respectfully submitted,

Annie Powell
Secretary, Greater Chattanooga Area Chapter

Greater Chattanooga Area Chapter Treasury Report

August 21, 2010

Treasurer's Report:

○ Money Market	\$5,129.37
○ Savings	\$ 25.19
○ Checking	\$ 445.37
○ Library Fund	<u>\$ 81.00</u>
○ Net Assets	\$5,599.93

Respectfully submitted,

Susan Whitmire, CRM, FAI