



INFORMATION MANAGEMENT PROFESSIONALS

METRO NYC CHAPTER

October/2009

## CHAPTER NEWSLETTER

### PRESIDENT'S CORNER

Dear Chapter Members, RIM Colleagues and Guests,

You can sure tell we've moved from summer to fall! The cooler weather has been nice and I hope everyone is enjoying this time of the year. Take a moment to relax, get outside and enjoy the beautiful, colorful New England fall. We're very lucky to live in an area where we get to experience it!

As we move into this fall season, I wanted to tell you about some events that are coming up, as well as to say Thank You to those who attended our first meeting last month. It was a great success. For those who missed it, one of the items I mentioned was that we will be having some lunch time meetings this year to complement our monthly meeting offerings. Our vendors have asked for some "special" time and we wanted to accommodate them, since they are so supportive of us. As a result of these new offerings, the Board wanted to come up with a catch name for



that we would accept any submissions and the winner would receive a free meeting pass. We received over 22 entries. The Board narrowed it down to three and then voted on those. Congratulations to Vanessa Brown - her submission "ARMA@NOON" was declared the winner. Our next ARMA@NOON meeting is scheduled for Thursday, October 8 and the topic is RFID technology. It is sponsored by Applied Computer Technologies and Scott Schneider will be presenting. Stay tuned for announcements about future ARMA@NOON meetings!

For those who are attending the International Conference in a couple of weeks, please be sure to attend the Regional Meetings on Wednesday, October 14, starting at 5:00. I will be distributing our new pins during this event. If you are unable to attend the International conference, don't worry - pins will be available at the registration desk at our October 22 meeting!

And just a reminder, the Board unanimously agreed to continue posting job positions at no cost so we are continuing to post any job from anyone anywhere in the country through the rest of this calendar year. If you know of an available position that is not already listed on our website, please contact myself or any other Board member so that we can get it posted as quickly as possible, in order to help those who are searching, both for a job and for someone to fill a vacant spot.

I hope to see you, if not in Orlando, then in a couple of weeks at our next meeting of the year!

Sincerely,  
Melissa G. Dederer, CRM  
President, ARMA Metro New York City Chapter

## UPCOMING EVENTS

### **OCTOBER 8. 2009 - RFID TECHNOLOGY "ARMA@NOON" LUNCHEON SEMINAR**

RFID (Radio Frequency Identification) technology solutions allow you to locate and track any item in an office, warehouse, or manufacturing plant. The exact location of items such as job files, folders, boxes and inventory is always known no matter where it moves within or between facilities allowing you to quickly and easily retrieve it. The result is that you will not lose your files nor waste time looking for them.

Many businesses are using this technology as a key component of their Records Management program.

Join us for our inaugural "ARMA@NOON" seminar and learn more about this technology and how it can benefit your program.

**Scott Schneider from Applied Computer Technologies will conduct a one hour educational session on RFID technology.**

**This meeting will begin at 12:30 pm and end at 2 pm. Lunch (sandwiches and beverages) is included with your registration fee of \$10.00. [Register Now](#) to reserve your place.**

**The Chapter would like to thank Applied Computer Technologies for sponsoring this event. Please visit their website: [www.ACT-LI.com](http://www.ACT-LI.com)**



**Frank LaSorsa, CRM  
VP/Professional Development**

**NEXT CHAPTER MEETING: OCTOBER 22, 2009**

**TOPIC: "ELECTRONIC AND DIGITAL SIGNATURES"**

**SPEAKER: JEAN-FRANCOIS BLANCHETTE**



**At the turn of the millennium, electronic signatures seemed on the verge of bringing law and order to the wild frontier of electronic documents. A worldwide wave of legal reform had cleared the way for their admissibility as evidence in courts; standardization bodies produced thick volume after thick volume of detailed specifications for public-key infrastructures (PKI), cryptographic algorithms, certification authorities, revocation lists, etc.; and venture capitalists lavished untold amounts of cash on an industry predicted to enjoy multi-billion growth. A mere 10 years later, electronic signatures have all but disappeared from both marketplace and public consciousness. In this presentation, I will**

investigate this failure to perform through an exploration of issues of risk, liability, proof, evidence, and user friendliness, as realized in competing models of electronic signatures, with specific attention to the thorny issue of retention.

#### **BIO**

Jean-François Blanchette is an Assistant Professor in Department of Information Studies, University of California, Los Angeles. He received a B.Sc. and a M.Sc. in Computer Science from the Université de Montréal in 1995 and 1997, and a Ph.D. in Social Studies of Science from Rensselaer Polytechnic Institute in 2002. Between 1999 and 2001, he was an invited researcher at the CNRS in Paris, where he investigated the definition of a new legal framework for recognizing the evidential value of electronic documents, including those produced by notaries, baillifs and judges. Between 2002 and 2004, he was a Post-Doctoral Fellow with the InterPARES project at SLAIS, University of British Columbia. He teaches in the area of electronic records management, digital preservation, and social dimensions of computing, and has conducted training seminars for the SAA, the "Ecole nationale du patrimoine" and the "Association des professionnels de l'information et de la documentation" (ADBS) in France. He's currently completing a book manuscript on the recent legal codification of digital signatures.

To Register, [Click Here](#).

The Chapter would like to thank GRM INFORMATION MANAGEMENT SERVICES for Sponsoring this meeting. Please visit their website at <http://www.grmims.com>



**GRM Information Management Services is a leading provider of document/data storage, certified shredding and electronic document management services. With facilities located in major cities across the United States, the company features fortress-like records centers, owned and operated vehicles for rapid retrievals and online inventory control and ordering capability. Companies come to GRM to benefit from its information management expertise and legendary customer service.**

**Frank LaSorsa, CRM  
VP/Professional Development**



## FEATURED ARTICLES

### SEPTEMBER 15, 2009 CHAPTER MEETING REVIEW

The 2009-2010 educational year kick off dinner meeting was held on September 15th at the Muse Hotel. The staff at the new venue was very accommodating, the room spacious and nicely appointed. A great turnout of 62 members and guests enjoyed the delicious cuisine while Melissa Dederer updated everyone on Chapter events, promoting CRM Workshops, lunch learning events, the all-day workshop to be held in March 2010 and Community Relations. For updates and details on any of these topics please refer to our [website](#).

Pleasantly surprised was Marcel Rodriguez who was presented with a lovely engraved silver bowl by Melissa Dederer as the recipient of the Chapter's 2009 'Honored Member of the Year' award.

Eugene Stakhov, CRM, CDIA+ & Kathy Fahy of Lighthouse-Enterprise Content Management sponsored the meeting and gave the audience a summary of their company and the services they offer.

Below is the recap of guest speaker topic: 'Search Techniques - Court's Comments & Criticisms'

Adam Losey presented a continuation of his report on e-discovery this time focusing on search terms and the case law surrounding them. Adam's first session in the Spring of this year pointed out that judges all across the country are upset with lawyers who do not understand technology and have not been able to communicate adequately with those who do. The verdicts in Zubulake (229 F.R.D 422) and Morgan Stanley (2005 WL 674885) were in the twenty five million and up range have certainly brought e- discovery issues to the center of boardroom discussions.

Magistrate Judge Faciolla focused on this very point during his recent keynote address here at LegalTech New York. The Magistrate stressed that competence by both attorneys and special masters must be enforced. RIM Professionals must be part of these "special masters" and must be competent to assist with e-discovery.

The cases cited by Adam included:

**Victor Stanley v. Creative Pipe**

## **In re Seroquel Prods Liab. Litigation**

**United States v. O'Keefe**

**William A Gross Const. Associates v. American Mfrs. Mut. Ins. Co.**

**Dunkin Donuts Franchised Restaurants LLC v. Grand Central Donuts**

**Capital Records Inc. v. MP3tunes**

**Examining just the Gross Construction case will highlight Adam's presentation on the importance of search term sufficiency. United States Magistrate Judge Andrew J. Peck from the Southern District of New York states that "this opinion should serve as a wake-up call to the Bar in this District about the need for careful thought, quality control, testing and cooperation with opposing counsel in designating search terms or keywords to be used to produce emails or other electronic stored information (ESI). While this message has appeared in several cases from outside this Circuit, it appears that the message has not reached many members of the bar." Adam made it clear that the expertise needed here excludes linguistic capability, familiarity with taxonomy, understanding of where the data resides and if it has been preserved and retained adequately and other competencies now demanded of the RIM Professional. Adam recanted the anecdote discussed by Magistrate Peck, "the Court is no keyword expert, but if one is searching for 'Authority' to also search for 'Dormitory Authority' is clearly redundant." As RIM Professionals, we want to make sure that our organizations are never the brunt of this type of commentary.**

### **Photo Gallery:**





**Deborah Montana, VP/Secretary**

**Frank LaSorsa, CRM, VP/Professional Development**

## **MEMBERSHIP UPDATE**

**The current membership level stands at 310.**

**Please join me in welcoming the following NEW MEMBER(S):**

**Michael Kraft  
MHK Partners**

**Mrs. Narita Maraj  
Graduate student**

**Brian Paul  
Dupont Systems**

**Mr. David Swanz  
VP - Sales & Marketing  
Gussco Manufacturing LLC**

## **JOB POSTINGS**

Please visit the [Chapter website](#) for the latest job postings!

Just a reminder, the Board unanimously agreed to continue posting job positions at no cost so we are continuing to post any job from anyone anywhere in the country through the rest of this calendar year. If you know of an available position that is not already listed on our website, please contact myself or any other Board member so that we can get it posted as quickly as possible, in order to help those who are searching, both for a job and for someone to fill a vacant spot.

Sincerely,  
Lauren Barnes, MLIS  
VP/Membership

## **CRM NEWS**

The Institute of Certified Records Managers™ (ICRM) is an international certifying organization of and for professional records and information managers. Visit them at [www.icrm.org](http://www.icrm.org) for certification information, including their current CRM Handbook and Study Bibliography. While there also review their list of new CRMs, career opportunities, latest newsletter and related links.



In the news this month, the Ultimate CRM Application and Examination Preparation Workshop is being offered to CRM candidates in conjunction with ARMA's 54th Annual International Conference and Expo in Orlando, Florida. This is the one you've been waiting for! This two-day, intensive workshop brings you even closer to achieving your CRM certification! This workshop will help you prepare for the CRM exams by identifying what areas to study for each exam part and where to find the resources to help you learn what you need to know. You will receive top-notch instruction from members of the ICRM. Registration is open; ARMA International member fee is \$299, Non-Members pay \$399. ICRM Part 6 Only is available to ARMA International Members for \$249, Non-Members \$299. Visit [www.arma.org/conference](http://www.arma.org/conference) for more information.

Attention all CRMs! Also, on Wednesday, October 14th, there will be a an ICRM-Ask the Board question and answer Session held from 4:15-5pm. Members of the Board of Regents will be available to respond to your questions on examination development, testing, administration, certification maintenance and more. Are you interested in grading Part VI exams or have questions about how this critical process takes place? Are you a current grader? Join in a discussion on the challenges and opportunities facing a contributing grader. Then, from 6:30-8:30pm, an ICRM Business Meeting and Reception will be held. Both events will be held in the Ballroom of the Orlando World Center Marriott. And, as always, visit the ICRM Information Booth in the registration area and greet your colleagues and friends, old and new.

Crystal M. Cutler,  
Executive Vice President

## CRM CORNER

Fall Exam Schedule:   Parts 1-5   November 2-6, 2009  
                                  Part 6     November 5, 2009

Registration Open:     August 19, 2009 - October 29, 2009

Test your knowledge; answer the sample questions below.

1. A disturbing fact of inefficiency frequency is that \_\_\_\_ percent of the papers filed are never referred to.

- a. 20
- b. 45
- c. 50
- d. 90

e. 95

2. The management concept that integrates strategic planning, total management, setting of objectives, individual motivation, measurement of results, and time is:
- a. management by authority.
  - b. management by expertise.
  - c. quality management.
  - d. management by walking around.
  - e. management by objectives.
3. In planning an Enterprise Content Management (ECM) system, charting the \_\_\_\_\_ shows whether tasks to be performed are sequential or parallel.
- a. retrieval
  - b. business plan
  - c. filing manual
  - d. workflow
  - e. record type

Answer Key: (1) - d, (2) - e, (3) - d.

**Crystal M. Cutler**  
Executive Vice President



The AIEF is conducting another raffle this year. This year, the raffle is for prizes at the ARMA International Conference in Orlando and will remain in the drawing for 3 free San Francisco Conference registrations. The take home prizes will be drawn in Orlando and the drawing for the free conference registrations will take place in May, 2010.

Please see our Chapter Foundation Champion, (and our President) Melissa Dederer, for raffle tickets.

Also, don't forget to visit the Silent Auction during the Orlando Conference. Board Member Deborah Montana took photos of her favorite NYC landmarks (Brooklyn Bridge, Empire State Building, Staten Island Ferry & Statue of Liberty) added her creative talents to give the photos a unique look. The photos are mounted and framed and are available for purchase during the Silent Auction. Please stop by and bid on these items. All proceeds benefit the AIEF.

Melissa G. Dederer, CRM  
President, ARMA Metro New York City Chapter

**TECH BYTES**

## Securing your Wi-Fi Network

Wireless networks today are as ubiquitous as laptop computers. Unfortunately, most casual wireless home network users are unaware of an inherent flaw in router security that can potentially expose their network traffic to even unsophisticated prying eyes.

WEP (Wired Equivalent Privacy) is a type of security algorithm that many routers on the market still default to when setting up a simple home or office network. However, its efficacy in securing wireless communication has been proven to be significantly weaker than its companion protocol, WPA (Wi-Fi Protected Access). The difference is based on technical details of how the two systems handle internal "keys" used to encrypt and decrypt transmissions between the router and one or more wireless devices (such as a laptop) on the network. Security experts unanimously agree that Wi-Fi networks secured by WEP are susceptible to attacks and exploitation through freely available software tools almost as easily as an unsecured network.

Since most Wi-Fi router manufacturers still include the WEP protocol in their router's firmware for backwards-compatibility, many unsuspecting users are at risk of having their communications, including email and banking information, spied on by novice hackers. Consult your router's documentation on how to log in to the router's firmware in order to determine which protocol is being used, and change it to the much more secured WPA, if needed (remember to use a strong, non-dictionary password).

The Wi-Fi technology we use today is based on the IEEE 802.11 set of standards. You may notice these terms used interchangeably at times.

Eugene Stakhov  
Committee Member

## RIM 101 (Continued)

### AIRU

As we discussed on our last column the primary difference between information and records is that a record "is appropriate for preservation."

But what makes a record "appropriate for preservation?" The answer is AIRU.

**A**uthenticity  
**I**ntegrity  
**R**eliability  
**U**sability

According to ISO 15489, these characteristics that set records apart from all other information are defined as:

### **Authenticity**

**An authentic record is one that can be proven**

- a) to be what it purports to be,**
- b) to have been created or sent by the person purported to have created or sent it, and**
- c) to have been created or sent at the time purported.**

**To ensure the authenticity of records, organizations should implement and document policies and procedures which control the creation, receipt, transmission, maintenance and disposition of records to ensure that records creators are authorized and identified and that records are protected against unauthorized addition, deletion, alteration, use and concealment.**

### **Reliability**

**A reliable record is one whose contents can be trusted as a full and accurate representation of the transactions, activities or facts to which they attest and can be depended upon in the course of subsequent transactions or activities. Records should be created at the time of the transaction or incident to which they relate, or soon afterwards, by individuals who have direct knowledge of the facts or by instruments routinely used within the business to conduct the transaction.**

### **Integrity**

**The integrity of a record refers to its being complete and unaltered. It is necessary that a record be protected against unauthorized alteration. Records management policies and procedures should specify what additions or annotations may be made to a record after it is created, under what circumstances additions or annotations may be authorized, and who is authorized to make them. Any authorized annotation, addition or deletion to a record should be explicitly indicated and traceable.**

### **Usability**

**A useable record is one that can be located, retrieved, presented and interpreted. It should be capable of subsequent presentation as directly connected to the business activity or transaction that produced it. The contextual linkages of records should carry the information needed for an understanding of the transactions that created and used them. It should be possible to identify a record within the context of broader business activities and functions. The links between records that document a sequence of activities should be maintained.**

**So, now we know that ATRII is what makes a record unique from all that "stuff"**

we deal with daily. But did you know that records typically can be considered as having a specific type of value to the organization? And that once you know a records primary value it is that much easier to determine it's retention?

Do you know these values, or what I call the 4Vs? I do... AFLR!

Jason C. Stearns, CRM, FLMI  
Corporate Vice President, Records Management  
Corporate Records Manager

## COMMUNITY EVENT ALERT



On October 4, 2009, the ARMA METRONYC Chapter "RIM RIDERS" participated in the National MS Society's 25th annual Bike MS event where 5,000 individuals will ride their bikes toward a world free of MS.

We still need your support! If each Chapter Member made a small donation, we can, not only meet our goal of \$3000, we can exceed it. Please make a tax-deductible donation to help raise much needed funds for people struggling with multiple sclerosis.

Over 400,000 Americans live with the challenges of multiple sclerosis. This disease brings uncertainty to those living with it and stops people from moving. The National MS Society exists to make sure it doesn't. Together, we can turn the uncertainty into hope by doing something about MS. Let's show the unity and strength of ARMA and support this worthy cause. GO RIM RIDERS!!!!

Click [DONATE](#) to visit our team page or [www.bikeMSnyc.org](http://www.bikeMSnyc.org) for more information. To donate by mail, send your check (made payable to "Bike MS NYC") to:

**National MS Society, NYC Chapter  
Bike MS NYC  
P.O. Box 10123  
Uniondale, NY 11555-0123**

**Please make sure to write "RIM Riders" in the memo section of your check.**

**Thank you,**

**TEAM MEMBERS: FRANK LASORSA, HELENE LILLY &  
MARCEL RODRIGUEZ**

**Marcel Rodriguez**

**Immediate Past President**

I hope you enjoyed reading this newsletter. Please send comments, articles, community events or ideas for future issues to the editor at: [Marcel.Rodriguez@NBCUNI.COM](mailto:Marcel.Rodriguez@NBCUNI.COM).

**Sincerely,**

Marcel Rodriguez  
VP/Newsletter Editor  
ARMA Metro NYC Chapter