

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	SUNDAY, May 31 st		
1:45 – 3:00 PM	<p>S11 Implementing Electronic Recordkeeping Software (workshop) Bruce Miller President, RIMtech Inc.</p> <p>Meeting Room: William Tomison Room</p> <p>Most RIM professionals understand the pressing need to manage electronic records, but lack understanding of the science and software technologies of recordkeeping to implement an actual real-world solution.</p> <p>Attend this session to understand the principles and techniques of electronic recordkeeping, learn about a new state-of-the-art roadmap for implementing electronic records software technology, and apply the concepts learned to a hypothetical 10,000 user project.</p> <p>This session will help RIM professionals understand and confidently implement electronic recordkeeping solutions.</p>	<p>S12 RIM and E-discovery: A New Partnership Christine Ardern, CRM, FAI Principal Consultant, The Information Management Specialists / Entium Technology Partners</p> <p>Meeting Room: Angus Shaw Room</p> <p>This session will examine the changing e-discovery environment, the importance of a close relationship with an effective RIM Program, and the reasons for the change.</p> <p>This session will discuss the Sedona Canada principles, changes to the various rules of civil procedure, and the e-discovery reference model. It will also look at technology solutions (Enterprise Content Management and E-discovery) supporting different areas of the litigation process.</p> <p>Come and hear what litigators will expect if you are required to produce records for a legal case and how your RIM Program can enhance your organization's litigation readiness.</p>	<p>S13 Who Has Time to Classify Documents or E-mail? The Improving Options Using Auto-classification (workshop) Paula Lederman, ERMm Principal, Imerge Consulting Inc.</p> <p>Meeting Room: Vintage Room</p> <p>This workshop will challenge traditional best practices which stress the importance of classification in the life cycle management of documents and e-mail, and the relation of classification to document retention. It will also assess the cost of classification and relate it to the improving tools of auto-classification and enhanced search.</p> <p>Exercises will include practice classification sessions and timing experiments, practice development of auto-classification rules, and comparison of the results.</p>
3:00 – 3:30 PM	REFRESHMENT BREAK		

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	SUNDAY, May 31 st		
3:30 – 4:45 PM	<p>S21 Implementing Electronic Recordkeeping Software (workshop)</p> <p>(Continued from previous session)</p>	<p>S22 E-discovery: Defining an Architectural Roadmap</p> <p>Marcia Douglas, CDIA+, ERMm Senior Manager, BearingPoint</p> <p>Meeting Room: Angus Shaw Room</p> <p>E-discovery requires an integrated mix of technology tools and processes including records management, search and business process management as well as specialized case management, review and processing software.</p> <p>Identifying the components appropriate to your organization can be aligned to the EDRM (electronic discovery reference model), ensuring that those activities / functions your organization will perform in-house are adequately supported by appropriate technology, process and policy.</p> <p>Defining your e-discovery architecture roadmap requires identifying the scope of your E-discovery Program – only then can your system implementation be successful.</p>	<p>S23 Who Has Time to Classify Documents or E-mail? The Improving Options Using Auto-classification (workshop)</p> <p>(Continued from previous session)</p>
4:45 – 7:00 PM	ICE BREAKER RECEPTION IN THE VENDOR EXHIBIT HALL		

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	MONDAY, June 1 st
7:00 – 8:15 AM	BREAKFAST
8:15 – 8:30 AM	<p>Opening Ceremonies</p> <p>Meeting Room: Ballroom (William Tomison and Angus Shaw Rooms)</p>
8:30 – 9:30 AM	<p style="text-align: center;">Reaching Your Career Peak</p> <p style="text-align: center;">Doug Allen, CDIA+, CRM</p> <p style="text-align: center;">President, ARMA International</p> <p style="text-align: center;">Meeting Room: Ballroom (William Tomison and Angus Shaw Rooms)</p> <p>RIM professionals can take charge of their career progress by honing their knowledge and skills. This keynote presentation will focus on ARMA International's RIM Core Competencies and the self-assessment tool, and how they can help RIM professionals map out their course for additional education and training. Take-aways from this address include the ability to identify the different domains and levels in the competencies, a higher comfort level in using the self-assessment tool, and improved understanding of the available resources. References to sessions in the conference program will be linked to specific domains within the competencies for reference purposes.</p>
9:00– 5:00 PM	EXHIBIT HALL OPEN
9:30 – 10:00 AM	REFRESHMENT BREAK & EXHIBIT HALL VIEWING
10:00 – 11:30 AM	<p style="text-align: center;">Technology Spotlight Sponsored by Microsoft</p> <p style="text-align: center;">Enterprise Content Management: Breaking the Barriers to Broad User Adoption</p> <p style="text-align: center;">Steve Kopstick</p> <p style="text-align: center;">Co-founder and President, NetDexterity</p> <p style="text-align: center;">Meeting Room: Ballroom (William Tomison and Angus Shaw Rooms)</p> <p>Enterprise Content Management (ECM) is a strategic imperative for organizations experiencing tremendous growth in their volume of information, needing to differentiate themselves through the creation and protection of intellectual capital, and facing increased legislation requiring access to auditable records. Although ECM and EIM (Enterprise Information Management) are hardly new concepts, organizations continue to be plagued by low user adoption of traditional, costly ECM solutions and struggle to manage the explosion of unstructured data (e.g. e-mails, spreadsheets and multimedia). This presentation will address:</p> <ul style="list-style-type: none"> • How to encompass the whole continuum of information management through a single, strategic approach • Best practices for leveraging existing ECM investments in conjunction with Microsoft Office SharePoint Server 2007 to provide a powerful, integrated platform for ECM enabled through business process management • How the Ontario Finance Authority (OFA) transparently enforces EIM requirements by leveraging a common framework approach that brings predictability, governance, agility and reduced cost to EIM.

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	MONDAY, June 1 st				
11:30 – 1:15 PM	LUNCH & EXHIBIT HALL VIEWING				
	Business Functions Track	Information Technology Track	Leadership, and Communications & Marketing Track	RIM Practices Track	Risk Management Track
1:15 – 2:30 PM	<p>M11 Going to the Chapel . . . The Client / Consultant Marriage and How to Manage it Kim Anstey, <small>ECMp</small> Business Analyst, Prima Computer Solutions</p> <p>Brenda Collins, <small>CRM</small> Senior Business Analyst, Prima Computer Solutions</p> <p>Meeting Room: Rowand Suite</p> <p>Every relationship needs care and perhaps kid gloves at times – the client / consultant relationship is no different. From project proposal, through the courting phase (RFP process, statements of work and contract negotiations), marriage and honeymoon (contract signing and kick-off meetings) and wedded bliss (project completion!) both client and consultant must be aware of the pitfalls which can cause the relationship to falter.</p> <p>Clients and consultants will learn to manage this delicate relationship from presenters experienced on both sides of the equation.</p>	<p>M12 Electronic Recordkeeping for Microsoft Office 2008 Bruce Miller President, RIMtech Inc.</p> <p>Meeting Room: William Tomison Room</p> <p>Microsoft has included significant retention and recordkeeping capabilities in Office 2007, particularly in Outlook/Exchange, MS Word and SharePoint.</p> <p>Attend this session for an overview of these capabilities and how they can be used to meet electronic recordkeeping obligations. The seven essential implementation requirements – and how to achieve them with SharePoint – will be covered. A brief case study of a real-life implementation project will also be explored.</p>	<p>M13 You Mean I Have to Manage People Too! Rick Weinholdt Consultant, GANDRA Consulting</p> <p>Meeting Room: Vintage Room</p> <p>As you climb up the records management ladder you will come to a point where you are no longer being supervised or managed and become the supervisor or manager. We are often ill-prepared to take on the challenges of managing people.</p> <p>Drawing on his 35 years of management experience, Rick will share what he has learned the hard way about motivating and leading staff in today's work environment.</p>	<p>M14 Enterprise Records Management: Yes, It Really Is Possible! (case study) Marcia Douglas, <small>CDIA+, ERMm</small> Senior Manager, BearingPoint</p> <p>Justin Kennedy, <small>EMMm, IOAs</small> Electronic Records Specialist, Petro-Canada</p> <p>Meeting Room: Angus Shaw Room</p> <p>Moving beyond traditional records management (paper-based programs) requires innovative thinking and judicial risk taking.</p> <p>Determined to create a truly enterprise RM Program inclusive of all content across the company, Petro-Canada will detail its experiences and challenges in defining the program's vision, obtaining executive support, designing the solution and staging the enterprise deployment. This case study will illustrate that enterprise records management really is possible!</p>	<p>M15 Managing Litigation Holds in Canada (workshop) Stuart Rennie Barrister and Solicitor, Stuart Rennie Consulting</p> <p>Meeting Room: Rutherford Room</p> <p>The number and complexity of business records (especially electronic records) is increasing exponentially. In the event of litigation and to comply with the law, RIM professionals are required to manage litigation holds.</p> <p>This workshop will provide a practical learning experience to assist RIM professionals in Canada to effectively manage litigation holds in common law civil litigation, with an emphasis on electronic records. Working from examples from case law across Canada, participants will learn how to identify records subject to a litigation hold and how to access and preserve those records.</p>

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	MONDAY, June 1 st				
2:30 – 3:00 PM	REFRESHMENT BREAK & EXHIBIT HALL VIEWING				
3:00 – 4:15 PM	<p>M21 Records Management Advisory Teams . . . Got One? Want One? Need One? Earl Johnson Jr., CRM Corporate Records Manager, Colonial Pipeline Company Meeting Room: Angus Shaw Room</p> <p>This session is designed to help you determine the need for a records management advisory team and then define the team's role in your RM Program. Other topics to be explored include the purpose, makeup, roles and responsibilities of the team and the expectations of team members. Team goals and objectives, mission statement (or team charter) and ways to measure the team's success and effectiveness will also be explored.</p> <p>Delegates are encouraged to share their thoughts, opinions and experiences (both pro and con) on the use of records management advisory teams.</p>	<p>M22 Managing Instant Messaging – Just a Larger E-mail Iceberg? Paul Fisher, CDIA+, CRM Managing Consultant, IBM Canada Meeting Room: William Tomison Room</p> <p>The use of instant messaging technology in a corporate environment is rapidly becoming the next iceberg for RIM professionals to navigate around. Like its communication cousin e-mail, the majority of the concerns around managing instant messaging lie beneath the surface. But instant messaging poses a number of unique issues that the RIM community has not had to contend with before.</p> <p>This session will address instant messaging from the RIM perspective, identifying the current information environment, the concerns related to that environment, and what every organization should consider now and in the future.</p>	<p>M23 RIM – A Career for Your Future Margaret Russell, CRM Information Specialist, Imperial Oil Meeting Room: Vintage Room</p> <p>This session will look at RIM as a profession and explore the skills and knowledge you must achieve to climb the RIM career ladder. By promoting RIM itself, you can increase visibility within the organization so knowing how to handle the spotlight is key to career advancement.</p> <p>In this session, the facilitator and participants will dialogue on the value of continuing education as a cornerstone for self-development.</p>	<p>M24 Preparing for the CRM Examination, Parts I - V Christine Ardern, CRM, FAI Principal Consultant, The Information Management Specialists / Entium Technology Partners Meeting Room: Rowand Suite</p> <p>Designed for RIM professionals who are interested in taking parts I to V of the Certified Records Manager (CRM) examination, this session will provide a high level overview of the history and benefits of professional certification in the RIM industry, discuss the role of the Institute of Certified Records Managers (ICRM) and explain the exam application process.</p> <p>The session will also identify tools for self-assessing exam readiness and, focusing on parts I to V, provide tips on assessing readiness to take the exams. Through a series of sample questions and answers, participants will be given insights into preparing for the exams.</p>	<p>M25 Managing Litigation Holds in Canada (workshop) (Continued from previous session)</p>
4:15 PM Onwards	FREE EVENING				

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	TUESDAY, June 2 nd
7:00 – 8:15 AM	BREAKFAST
8:15 – 9:15 AM	<p style="text-align: center;">Records Management 2.0: Compliance and the Cloud</p> <p style="text-align: center;">Jesse Wilkins, CDIA+, ERMm Principal Consultant, Access Sciences Corporation</p> <p style="text-align: center;">Meeting Room: Ballroom (William Tomison and Angus Shaw Rooms)</p> <p>Enterprise 2.0 technologies, including blogs, wikis and social networking tools, bring individual and collective changes to business processes including emergent governance structures, transparency in creating and managing information, and accessibility. This keynote presentation will review the impact these tools will have on the modern RIM Program and identify strategies for taking control of these tools while using them to drive efficient collaboration.</p>
9:00 – 2:00 PM	EXHIBIT HALL OPEN
9:15 – 9:45 AM	REFRESHMENT BREAK & EXHIBIT HALL VIEWING

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	TUESDAY, June 2 nd				
	Business Functions Track	Information Technology Track	Leadership, and Communications & Marketing Track	RIM Practices Track	Risk Management Track
9:45 – 11:00 AM	<p>T11 Hands on Process Mapping (workshop) Janet Karasz Service Delivery Manager, Service Alberta</p> <p>Meeting Room: Angus Shaw Room</p> <p>Understanding and defining process is fundamental in both functional design and to successfully implement e-records applications.</p> <p>In this workshop, participants will have an opportunity to learn and apply basic process diagramming principles. This workshop will introduce the value and purpose of the five sections of a Supply-Input-Output-Customer (SIPOC) diagram as compared to more detailed second and third level detail process diagrams. Basic process map symbols such as decision points and swim lanes will be explained.</p> <p>Each participant will leave the workshop with several completed process diagrams built with his/her team-mates.</p>	<p>T12 Organizing Shared Drives While Waiting for an Electronic Records Management Vendor and Electronic File Inventories Paula Lederman, <small>ERMm</small> Principal, Imerge Consulting Inc.</p> <p>Meeting Room: Vintage Room</p> <p>The implementation of an electronic records management system takes at least 6 – 12 months. In the interim, users can work towards a more controlled shared drive environment.</p> <p>This session will explain the logistics of how to secure greater control over shared drives, and explore the short- and long-term benefits that make this effort worthwhile.</p>	<p>T13 RIM or IM? Where Does it Fit? (world café) Christine Ardern, <small>CRM, FAI</small> Principal Consultant, The Information Management Specialists / Entium Technology Partners</p> <p>Denise Bruno Records and Information Audit / Compliance Officer, Regional Municipality of York</p> <p>Paul Fisher, <small>CDIA+, CRM</small> Managing Consultant, IBM Canada</p> <p>Janice Francisco Change Facilitator, BridgePoint Effect</p> <p>Meeting Room: William Tomison Room</p> <p>Many RIM mangers must find their program's place and prove its value at the executive table. Is this the result of a marketing and communications breakdown or a misguided decision about what it is called (RIM versus IM) and where it fits on the organization chart?</p> <p>Join the presenters in this lively, interactive and provocative "world café". www.theworldcafe.com/what.htm</p>	<p>T14 RM 101 – So You Have a Records Retention Schedule, Now What? Robert W. Dalton, <small>CRM</small> Principal, Dalton Consulting</p> <p>Meeting Room: Rowand Suite</p> <p>New regulations, the threat of audits and the increased use of e-discovery have made organizations review their document management and destruction policies.</p> <p>This presentation will examine methods used to assist in the initial review of records in storage (internal and external to the organization) to determine their eligibility for destruction and ensure the documents are destroyed on a timely basis that will meet legal compliance.</p>	<p>T15 Putting the "RM" into Records Management: A Risk Management Methodology for Records Managers Jason Pearce President and Senior Consultant, Provatect Inc.</p> <p>Meeting Room: Rutherford Room</p> <p>Successful records management responds to legal and business requirements that are not always simple or direct. Questions of exactly how long to keep records or which safeguards to apply often depend more on your organization's unique business risks than explicit records management rules.</p> <p>This presentation will help you facilitate decision-making by those in charge of the business activities that lead to records creation. You will learn a hands-on methodology for communicating records management questions in terms of corporate risk and cost benefit analysis, with practical tools for quantifying legal and business risks unique to your organization's records environment.</p>

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	TUESDAY, June 2 nd				
11:00 – 11:15 AM	STRETCH BREAK				
11:15 – 12:30 PM	<p>T21 Hands on Process Mapping (workshop)</p> <p>(Continued from previous session)</p>	<p>T22 From Resistance to Adoption – Turning Your EDRMS Implementation Around (case study)</p> <p>Janet de Guzman Team Leader – Information Management Practice, CGI Information Systems and Management Consultants</p> <p>Oriana Sharp Manager – Information Management and Archives, Regional Municipality of Waterloo</p> <p>Meeting Room: Vintage Room</p> <p>The dollars were spent, the technology was in place and employees were trained but the proper foundation and planning were nowhere in sight. The municipality thought it had done everything right but employees just weren't biting – they were doing the exact opposite.</p> <p>This case study will review the steps taken to evaluate the municipality's EDRMS implementation and IM practices, and make the necessary changes for the system to thrive and for users to buy in.</p>	<p>T23 RIM or IM? Where Does it Fit? (world café)</p> <p>(Continued from previous session)</p>	<p>T24 Cameco's Classification and Records Retention Schedule (CARRS) – The Road to Success (case study)</p> <p>Rachel Larson, ERMM Co-ordinator Records Management, Cameco Corporation</p> <p>Meeting Room: Rowand Suite</p> <p>This case study explores how the classification and records retention schedule was designed, how it is being developed through retention meetings, and the process being used to implement it across the corporation including examples of file conversions. Reference will be made to the gathering of vital records information during the meetings. Tips and tricks will also be shared.</p>	<p>T25 Managing Information Security Risks: Best Practices in the Context of a Large Organization (case study)</p> <p>Tom Hunter Account Manager, Securit</p> <p>Meeting Room: Rutherford Room</p> <p>This presentation will focus on security risk management in large organizations, with an emphasis on the healthcare and government sectors, by addressing security risks associated with managing complex information systems in paper-based and electronic formats.</p> <p>Using a case study approach, this presentation will analyze real-world security scenarios in a large hospital. Balancing the protection of patients' medical records with facilitating quick access to medical information in a fast-paced environment is one of the challenges to be examined. This presentation will stress the need to correctly identify and proactively manage security risks in the context of large and complex information systems.</p>

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	TUESDAY, June 2 nd				
12:30 – 1:45 PM	LUNCH & EXHIBIT HALL VIEWING				
1:45 – 3:00 PM	<p>T31 Show Me the Money: ROI for Records Managers Stephen Neilly, CRM President, Information Innovation Meeting Room: Angus Shaw Room</p> <p>Supporting return on investment (ROI) claims is important when trying to justify the expense of new equipment, technologies, training, staff or systems.</p> <p>This session is designed to assist Records Managers in defining what ROI is required by their organizations, defining the measures to demonstrate ROI, and introducing the systems and technology to create ROI opportunities.</p>	<p>T32 Adding Standards Compliant ECM to SharePoint (case study) Sherri Bower Senior Analyst, ECM Program Development and Innovation – Service Alberta Rick Stirling President, Western Information Management Meeting Room: William Tomison Room</p> <p>Microsoft Office SharePoint Server 2007 (SharePoint) is typically the ECM tool of choice for Government of Alberta (GOA) departments. However, its electronic records management component does not meet the GOA's information management standards.</p> <p>Service Alberta set up the ECM Innovation Lab for cross-ministry solution deployment. A SharePoint user portal, a connector such as SeeUnity and standards compliant ECM records management tools such as Documentum are currently being tested.</p> <p>This case study will talk about the GOA business environment, the lab architecture, challenges, lessons learned, the project's outcome and what's next for the lab.</p>	<p>T33 Managing the People Side of a RIM Project Sharon Osmond Change Manager – Professional Services, CriticalControl Solutions Inc. Meeting Room: Vintage Room</p> <p>Change affects people – our greatest asset!</p> <p>This session will present several techniques and tips to successfully change everyday behaviours in order to be successful with your RIM projects. Come join Sharon as she identifies methods to develop a change management strategy, obtain buy-in, manage resistance, enhance rate of user adoption, and gain trust.</p>	<p>T34 Preparing for the CRM Examination, Part VI (workshop) Margaret Russell, CRM Information Specialist, Imperial Oil Sheila Taylor, CRM Principal, CONDAR Consulting Inc. Meeting Room: Rowand Suite</p> <p>This session will assist you to prepare for and write Part VI of the Certified Records Manager (CRM) exam by providing an overview of Part VI, discussing exam-taking techniques, and explaining the grading process.</p> <p>Because CRM candidates are often overwhelmed with the process of writing case studies, this session will also provide an opportunity for each participant to practice writing a 40-point case study. The session will conclude by identifying the elements the graders would have been looking for in the case study response.</p> <p>Participants may write their case study in long-hand or on a laptop. Note: ARMA Canada will NOT provide laptops. Please bring a laptop if you don't want to write your case study in long-hand.</p>	<p>T35 Disaster Preparation and Restoration: Keeping Your Head Above Water When Documents Get Damaged (workshop) Tom McGuire Catastrophe Operations Manager and Document Recovery Manager – Region Americas, Munters Corporation Fabio Bernardo Canadian Regional Manager, Munters Corporation Meeting Room: Rutherford Room</p> <p>This interactive session will provide an overview of how Records Managers can prepare for, respond to and recover from a disaster. It will also include a demonstration of recovery methods for damaged paper and film.</p> <p>Participants in breakout groups will apply the disaster preparation skills learned. Interactive discussions will include real disaster recovery examples covering all recovery methods plus a live video feed to a full service document recovery centre to see the methods in action.</p>

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	TUESDAY, June 2 nd				
3:00 – 3:15 PM	REFRESHMENT BREAK			No break for Session T34	REFRESHMENT BREAK
3:15 – 4:30 PM	<p>T41 Expanding the RIM Envelope: Implementing a Policy Development Process (case study)</p> <p>Tricia Daum, CRM Manager – Records Management and Privacy, British Columbia Institute of Technology</p> <p>Meeting Room: William Tomison Room</p> <p>From the records management perspective, the “old” way of developing and maintaining policies at the British Columbia Institute of Technology (BCIT) was flawed. For example, there were no business processes to retain policy versions in the Archives or standard policy templates. Consequently, building on the success of the RIM Program, a project was initiated to alleviate the deficiencies of the policy development process.</p> <p>Come hear about this project which involved writing both a policy on policy development and procedures, creating a policy review team, and implementing a policy approval workflow. Lessons learned will also be shared.</p>	<p>T42 Records Management and Enterprise Content Management: Ying and Yang, or Conflicted Twins?</p> <p>Paul Fisher, CDIA+, CRM Managing Consultant, IBM Canada</p> <p>Meeting Room: Angus Shaw Room</p> <p>Enterprise Content Management (ECM) and records management (RM) software are intended to support the information life cycle. But do they?</p> <p>Organizations are beginning to realize that the ECM and RM electronic environments are not necessarily in alignment with one another or with the organization’s overall information management (IM) goals. So what does an organization need to work through to ensure that it reaches its IM goals and what issues does it need to compromise on?</p> <p>This session will present the conflicting goals of both applications from an IM perspective and lay out what needs to be done in order to ensure a harmonious environment.</p>	<p>T43 RIM and IT: Achieving True Collaboration</p> <p>David Hopkins, CRM Records and Information Manager, Alberta Ministry of Finance and Enterprise</p> <p>Glen Sustrik Director – Corporate Technology Services, Alberta Ministry of Finance and Enterprise</p> <p>Meeting Room: Vintage Room</p> <p>Historically, IT and RIM professionals worked separately as per separate business units, reporting structures and project objectives. Today, however, the realities of electronic records management make it imperative for RIM professionals to establish a positive, effective and ongoing relationship with IT staff.</p> <p>This presentation will focus on how to bring together IT and RIM so the two business units (and the professionals within them) may work together to share expertise, meet common goals, and achieve greater success for information management initiatives within the organization.</p>	<p>T44 Preparing for the CRM Examination, Part VI (workshop)</p> <p>(Continued from previous session)</p>	<p>T45 Disaster Preparation and Restoration: Keeping Your Head Above Water When Documents Get Damaged (workshop)</p> <p>(Continued from previous session)</p>
6:00 – 9:00 PM	PRE-DINNER RECEPTION & AWARDS BANQUET				

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	WEDNESDAY, June 3rd				
7:00 – 8:15 AM	BREAKFAST				
	Business Functions Track	Information Technology Track	Leadership, and Communications & Marketing Track	RIM Practices Track	Risk Management Track
8:30 – 9:45 AM	<p>W11 Three C's of Enterprise Content Management Implementation</p> <p>Marilyn Carr National Director, MTS Allstream Inc.</p> <p>Christian Walker Senior Consultant, MTS Allstream Inc.</p> <p>Meeting Room: Winter Lake Suite</p> <p>Successful implementation of content / document / records management systems in an enterprise requires commitment, coordination and change. This session will look at aligning RIM, business and IT perspectives and priorities through such actions as gaining and keeping the commitment of stakeholders through alignment to strategic objectives, and co-ordinating activities to reduce risk and promote success by identifying quick wins and appropriate pilots.</p> <p>Without commitment, coordination and change, organizations are left with the three evil C's: confusion, consternation, and chaos.</p>	<p>W12 SharePoint – Is it Right for Your Organization? (case study)</p> <p>Gisele Crawford Corporate Records Administrator, City of Edmonton</p> <p>Stephen Gordon Director – IT Planning and Architecture, City of Edmonton</p> <p>Meeting Room: William Tomison Room</p> <p>Not just for SharePoint users, this interactive case study will paint a picture of the good, the bad and the "oops" as you consider the RIM and business issues involved in collaboration and document management platform installation.</p> <p>This case study will also address the methodology and the results of the City of Edmonton's evaluation of SharePoint.</p>	<p>W13 Coaching Up the Organization (workshop)</p> <p>Judy Harrower Dean of Community Services, Saskatchewan Institute of Applied Science and Technology</p> <p>Meeting Room: Rowand Suite</p> <p>Do you ever wonder how people get to the top of their organizations? Many employ a personal coach – someone who helps them analyze their "product" (i.e. what they have to offer the organization) and then how to market their "product".</p> <p>This workshop will look at one aspect of identifying your "product" and how to market it, as well as whether a personal coach holds value for you personally.</p> <p>You will identify one personal "product" you have to offer your organization, practice one marketing tool for your "product", and write one achievable goal based on achieving upward mobility.</p>	<p>W14 Information Management and Access and Privacy – Pieces of the Puzzle</p> <p>Renée Pendergast Manager – Access to Information and Protection Office, Government of Newfoundland and Labrador</p> <p>Meeting Room: Angus Shaw Room</p> <p>The spirit and intent of access and privacy legislation is to build public trust in our governments, and information management (IM) is a core piece of that puzzle.</p> <p>This session will examine how a good IM strategy will increase compliance with access and privacy legislation, how to develop IM policies that ensure personal information is kept secure and protected as required by legislation, and how records management can increase public confidence while also allowing public bodies to be more open and transparent.</p>	<p>W15 Are You Prepared for Disaster?</p> <p>Rick Weinholdt Consultant, GANDRA Consulting</p> <p>Meeting Room: Rutherford Room</p> <p>Disasters can and will happen, so are you ready when it's your turn? Most organizations are not and consider disaster planning and readiness like an insurance policy, "Nice to have but let's hope we never need it".</p> <p>In this session, you will learn:</p> <ul style="list-style-type: none"> • What impact various disasters may have • Basic risk analysis criteria • How to identify and protect vital records • Basic steps and processes for developing disaster plans • Basic recovery of documents and resumption business practices.

2009 ARMA CANADA CONFERENCE SCHEDULE AND PROGRAM

TIME	WEDNESDAY, June 3rd				
9:45 – 10:00 AM	REFRESHMENT BREAK				
10:00 – 11:15 AM	<p>W21 Strategic RIM Stephen Neilly, CRM President, Information Innovation Meeting Room: Vintage Room</p> <p>This session will provide an interactive look at a successfully implemented strategic plan for RIM.</p> <p>Participants will come away with a practical outline for the components of a RIM strategic plan as well as steps for implementing the plan. Discussions will also cover points for gaining senior management acceptance of the plan.</p>	<p>W22 Self-service Hosted Image Repository (case study) Eric Olsen Vice President – Operations, CriticalControl Solutions Inc. Meeting Room: Angus Shaw Room</p> <p>Many organizations have definitive imaging and retrieval needs to meet their business requirements, although not every organization is ready to invest in the infrastructure required to set up a scanning environment and a secure image repository.</p> <p>This case study will review how Alberta Health and Wellness implemented a solution that has a vendor providing both the imaging services to scan the images and a hosted image repository that meets the security and business requirements through a web interface.</p>	<p>W23 Coaching Up the Organization (workshop) (Continued from previous session)</p>	<p>W24 Implementing and Managing Contracted Destruction Uta Fox Supervisor – Compliance and Training, Calgary Police Service Meeting Room: Winter Lake Suite</p> <p>Records management textbooks discuss the importance of disposing of records which are authorized for destruction but the “how to” of the actual destruction process is usually not addressed.</p> <p>This presentation will focus on the destruction of physical and mixed media by exploring the importance of a records destruction policy, the security of records awaiting disposal, the criteria for selecting a destruction vendor, and the quality control and auditing of destruction processes. The presentation will also include a review of current Canadian and US legislation in terms of records destruction.</p>	<p>W25 Pandemic Preparedness 101 – What You Need to Know for Business Continuity Planning Sue Kessler, CRM Senior Manager, Alberta Health and Wellness Meeting Room: Rutherford Room</p> <p>There were three influenza pandemics in the last century and the World Health Organization has stated that another is not a matter of “if” but of “when”.</p> <p>This session will provide an overview of the key facts and assumptions about pandemic influenza and its likely affects. This session will also provide insight into how to factor pandemic preparedness into your business continuity planning in the context of your RIM Program.</p>
11:30 – 1:00 PM	<p>LUNCH</p> <p>2010 ARMA Canada Conference Launch</p> <p>Closing Ceremonies</p> <p>Meeting Room: William Tomison Room</p>				