MID-MICHIGAN ARMA CHAPTER | Great Lakes Region | Spring 2019

The Mid-Michigan Chapter of ARMA International is a professional organization dedicated to the education of its membership and to other interested records and information management professionals.

Our goal is to provide timely, informative and affordable meetings and seminars that are designed to enhance the skills and capabilities of the members.

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PROGRAMS / EVENTS

The Mid-Michigan ARMA Chapter meets on a monthly basis during the 3rd week of the month. Typically events are from 4 pm - 5 pm and cost $5. Lunch meetings are usually from 12 pm- 1 pm. For these meetings, lunch is provided and the cost is $15. Dates, costs and venues may vary from month-to-month. Check out our current schedule on the next few pages of this newlsetter or on Faceboo. If you have any questions about the programs, please contact our Programs Chair, Sarah Sherwood. Sarah can be reached at sarah.sherwood@wacker.com.

Upcoming Events

2019 Spring Seminar: Compliance!

In a world facing increasing regulatory requirements for managing sensitive information, one seminar can help! Join us for a day of education on security and privacy regulations and policies affecting your records and information, and what you can do to comply.

Featuring industry expert presentations on topics including:

- **FBI Criminal Justice Information Services Security Policy**
  Presented by Mitzi Goldstein from Michigan State Police
- **IRS Publication 1075 Tax Information Security Guidelines**
  Presented by Brenda Lindsay from Michigan Department of Treasury
- **Family Educational Rights and Privacy Act (FERPA)**
  Presented by Traci Gulick from Michigan State University Registrar
- **General Data Protection Regulation (GDPR)**
  Presented by Ben Hubble, The Wendy's Company
- **Security Requirements Matrix**
  Presented by Jennifer Green from State of Michigan Records Management
- **Cybersecurity and Infrastructure Protection**
  Presented by Smruti Shah from State of Michigan
- **Inside look at Professional Security Evaluation**
  Presented by Senior Security Consultant Paul Morley
- **Receive 5 ICRM Continuing Education Credits**
- And more!

Register Today!

When:	Wednesday, April 17, 8:30 pm - 4:30 pm Registration begins at 8:00 am
Where:	The MTG Space 4039 Legacy Pkwy, Suite 200 Lansing MI 48911
Cost:	Members: $130 Non-Members: $155 Students: $32 Includes breakfast, lunch & snacks. No charge for parking
How:	Register Online by clicking here Registration includes breakfast and Lunch For additional assistance, contact Mid-Michigan ARMA (midmichiganarma@gmail.com)..

Certified Records Manager (CRM) & Certified Records Analyst (CRA) Workshop

Are you Interested in Becoming a Certified Records Manager or Analyst?

Mid-Michigan ARMA is excited to offer a Certified Records Manager (CRM) / Certified Records Analyst (CRA) Workshop to assist prospective CRM and CRA candidates.

The CRM or CRA designation demonstrates a solid foundation of core skills and competencies for the RIM professional. This full-day preparation workshop will provide an introduction to the CRM/CRA examination process as well as an overview of Parts 1-6 and sample examination questions.

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Why obtain your CRM/CRA?

- **Certification showcases your expertise with RIM.**
- **Brings value and recognition to your business.**
- **Provides networking and educational opportunitiest**.

Your journey starts with achieving your CRA credential, building the foundation of RIM knowledge with the following morning sessions from 8:00 am to 11:45 am:

- **Introduction to ICRM Certifications**
- **Records and Information Creation & Use – Part 2**
- **Records, Storage, Retrieval, Conversion & Facilities – Part 3**
- **Records Appraisal, Retention, Protection & Disposition – Part 4**

Continue this journey expanding your RIM expertise by earning your CRM credential with these afternoon sessions from 12:30 pm to 4:30 pm:

- **Management Principles and the Records & Information Management (RIM) Program – Part 1**
- **Technology – Part 5**
- **Business Cases – Part 6**

For additional information on obtaining your CRM/CRA go to:

ICRM.org

Prospective CRM and CRA candidates have three registration options. Sign up for morning, afternoon or both sessions.

Click below for the schedule.

Workshop Schedule

When:	Thursday, May 16, 2019 Morning session: 8: 00 am - 11:45 am Lunch: 11:45 am - 12:30 pm Afternoon session - 12:30 pm - 4:30 pm
Where:	Applied Imaging, 5858 Aurelius Rd, Lansing, MI
Cost:	Morning Session: $85 (includes lunch) Afternoon Session: $85 (includes lunch) Both Sessions: $150 (includes lunch) SAVE $20
How:	RSVP by Monday, May 14 to MidMichiganArma@gmail.com

Once you RSVP, you will receive payment instructions. You must prepay via check or online through the link you receive by email. Your spot is reserved once payment is received.

Recent Events

January: Legal Hold Panel Discussion

What are Legal Holds? Why are they an important part of the e-discovery process? On January 17, ARMA Mid-Michigan provided answers to these questions during a lively panel discusson.

Representatives from the State of Michigan Attorney General's Office and Dow Chemical Company provided insight on their legal hold processes, tools, challenges, technology, and experiences with hold management software.

February: Emerging Trends in Records Management Technology

How has the emergence of digital records changed the role of the Records Manager (RM)? On February 21, ARMA Mid-Michigan held their first webinar featuring Jessie Weston's insight on emerging trends in Records Management Technology.

This presentation addressed how the emergence of digital records has changed the RM role; how to preserve digital records so that they remain accessible throughout their lifecycle; and how to use autoclassification tools to identify records by subject, security, or classification. Jessie is a records analyst specializing in electronic document management and imaging at the State of Michigan Records Management Services.

March: Project Tips to Ensure IG Management Success

Are you having trouble getting your Information Governance (IG) program off the ground, or back on track in your organization? Chances are, that's a yes (understandably). IG can be a big beast to tackle! Mid-Michigan continued with the webinar venue giving an overview of Project Management presented by Andrew Ysasi.

Andrew Ysasi, Vice President of Advocacy at Vital Records Control and President of IG Guru®, showed us how using certain project management methodologies and best practices may help get your IG program off the ground or back on track.

IDEAS TO CONSIDER

Email Management Made Easy

By: Vicki Pratt, CRM

[This article is reprinted with permission from the Winter 2018 issue of the ICRM's ProfessioNotes Newsletter). The electronic versions (Microsoft Word) of each newsletter article or column are usually available from the editor.]

I have a walking buddy. My friend and I share over 40 years of history together, so I know her quite well. Both of us are in the corporate world and encounter the same work situations. We use the time during our walks to share how each other is doing work-wise, commiserating over specific struggles, and (let's get honest here) vent.

One of the things she was struggling with was her email. She was getting over 200 emails a day and just could not keep up. In addition, she's finding it harder and harder to locate

information stored in an email due to the growing out-of-control size of her inbox.

My ears perked up, as records are kind of 'my thing'. I asked her why she didn't clear out her inbox or organize the files? She said she was too busy doing her day job. And anyway, it wasn't HER responsibility to do that cleanup – wasn't that the IT department's job? I feel for her. I know several in her position. I decided the best way to explain email management to her was to give her an analogy:

ME: "Let's say you have a son who is in high school. This boy is an overachiever. He's on the football team, is taking several AP classes, and has a part-time job after school because he's saving up to buy a car."

HER: "That's not hard to imagine – you know my son.".

ME: "I do. I also know how busy he is. He's at school an hour early, goes from classes to work, and then comes home to several hours of homework. So let me ask you a question...who cleans his room?"

HER: "He does, of course! It's his room, it's his responsibility!"

ME: "Exactly. I know you are busy. You are also an overachiever. He gets that from you. You work upwards of 60-70 hours a week. You are always willing to help your fellow co-workers out in other time zones, and you are known to have several different projects going on simultaneously. But just like your son and his room, your records are your responsibility."

I think she got it, because she was quiet for a bit. And then she asked me, "So how do you DO this? My inbox is HUGE and I just don't have the time!" I'll share with you what I told her, because I'm pretty sure you know someone in this same boat. Maybe even YOU!

1. Set aside 15-30 minutes a day for email management. I would suggest first thing in the morning. You'll need to reserve that on your calendar and be consistent. Don't take calls or take meetings at that time. It's sacred. In my friend's case, she was logging in to work an hour ahead of her scheduled work day, so it was easy for her to devote that first half hour to email management. Your scheduled time may vary. Do what works best for you. The important thing is to stay consistent

2. Immediately delete all unopened email over six months old. This may not work for you but, if you think about it – if you haven't read the email, chances are the person who sent you the email in the first place already received the information he or she needed. And if they haven't, what you have isn't that important. If it was, you would have read it already.

3. Create a few folders within your Read folders area: Records, Short-Term and Personal.

Within the Records folder, I recommend you place subfolders based on your company's classifications. Under those folders, is where you should place email. You can then create subfolders for your email by topic; but, put your read email under that Records classification folder. That way, it'll be a breeze when it is time to dispose of those records (based upon your company's records Retention Schedule, of course).

Within the Short-term folder, you can organize any way you want. These emails are NOT company records; but you need to keep them for a short time. I suggest not hanging on to them longer than two to three years. If you find you don't need them that long, you can delete whenever you like.

Within the Personal folder, place any birthday greetings, your spouse's date night suggestions, confirmation of a purchase, etc. I wouldn't keep that information for a long period of time.

4. Sort the remaining email by attachments. Typically, the items you really want to look at have attachments. I'd review those first to determine if they are records. If they are, they should be moved to the Records folder, within the appropriate classification. By the way, ask yourself if you need to keep ALL attachments, or if you only need to keep the LAST revised attachment. In addition, if the email with the attachment is only a copy of a record, and not the official record, you should file the email in the Short-Terms folder, and delete it as soon as you don't need it any longer.

5. Determine who the sender is on the remaining email and review by priority. Are they your specific customer contacts? Your boss? Those probably should receive first priority when reviewing. Are they from a vendor? Your coworker who wants you to have lunch? Probably not as important. I would review them by priority: current customer first, followed by boss, then coworker...and on down the line.

6. What stays in your inbox is your 'to do' list. Instead of feeling overwhelmed at the end of the day, you'll feel a sense of accomplishment after you've moved your email out of the inbox and into the appropriate folder.

This process may not suit you. Take what you find useful and ignore the rest. But I can assure you, email management IS doable, if you take responsibility over your cleanup activities.

MEMBER SPOTLIGHT

Linnea Knapp

Linnea Knapp, CRM, is currently the Records Information Specialist at Lansing Community College (LCC) where she is responsible for developing and maintaining college-wide records and information management operations as well as creating and developing a College Archives to preserve LCC's historical records. She began her career by earning a bachelor's degree in Management from Michigan State University and a master's degree in Library and Information Science with an Archival Administration Certificate from Wayne State University.

In her 10+ years of records management and archival administration experience, she was previously one of the initial members of the Records and Information Management Services department at the University of Illinois at Chicago (UIC) and was the first Archives Librarian at the University of St. Francis in Joliet, IL.

While at UIC, Linnea led the project to create a general records retention schedule for student records, retiring numerous department-level schedules in the process. The project involved reviewing disparate department-level records retention schedules, facilitating meetings with the Registrars from all three of the University of Illinois' campuses as well as finding and consulting with stakeholders in colleges and programs at all of the University's locations.

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EDUCATION CORNER

ARMA's Professional Development

ARMA International offers online education training opportunities that are flexible to fit your schedule. Learn more about information managment from the links below.

- ARMA Newsletters
- Certificate Programs
- Core Concept Fundamentals
- Online Learning
- Standards & Best Practices
- ARMA International Live Events
- Local Chapters
- ARMA Volunteers
- Subject Matter Expertise
- Publications and Job Aids

RMU Spring 2019 Classes

Learn more about records managment from Records Management University (RMU) at Feith. Class attendance will count for ICRM credit. RMU is a series of free online courses dedicated to serving Records Management professionals. This is for everyone, experts and novices alike.

Class meets every other Tuesday from February 12 through April 9 at 2 PM EST. Click on the following link to Enroll for RMU Spring Classes

MEMBERSHIP

Benefits

ARMA International is a not-for-profit association serving more than 10,000 information management professionals and 150 chapters in the United States, Canada, and over 30 nations worldwide. ARMA International members include records and information managers, MIS and ADP professionals, imaging specialists, archivists, hospital administrators, legal administrators, librarians, and educators. ARMA, its chapters, and its members are dedicated to helping individuals, organizations, and government agencies successfully meet the challenges of the increasingly complex records and information management field.

Access to a Global Network

Electronic access to members and information through the ARMA Member Resources area. Local chapters to connect you to professionals in your geographic area.

These links provide information for all the Chapters in ARMA, divided by the Regions. Mid-Michigan ARMA is part of the Great Lakes Region. Michigan Chapters - here are the other ARMA chapters in Michigan.

- Western Michigan ARMA Chapter
- Detroit ARMA Chapter

Expertise in Records Managment Ideas and Solutions

Industry Specific Groups that focus on your industry's issues

The Information Management Journal: In-depth articles by leading RIM and Knowledge Management experts

Professional Development — At Every Stage of Your Career

Industry Specific Groups that focus on your industry's issues

The Information Management Journal: In-depth articles by leading RIM and Knowledge Management experts

- ICRM Study Groups and Exam Preparation Resources
- Online courses and Web seminars
- Career search and resume posting services
- Leadership opportunities through service on ARMA

www.arma.org

Sign up now or contact us for assistance!