



Peaks and Valleys
of Information Management

ARMA CANADA CONFERENCE EDMONTON, ALBERTA May 31- June 3, 2009

FREQUENTLY ASKED QUESTIONS

CONFERENCE VENUE, ACCOMMODATION AND TRAVEL

Where will the conference be held?

The conference will be held at The Sutton Place Hotel, located at 10235 – 101 Street in downtown Edmonton, Alberta. All education sessions and events (e.g. Tuesday awards banquet) will be held at the hotel. For information about the hotel, please visit www.edmonton.suttonplace.com.

Is there a special rate for hotel rooms at The Sutton Place Hotel during the conference?

Until April 30, 2009, ARMA Canada has reserved a block of rooms at The Sutton Place Hotel. Room rates (per night): Sutton king or double bed \$146 plus taxes and fees, and deluxe king bed \$166 plus taxes and fees. These rates are valid from May 25 – June 7, 2009.

How can I book a hotel room at the special ARMA Canada rate?

To reserve a room at the special ARMA Canada rate, call 780-428-7111 (or toll free at 1-866-378-8866), fax 780-441-3098 or book online at www.edmonton.suttonplace.com. When booking online, go to the "Reservation" section of the hotel's home page, select "promo" code from the "select code" option and add the code "ARMA".

How far is the conference hotel from the Edmonton airport?

The Sutton Place Hotel is 31 km or about 31 minutes from the Edmonton airport.

How much is the average taxi fare (one way) from the Edmonton airport to the conference hotel? If a shuttle bus service is available, how much does it cost?

The cost of a taxi to the Sutton Place Hotel is \$48.00 (one way), the Sky Shuttle Service is \$15.00 (one way).

I plan to drive to the conference. What's the closest parking lot? How much will it cost to park my car each day?

There is plenty of parking downtown. The closest is on an open parking lot located on the corner of 101 Street and 103 Avenue (opposite Staples). The cost of parking can range from \$15.00 to \$25.00 per day depending on how far you want to walk.

REGISTRATION

What are the conference registration fees?

Advance Registration

Full Conference Member (Before April 15, 2009)	\$695.00
Full Conference Non-Member (Before April 15, 2009)	\$895.00

Regular Conference Registration

Full Conference Member (After April 15, 2009)	\$795.00
Full conference Non-Member (After April 15, 2009)	\$995.00

One-Day Conference Registration

Member (Monday or Tuesday)	\$275.00
Non-Member (Monday or Tuesday)	\$375.00

One Half-Day Conference Registration

Member	\$200.00
Non-Member	\$250.00

Vendor Exhibit Staff

Full Conference Registration (Maximum of four (4) per booth) Each	\$250.00
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Vendor Exhibit Pass

Conference attendees	Included
Non-conference attendees	Free

*Vendor area Visitor Badges will be available at the Conference Registration desk

Extra Event Tickets

Sunday Welcome Reception (One ticket included in Full conference Registration)	\$30.00
Tuesday Awards Banquet (One ticket included in Full conference Registration)	\$55.00

What does a "full conference" registration include?

Full registration fees include:

- Sunday - Wednesday education sessions and refreshment breaks
- Sunday Welcome Reception
- Monday breakfast and lunch
- Tuesday breakfast and lunch
- Tuesday Awards Banquet
- Wednesday breakfast and lunch
- Education session handouts (downloaded by each registered attendee)

What does a "one-day" registration include?

- A one-day registration includes education sessions, appropriate education session handouts (downloaded by each registered attendee), breakfast, lunch and refreshment breaks.

REGISTRATION - CONTINUED

What does a “one half-day” registration include?

A one half-day registration includes education sessions, appropriate education session handouts (downloaded by each registered attendee) and a refreshment break.

I plan to register each member of my RIM Department to attend the conference. Does ARMA Canada offer a group discount on registration fees?

ARMA Canada does not offer group discounts on registration fees.

I am not a member of ARMA International but my co-worker is and he cannot attend the conference. Can I use his membership number to register at the member rate?

No, you would need to register at the non-member rate. Memberships are not transferable.

Can I register for the conference online? And does ARMA Canada accept online payment?

Yes, you may register for the conference and make payment online at www.regonline.com/ARMAedmonton.

Will I receive a refund if I have to cancel my registration?

In the event you need to cancel your registration, you may do so by sending a written notice of cancellation via e-mail isaunders@archives.gov.sk.ca or mail to reach us on or before April 15, 2009. A refund of the registration fee will be made and a cancellation fee of \$100 CDN will be applied. No refund of registration fees will be made after midnight on April 15, 2009, or if you failed to cancel your registration, or you did not attend the conference.

Will I receive a confirmation of my registration?

Yes, confirmation of all registrations will be provided.

Can I buy additional tickets to the Sunday Welcome Reception or the Tuesday awards banquet?

Yes, additional tickets to these events may be purchased at the prices indicated in the above registration fee information.

When will the on-site conference registration desk be open?

The registration desk will be open as follows:

Saturday, May 30	6:00pm to 8:00pm
Sunday, May 31	8:00am to 5:00pm
Monday, June 1	7:30am to 5:00pm
Tuesday, June 2	7:30am to 4:15 pm
Wednesday, June 3	8:00am to 12:00pm

EDUCATION PROGRAM

What education sessions will be offered on Sunday afternoon?

Two workshops and two e-discovery presentations will be offered from 1:45-4:45 PM on Sunday, May 31.

The two workshops are:

- a) Implementing Electronic Recordkeeping Software
- b) Who Has Time to Classify Documents or E-mail? The Improving Options of Using Auto-Classification

The two e-discovery sessions are:

- a) RIM and E-discovery: A New Partnership
- b) E-discovery: Defining an Architectural Roadmap

For detailed information about each workshop/e-discovery session, please visit www.armacanada.org/edmn_2009/documents/2009_program.pdf.

How are the Monday to Wednesday education sessions organized?

There are five tracks that will be offered, which correspond to the six domains in the Records and Information Management Core Competencies published by ARMA International. The five tracks are: Business Functions, Information Technology, RIM Practices, Risk Management and a combined Leadership, and Communications & Marketing track.

To see all sessions offered in each track, check out the hyperlinked "daily program sessions" at www.armacanada.org/edmn_2009/edmn_program.shtml or the complete program at www.armacanada.org/edmn_2009/documents/2009_program.pdf.

Where can I find out more about the Records and Information Management Core Competencies?

The RIM Core Competencies are available as a free download from the ARMA International bookstore. Hard copies are also available for purchase at member and non-member rates.

For more information, visit www.arma.org, select "bookstore", then select "product search" and then search on "competencies" in the "title" field.

Do I have to register for each education session I plan to attend?

No, all sessions are open seating. Admittance will be first-come, first-served.

How can I obtain a copy of the presentations to be made at the conference?

ARMA Canada will post the presentations it receives in a secure area of the ARMA Canada website. Registered attendees will be notified via e-mail when the presentations become available. As hard copies of the presentations will not be distributed at the conference, you are encouraged to review the online presentations and print a copy of the presentation (and any other handouts) for each session you plan to attend. Presentations will continue to be available on the website after the conference.

EDUCATION PROGRAM - CONTINUED

What is a Technology Spotlight?

New this year, a Technology Spotlight provides an opportunity for a vendor to sponsor a presentation about RIM technology. The presentation topic, content and speaker are selected by the vendor with ARMA Canada concurrence.

Microsoft will sponsor the 2009 Technology Spotlight on Monday, June 1 from 10:00am – 11:00am. While the presentation will include references to Microsoft Office SharePoint Server 2007, it will address how to encompass the whole continuum of information management through a single, strategic approach and describe how one organization – the Ontario Finance Authority – transparently enforces enterprise information management requirements. For more information about the Technology Spotlight, check out the conference program at www.armacanada.org/edmn_2009/documents/2009_program.pdf.

I plan to attend sessions T34 & T44 – Preparing for the CRM Examination, Part VI but I don't have a laptop with which to write the case study. Will ARMA Canada provide laptops?

No, laptops will not be provided. Please bring a laptop if you don't want to write your case study in long-hand.

Due to a schedule conflict, I can only attend the 2nd part of a workshop. Must I attend both parts of the workshop?

You may attend just one part if you wish. However, a workshop is designed to build on the content presented throughout the workshop and also incorporates exercises; you may find yourself at a disadvantage if you attend only one part (particularly only the 2nd part) of a workshop.

How can I determine the room in which an education session will be held?

Once the room assignments have been made, we will update the printable program available at www.armacanada.org/edmn_2009/documents/2009_program.pdf. Room assignment information will also be included in the conference bag given to each registered attendee at the conference.

Will the conference program change before the conference?

The education sessions in the conference program are accurate at the time of publication. Circumstances beyond ARMA Canada's control (e.g. cancellation by a speaker) may result in program changes prior to or during the conference. The online program will be updated if/when required prior to the conference, and announcements will be made at the conference in the event of program changes during the conference.

I'm a Certified Records Manager (CRM). How many certification maintenance credits can I earn by attending the conference?

The Institute of Certified Records Managers (ICRM) pre-approved 16.00 hours under the Certification Maintenance Program (CMP) for attendance by CRMs at the full/complete 2009 ARMA Canada conference.

How can I become a speaker at a future ARMA Canada conference?

Each November, ARMA Canada publishes a call for speakers for the next year's annual conference. Check the website www.armacanada.org in November 2009 for the call for speakers for the next conference to be held May 30 – June 2, 2010 in London, Ontario.

GENERAL CONFERENCE

What is the dress code for the conference?

The conference dress code is business casual.

What is the dress code for the Tuesday Awards Dinner?

The awards dinner is a semi-formal event where business or evening attire would be appropriate.

What is the weather usually like in Edmonton in late May/early June? How warm will it be?

The temperature in Edmonton will range from 18°C to 25°C with a rare occasion of scattered showers.

I just want to visit the vendor exhibits. Do I have to pre-register? Is there a fee to attend just the exhibits?

Visitors who wish only to view the vendor exhibits may registration at the conference. There is no charge to visit the vendor exhibits.

Our budget is tight. Can ARMA Canada help me to justify to my boss the merits of attending the conference? ARMA Canada has prepared a "Return on Investment" analysis document to assist potential attendees in justifying their attendance at the conference. To view this document, go to the ARMA Canada homepage at www.armacanada.org.

Will Internet access be available during the conference?

Free basic wireless internet service is available in all of the Sutton Place Hotel rooms (with hard-wired service available on the 22nd-25th floors and high-speed internet available in all rooms at a cost of \$10.45 per day, plus taxes).

EDMONTON TOURISM

Monday, June 1 is a “free” evening. Are any special events being held in Edmonton that night?

Event	Overview	Dates	Location
OPERA NUOVA PRESENTS - VOCAL ARTS FESTIVAL	This artform has the "awe" factor in its ability to evoke a myriad of emotions from tragic to comedic; uniting all of the arts exhilarating mediums: music, dance and the visual arts of scenic and lighting design. Join us and experience the spectacular visual impact of opera and the lush orchestrated tapestries... [More Info]	May 22 to June 28, 2009	Various Locations
WALTERDALE PLAYHOUSE PRESENTS - FOOTLIGHT FESTIVAL	Become a part of the living history that is Walterdale as we celebrate the past, present and future with a variety of short plays, workshops, play readings and round table discussions. This is your opportunity to be involved in Walterdale's Fiftieth Season... [More Info]	May 27-June 6, 2009	Walterdale Playhouse
WHYTE AVENUE	Whyte Avenue is a main street on Edmonton's south side, also called Old Strathcona . Strathcona was the name of the city south of Edmonton back in the early 1900's and has retained its historical ambience and is quite popular with young and old. This street is truly a vibrant and entertaining, especially on weekends when the barflies go from watering hole to watering hole to soak up the nightlife and alcohol.		

How far is the West Edmonton Mall from the conference hotel?

The West Edmonton Mall is 12 km from the hotel.

What bus do I catch to get to the mall?

The go to the West Edmonton mall take Bus - 100 - West Edmonton Mall - Downtown (Super express). It takes approximately 33 minutes and departs from 101 Street & 102 Avenue nearside (Stop ID: 1462) and arrives at West Edmonton Mall Transit Centre (Stop ID: 5010).

EDMONTON TOURISM - CONTINUED

What restaurants, in easy walking distance from the hotel, do you recommend?

Restaurant	Type	Address	Phone number
Blue Plate Diner	French	10145-104 Street	780-429-0740
Boualong Laos & Thai Cuisine	Vietnamese	10669 97 Street NW	780-423-4207
Cafe Delite Ltd	Thai	10305-100 Avenue NW	780-428-5483
Cafe Select	French	405,10018-106 Street NW	780-428-1609
Capitals	International	10235-101 Street	780-441-3031
Characters	Fine Dining	10257-105 Street	780-421-4100
Co Co Di	Mediterranean	10160-100A Street	780-425-1717
Cocoa's Restaurant	International	Delta Edmonton Centre Suite Hotel	780-423-9650
Cosmos Greek Village	Greek	120,10020-101A Avenue	780-990-1043
Creperie, The	French	10220-103 Street NW	780-420-6656
Hardware Grill	Fine Dining	9698 Jasper Avenue	780-423-0969
Haweli	Indian	10220-103 Street NW	780-421-8100
It's All Greek to Me	Greek	10127-100A Street	780-425-2073
Japanese Village	Japanese	10126-100 Street NW	780-422-6083
Khazana Restaurant	Indian	10177-107 Street NW	780-702-0330
La Ronde	Fine Dining	10111 Bellamy Hill (Chateau Lacombe)	780-428-6611
Lazia	Asian Fusion	Edmonton City Centre – Main Floor	780-990-0188
Lux Steakhouse & Bar	Steak	10150-101 Street NW	780-424-0400
Madison's Grill	International	10053 Jasper Avenue	780-401-2222
Mikado	Japanese	10350 109 Street	780-425-8096
Old Spaghetti Factory	Italian	10220-103 Street NW	780-422-6088
Ric Grill	Steak/Seafood	10190-104 Street NW	780-429-4333
Rose & Crown	Pub	195, 10235-101 Street (in hotel)	780-426-7827
Sherlock Holmes	Pub	10012-101A Avenue NW	780-426-7784
Sorrentino's Bistro & Bar	Italian	10162-100 Street NW	780-424-7500

EDMONTON TOURISM - CONTINUED

What sightseeing attractions do you recommend in Edmonton and the vicinity?

Attraction	Website	Extra Information
Royal Alberta Museum	www.royalalbertamuseum.ca	(780) 453-9100
TELUS World of Science Edmonton	www.odysium.com	(780) 451-3344
Fort Edmonton Park	www.edmonton.ca	(780) 496-8787
Edmonton Queen Riverboat	www.edmontonqueen.com	(780) 424-2628
Alberta Aviation Museum	www.albertaaviationmuseum.com	(780) 451-1175
Edmonton Economic Development Corporation	www.edmonton.com	(780) 424-9191
Rutherford House-Provincial Historic Site	www.rutherfordhouse.ca	(780) 427-3995
Telephone Historical Centre	www.telephonehistoricalcentre.com	(780) 433-1010
Edmonton Public Schools Archives & Museum	www.archives.epsb.net	(780) 422-1970
Loyal Edmonton Regiment Museum	www.lermuseum.org	(780) 421-9943
Elk Island National Park	http://www.pc.gc.ca/pn-np/ab/elkisland/index_e.asp	Day Trip
Ukrainian Cultural Heritage Village	http://culture.alberta.ca/museums/historicsiteslisting/ukrainianvillage/default.aspx	Day Trip