

2008 ARMA CANADA CONFERENCE PROGRAM

TIME	SUNDAY, June 1 st , 2008	
1:15 – 4:30	<p>S31 From Dry to Interesting: A Fresh Approach to RIM Training</p> <p>Janice Francisco Change Facilitator, BridgePoint Effect</p> <p>In developing capacity for RIM, training is essential. But what kind of training? The RIM environment is filled with policies, processes, procedures and legislation that must all be taken into account, as should the maturity of the organization within which the training is designed to serve. If your training focus is transmittal of detail and quoting legislation you're missing the mark. If you're planning RIM training, plan on creating interest and putting a new spin on your efforts. This interactive workshop will offer strategies for improvement and innovative approaches.</p>	<p>S32 Evaluation and Planning: A Successful Combination</p> <p>Rick Weinholdt Consultant GANDRA Consulting</p> <p>Conducting an evaluation of your Information Management program will help identify the challenges, pressures and new priorities your organization expects to face over the coming 3-5 years in the areas of IM. You will be able to assess current capabilities (including people, skills, processes, technology, and management framework) required for information management and identify any gaps in these capabilities. You will also be able to identify potential opportunities to optimize information management within your organization along with the requirements and recommendations needed to effectively address information management challenges, pressures and priorities. Armed with the information obtained from the evaluation of your program you can then move on to the planning stage.</p> <p>In order for their records programs to be successful, records managers must be able to think and plan strategically. Evolving technologies, increasing litigation issues and increasing information requirements demand attention. The effective and efficient introduction of new or enhanced records systems and services must form part of a planned process of change that has been set against a clear picture of the potential shape, type or feel of those systems and services of the future. A clear and concise planning process is the key to success.</p>

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TIME	MONDAY, June 2 TH , 2008			
7:30 - 8:30	CONTINENTAL BREAKFAST			
8:30 - 9:45	<p style="color: red; font-weight: bold; margin: 0;">Navigating Your Career in RIM</p> <p style="text-align: center; margin: 0;">John Frost, CRM ARMA International President Elect Principle Architect - Compliance Systems, IBM Corporation</p> <p style="background-color: #ffff00; margin: 0;">The 2008 Canadian Region Conference holds a wealth of information, education and vendor wares. As a RIM professional, you will apply what you learn here in your everyday job. What does that job look like now? What will it look like in 10 years? In this session you will learn how the RIM Profession has evolved and how it will continue to evolve, what tools are available to assist you in your RIM career path, how to sell yourself to senior management, and what skills you will need to continue your RIM career growth.</p>			
9:45 - 10:15	REFRESHMENT BREAK & EXHIBIT HALL VIEWING			
10:15 – 11:30	<p>M21 ARMA Core Competencies Demystified</p> <p>Roberta Shaffer, MLn, J.D FedLINK Library of Congress</p> <p>Deborah Marshall LECG</p> <p>Because the RIM profession is organic in terms of its core competencies needed at all levels of practice, the ARMA competencies have value for self-assessment and career mapping, for personnel plan and development, and for strategic positioning within an enterprise context. This session will explore the various ways in which the individual, the organization and the RIM profession writ large can engage the competencies in a variety of applications.</p>	<p>M22 Designing Classification & Retention Systems</p> <p>Steve Neilly, CRM Vice President, Corporate Designed Solutions, Inc.</p> <p>This session is designed to expose participants to the basics of functional classification system design, building companion retention schedules and discussing the secondary systems required to support retention schedule implementation. The specific topics will include:</p> <ul style="list-style-type: none"> Defining Functions, Activities and Record Series Conducting interviews, analyzing the business and establishing the classification structure Researching legal citations and documenting business cases for retention schedules Reviewing the peripherals and companions systems that support implementation. 	<p>M23 Marketing your Records Management Program</p> <p>John Annunziello, ermm Manager, Records and Information Toronto and Region Conservation Authority</p> <p>Promoting your RIM program is an integral part of a sound and comprehensive records management program. If you are struggling with trying to bring your RIM program to the forefront in your organization, you're not alone!! It has become a necessity to market your records program and bring it from the basement to the main floor. In this session, you will learn of practical tips, ideas and concepts which will help to elevate your records program. Providing value to the organization, you will learn how your RIM program can become an asset and appreciated by all. As companies spend millions of dollars in marketing costs, the success of your RIM program is in your hands.</p>	<p>M24 Strategic Direction for Enterprise Electronic Records Management Program</p> <p>Vigi Gurushanta Consultant, IMERGE Consulting Inc</p> <p>Increasingly, both private and public sectors are examining the deployment of enterprise solutions primarily in the content and records management programs. The Enterprise Electronic Records Management Program is now viewed as a corporate governance model to demonstrate the integrity of an organization meeting the compliance of their organization on the management of electronic records. It is vital to show that the organization has in place a sound enterprise undertaking to demonstrate integrity and authenticity of electronic records. This presentation will highlight the challenges and major steps involved in undertaking an enterprise undertaking, the pitfalls to avoid, sound defensible policies and corporate organization models that will sustain the long-term commitment towards the management of electronic records.</p>

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11:30-1:15	LUNCH & EXHIBIT HALL VIEWING			
1:15 – 2:30	<p>M31 Using the ARMA Core Competencies – Panel Discussion</p> <p>The panel includes the ARMA International Core Competencies Co-Chairs, human resource experts, educators and RIM professionals responsible for program development within an organization. They will lead an interactive session on how they rely on competencies and how ARMA Core Competencies will assist them in their day to day work.</p>	<p>M32 Dig Out! Dealing with eMail Overload</p> <p>Eric Lundgren Vice President, Technical Sales Information Governance, CA, Inc.</p> <p>Email, Storage and Records Administrators are often caught in the middle between the challenge to keep mission critical mail servers running in optimal fashion, end-users who demand "limit-less" mailboxes, and the vast amount of regulatory and records demands that fall upon an organization to comply with. Achieve a return on your email investment while reducing hardware and IT administration costs - all while meeting strategic information governance goals and requirements for records management best practice and compliance.</p> <p>This session will:</p> <ul style="list-style-type: none"> • Explore various options addressing email overload; • Develop a balance between IT and Records on the email issue; and • Identify key benefits of a proactive approach to implementing email policies within your organization. 	<p>M33 Function versus Format: Scheduling and Implementing Electronic Records Retention</p> <p>Patricia Daum Manager, Records Management, FOIPOP & Copyright, BC Institute of Technology</p> <p>Whether your organization has a technology to manage e-records or not, you can implement e-records retention schedules. The challenge is to synchronize functional classification and format categories into your retention schedules to create a subject based taxonomy, and to work closely with the IT department. Elements of the taxonomy link directly to a records series. Format categories describe repositories that store electronic records (such as the e-mail system, the Local Area Network drives, electronic libraries, shared web-based systems) and cannot be linked directly to a functional taxonomy. Their retention and deletion must be driven by format-defined retention schedules.</p> <p>This presentation will explain how BCIT has used a cross-organizational team to solve the dilemma.</p>	<p>M34 Local Governments and Records Management Practices</p> <p>Alexandra (Sandie) Bradley President & Consultant, Harwood Consulting</p> <p>Stuart Rennie Legal Counsel and Information Management Consultant</p> <p>Local governments across Canada are faced with limited resources and increasing demands to provide a great range of services to the public. These demand for services include: managing electronic records, ensuring access to information while protection personal privacy and complying with a myriad of legal requirements. Recorded information management (RIM) is an important part of the delivery of local government services. In this session, learn about the basic records management instruments for local governments, including records classification and retention schedules.</p> <p>(... continued in following session)</p>

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2:30 – 3:00	REFRESHMENT BREAK & EXHIBIT HALL VIEWING			
3:00 – 4:15	<p>M41 Compliance and Testing for Records Management Programs</p> <p>Lenore Greenberg, CRM Executive Director, Ernst & Young</p> <p>This session is designed for to assist RIM professionals to develop metrics aimed at supporting improved Records Management programs. Using Compliance and Testing to verify the program's strengths and to weaknesses aids the Records Management professional in promoting the program within the corporation.</p> <p>A practical, experience-based presentation will include discussion topics:</p> <ul style="list-style-type: none"> • What topics to include in Compliance Testing • Who should do the program Compliance Testing • When the Compliance Testing should be conducted • How to conduct a Records Management Compliance Testing effort • Why do Records Management Compliance Testing? <p>The presentation is designed to offer tailored information to attendees so that each person can leave with solid knowledge of the important components for a successful Records Management Compliance Testing effort for their industry and their specific company.</p>	<p>M42 The Sedona Conference and e-Discovery Come to Canada</p> <p>Christine Ardern, CRM Consultant, The Information Management Specialists</p> <p>As organizations rely on their electronic records more and more, e-discovery is becoming a major concern for businesses that have relationships with US companies, the new US Federal Rules of Civil Procedure (FRCP) and the Sedona Canada Principles are shaping the way lawyers and judges view e-records. The sudden awareness of the impact of not having properly managed e-records is increasing the demand for electronic records management programs. But what do the FRCP and Sedona Canada Principles say?</p> <p>The Sedona Conference Workgroup (consisting of leading jurists, experts and consultants, dealing with issues and challenges of dealing with electronic records from the legal perspective) has created The Sedona Canada Principles. (February 2007). This session will look at the Sedona Canada Principles, discuss how they can be used to support electronic records programs in Canada and sell erecords management to Legal and Compliance executives. It will also look at how the new US Federal Rules of Civil Procedure are changing the face of erecords, why electronic records, records retention and e-Discovery are becoming major concerns for business and how you can be prepared to address your organization's concerns.</p>	<p>M43 Metadata and Taxonomies: Tying the Two Together</p> <p>Denise Bruno Records and Information Audit/ Compliance Officer The Regional Municipality of York</p> <p>Ever wonder how your file plan fits in with a metadata record? Take a whirlwind tour of metadata and taxonomies. This session will define metadata and taxonomies, identify their importance and best practices, and explain, through examples, how the two are connected. Also included will be how to document decisions regarding metadata and taxonomies. Particular emphasis will be placed on how metadata and taxonomies work together to help manage a record. You'll leave with a passion for both!</p>	<p>M44 Local Governments and Records Management Practices</p> <p style="color: red;">(Continued from previous session)</p> <p>This session also provides basic principles and fundamental operating processes, based on industry standards and best practices, with an emphasis on electronic records, such as email. These standards include the International Organization for Standardization, ISO 15489 Information and Documentation – Records Management – Part 1 – General and Part 2 – Guidelines and the Canadian General Standards Board, Electronic Records as Documentary Evidence, CAN/CGSB-72.34 (2005). This session will explore the legal standards applicable to local governments and how to create a legally valid records retention program. Examples are drawn from the local government experience in British Columbia. Learn about the use of model bylaws to manage RIM and practical tips for all aspects of records management in local government.</p>

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TIME	TUESDAY, June 3 TH , 2008			
7:30-8:30	CONTINENTAL BREAKFAST			
8:30 – 9:30	<p style="color: red; font-weight: bold;">A Unique Perspective on Canada's Contribution to Leading Edge Records and Information Management</p> <p style="text-align: center;">Jim Coulson Managing Director, Huron Consulting Group</p> <p>As leader of one of the largest Records and Information Management consulting practices in North America, Jim Coulson is living RIM on the leading edge, directing projects for some of the very largest corporations in the world. But his roots are very much in the education and experience he received in Canada (where he worked for 18 years before moving to the US.) Using his first hand experience, Mr. Coulson will weave the milestones and contributions that have led Canadian records management professionals to significantly impact leading edge thinking on records and information management. He will leverage this past experience as one of the pioneers of RIM in Canada to share his thoughts on what the leading edge practices in RIM are today.</p>			
9:30 – 10:00	REFRESHMENT BREAK & EXHIBIT HALL VIEWING			
10:00–11:15	<p>T11 Life Cycles of RIM Projects Julie Luckevich, MLIS Corporate Records & Information Supervisor, York Region</p> <p>RIM professionals can expect to encounter many kinds of projects in their careers. This session reviews the most common project types you are likely to encounter (paper and electronic), provides some principles of good project design, from inception to scoping to piloting to choosing the right things to measure for optimum project payoff, to tried and true tips for success, illustrated by examples from the speaker's experience.</p>	<p>T12 The Roadmap of a Record Retention policy implementation Jean-Francois De Rico, Counsel Langlois Kronström Desjardins llp</p> <p>A growing body of case law addressing record retention obligations has developed over the last decade. These cases highlight some horror stories but also provide useful guidance to organizations faced with the need of drafting and implementing a record retention policy. The speakers will address the principles set forth by these cases and introduce participants to the importance of considering business needs, legal and regulatory obligations as well as litigation preparedness, amongst other criteria, when drafting or reviewing record retention policies. Speakers will also address the large spectrum of benefits that flow from the implementation of an efficient</p>	<p>T13 Classifications for Real People: Designing and Implementing a Records Classification System for End Users Ken Oldenburger Consultant, Oldenburger Consulting</p> <p>This is the 21st century. Electronic records multiply while file clerks vanish. Who's filing those emails and spreadsheets? Everyone in your office is being forcibly introduced to the realm of records management.</p> <p>In the 20th century, the records classification system (RCS) was read by only the records managers, analysts and technicians. Now it's potentially in the hands of all of the staff.</p> <p>Don't Panic! This is a good thing. We, as records experts, need to facilitate this process and the first step is to design an RCS anyone can quickly and easily understand. The second step is to implement the RCS in such a way that all staff can quickly and easily use it. Making an RCS understandable and usable means reducing obstacles such as</p>	<p>T14 Case Study: Electronic Records Management Solution to the Procure to Pay Process Barry Sussman, CRM Records Management Administrator Ontario Lottery & Gaming Corp.</p> <p>The purpose of this study was to explore the options for implementing a scanning and electronic records management solution within the Accounts Payable and Procurement departments of the Ontario Lottery & Gaming Corporation (OLG).</p> <p>Preliminary research revealed that scanning or electronic imaging solutions easily transform paper documents into electronic records with meta-data. Electronic records could be stored, searched, retrieved, shared and archived; protected by restricting access; and linked to structured data records (e.g., PeopleSoft). Potential savings were also identified.</p> <p>The final outcome of the study will hopefully result in an electronic document management strategy at OLG that meets all legal, regulatory, government, and internal</p>

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		<p>policy, the implementation process and criteria to be considered when choosing a system. This presentation will provide participants with both the in-house counsel's and the litigator's perspectives.</p>	<p>format and jargon that block comprehension and filling in the gaps and clarifying the overlaps that create confusion. If your organization functions largely in the digital environment, your classification can be drastically simplified. Do your staff a favour and keep it simple.</p>	<p>requirements that supports a longer term vision for electronic records management within a corporate wide enterprise records management strategy.</p>
<p>11:15-12:30</p>	<p>T21 Compliance and Records Management with Microsoft Office and SharePoint 2007</p> <p>Patrick Rogers Senior Technology Specialist Microsoft</p> <p>In this session, we consider records management and its challenges. We review the enterprise content management (ECM) features in Microsoft Office SharePoint Server 2007 and examine how these features can make records management easier. Learn about collaborative and records spaces, and find out how managing e-mail records can be critical to any records management solution. We also discuss hold capabilities in Office SharePoint Server 2007 that enable IT administrators, lawyers, and records managers to place holds on specific items to help ensure that they remain unchanged during litigation, audits, or other investigations.</p>	<p>T22 Practical Tips for Organizing Email</p> <p>Joanne Wiens Consultant Tab Canada</p> <p>Today email is the dominant record in business. Given the volume of email we receive every day, it is important to be able to handle it efficiently and effectively. Learn to recognize email records from non-records, and determine who is responsible for record-keeping. Engage in a discussion of ideas for getting the individuals in your organization to implement email best practices. Come and explore email management from a practical point of view.</p> <p>This session will provide suggestions for organizing your business email in accordance with your organization's Records Management Policies and Procedures and its Classification and Retention Schedule.</p>	<p>T23 Document Security Classification</p> <p>Garry Lariviere Manager, Corporate Information Assets AECL</p> <p>This session explores how AECL faced the challenge of having employees mark their documents with the appropriate Security Identifiers, striking the right balance between a robust complex Procedure and an approach that would be straightforward enough for people to use effectively. The second challenge dealt with was to find ways to build a more supportive set of communication and learning tools to help people be successful.</p> <p>The session will explore what went right and what went wrong. It will also offer participants a concept of how to introduce and communicate Information Management practices into their organizations, supporting their responsibility to protect information assets they handle in the context of the organization's Records Management program.</p>	<p>T24 Enterprise Content Management Trends and Strategies for 2008</p> <p>Gloria Chiasson Managing Consultant – Enterprise Content Management, IBM Global Business Services</p> <p>Most organizations have implemented ECM Capabilities, yet the opportunity to leverage ECM on a broader, "enterprise" scale remains an aspiration in the majority of the current ECM installations.</p> <p>Organizations are facing the challenge to implement a modern method to create a single view of enterprise information across today's complex IT environment. This session will discuss not only the current ECM trends but how to approach Information Integration correctly and reap the benefits.</p>
<p>12:30 – 1:45</p>	<p>LUNCH & EXHIBIT HALL VIEWING</p>			
<p>1:45 – 3:00</p>	<p>T31 Scanning: What You Should Know</p> <p>Becky Paluch Business Analyst, TOWER Software</p>	<p>T32 Strategies for Specifying Better EDRM Systems</p> <p>Connie Christensen Partner and Consultant,</p>	<p>T33 Records management in the business world - what they didn't teach you in college</p> <p>Lynn Mason Information Centre Manager,</p>	<p>T34 Comment Développer un Plan de Classification Corporatif Basé sur les Fonctions et les Activités d'une Entreprise</p> <p>Jean-Pierre Carrière, CRM</p>

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	<p>Chris Green Sr Technician & Service Department Manager, Prima Computer Solutions</p> <p>Records managers often don't know where to start when initiating scanning capability in their work processes. This session will summarize the information available at a practical level for record managers. Attendees will obtain useful knowledge to plan for scanning implementations. Basic technology and definitions will be presented to educate the participants. Two unique case studies will illustrate roadblocks encountered by others and how they were resolved to assist participants in avoiding common mistakes.</p>	<p>Synercon Management Consulting</p> <p>There is a real (and costly) problem in the industry with EDRM software design where usability has been sacrificed in favour of compliance. Because many records managers lack the hands-on experience needed to specify and evaluate software, this trend which continues unchallenged. This session examines the usability issues and introduces strategies for EDRM systems that are both functional and workable.</p>	<p>De Beers Canada Inc.</p> <p>The Information Centre at De Beers Canada is responsible for providing records management solutions for all areas the company, including corporate offices and processing plants in different locations within Canada. Records management is constantly challenged with keeping the program up-to-date relative to corporate activities; transitioning between paper and e-documents as we move into the electronic world; engaging and empowering our stakeholders; managing risk for the company; maintaining a legally compliant records management program that continues to meet the needs of the company; and providing service and solutions with declining budgets and shrinking staff. To do this we reinvent, innovate, rethink, prioritize and re-tool how we do everything.</p> <p>This session will discuss we achieve our targets and our goals regardless of, and often because of, what challenges us.</p>	<p>Consultant, Gestion de documents Carrière</p> <p>Nous verrons lors de cette session les étapes à franchir pour réaliser un tel mandat. Les rencontres avec les différents responsables de départements, les principes des documents maison et des documents opérationnels, les questions à se poser pour éviter de classer ultérieurement les documents à plusieurs endroits et finalement quelques exemples illustrant un produit fini.</p>
3:00 – 3:15	REFRESHMENT BREAK			
3:15 – 4:30	<p>T41 Decentralized Imaging Operations</p> <p>Tony Laino, CRM IBM</p> <p>Traditionally, document imaging systems have been implemented using a centralized approach where all documents are gathered and captured in a central location or capture center. This may include internal or external capture centers, or a combination of both. Due to the many complexities of capture, including lack of understanding by most users, and the high cost of capture equipment, centralized document imaging has been a successful and preferred approach. However, the imaging landscape is changing due to a variety of business</p>	<p>T42 Managing to Think Like a Change Leader</p> <p>Janice Francisco Change Facilitator, BridgePoint Effect</p> <p>If you're leading or influencing the implementation of a RIM program, your job is all about driving change. If you're dealing with multiple stakeholders, competing priorities, open-ended or ambiguous situations, your change is also complex. Coping in complex change</p>	<p>T43 The Government of Newfoundland and Labrador: Information Management Requirements for Electronic Applications</p> <p>Lori Collins Sr. Consultant, MTS Allstream</p> <p>Alison Randell Manager of Information Management (IM) Advisory Services, Newfoundland & Labrador</p> <p>It is critical that records related to online transactions and maintained in information applications demonstrate authenticity, reliability, integrity and usability throughout the lifecycle before they are disposed of as per operational and legislative requirements. The Government of Newfoundland and</p>	<p>T44 Comment Élaborer un Calendrier de Conservation en Harmonie avec le Plan de Classification</p> <p>Jean-Pierre Carrière, CRM Consultant, Gestion de documents Carrière</p> <p>Généralement la majorité des calendriers de conservation indiquent des titres de séries de dossiers sans en définir les composantes et on ajoute un délai de conservation. Nous allons lors de cette session comment définir les composantes de chaque série de dossiers de les analyser en tenant compte de la valeur administrative, légale et fiscale ainsi que de la valeur historique et de recherche. Pour faciliter l'approbation du calendrier de conservation, il est important</p>

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	<p>and technological reasons. The ubiquity and common knowledge about scanning or capture equipment, if only at a surface level, has brought new opportunities and possibilities for imaging design alternatives.</p> <p>This presentation will explore and discuss the opportunities for de-centralized or distributed capture including benefits, concerns and issues. Document imaging is much more than scanning a piece of paper and displaying the result on the screen. It involves a series of complex and important steps before the paper even comes close to the scanner.</p>	<p>environments goes beyond typical change management approaches and demands the integration of emotion, creative thinking, problem solving and affective skills.</p> <p>If you're searching for strategies for dealing with RIM change, plan on changing how you think about change.</p>	<p>Labrador has implemented an Information Management (IM) Assessment Framework to incorporate IM requirements in applications that maintain public records. Based on industry standards, this strategy includes the definition of minimum mandatory requirements for applications that maintain public records. Requirements focus on:</p> <ul style="list-style-type: none"> • Creation of Complete Records • Accessibility • Security • Records Retention Schedules • Operating Procedures • Migration From Existing Applications • Conversion and Long-term Accessibility <p>The presentation will review the development and implementation of this IM Assessment Framework.</p>	<p>d'impliquer les décideurs tout le long du processus et de compléter les remarques qui justifient notre proposition de délai de conservation.</p>

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TIME	WEDNESDAY, June 4 TH , 2008			
7:30-8:30	CONTINENTAL BREAKFAST			
8:30 – 9:45	<p>W11 The Changing Face of the Enterprise - What Records and Knowledge Managers Need to Know about Web 2.0</p> <p>Cheryl McKinnon Director, Collaborative Content Management Open Text</p> <p>This session will highlight some of the emerging trends as organizations in both public and private sector begin to embrace and adopt the real-time and collaborative communication platforms that often sprang out of personal use. As companies begin to communicate through new content vehicles such as blogs, wikis, forums, chats and social networking sites, what are the risks and rewards that the business can expect? Where does the Records or Knowledge Manager fit?</p>	<p>W12 Elements of a Disaster Preparedness/Recovery Plan</p> <p>Janie Wait, CRM President & Director of Marketing, Intermountain Record Center</p> <p>A disaster is any event that creates an inability on the part of an organization to execute business functions for a period of time. Disasters will affect your records. In general, records are stored on relatively fragile media and are susceptible to damage. As documents are necessary to successfully recover from a disaster, you must put protocols in place to ensure their protection and recovery should disaster strike.</p> <p>This session will:</p> <ul style="list-style-type: none"> • identify the 5 major classes of disasters • provide guidelines about how to deal with disasters involving records • provide a format for a disaster recovery plan <p>(... continued in following session)</p>	<p>W13 Taming the Electronic Tiger now that the Paper Tiger is under Control</p> <p>Margaret Russell, CRM Information Specialist, Imperial Oil</p> <p>Clean up days that reduce paper records are standard practice in organizations but cleaning up E-drives and E-directories is avoided in many. The reason given that is that there is no time. Perhaps it is because there is no set process to follow. This case study gives a set process and outlines how one large corporation implemented an electronic cleanup using the RIM department itself as a guinea pig. The pilot project dealt with asking RIM personnel to reduce the contents of e-mail, personal drives, and shared drives. Come to this session to find out step-by-step how to initiate the process. Learn how classification systems and retention schedules combine to enable the deletion of E-records with a clear conscience. Find out how corporate taxonomies and standards make it easier to maintain an organized e-filing system after clean up is complete. Setting up an e-file structure so that electronic records are filed logically and users are encouraged to deposit useful information into shared drives is discussed. The benefits achieved by the RIM department are presented and are of considerable interest to those of you wondering if the process is worth the time. The session is informal with opportunity for questions throughout.</p>	<p>W14 CRM prep – pt 1</p> <p>Christine Ardern Consultant, The Information Management Specialists</p> <p>The ICRM is ARMA International's certifying body, and the CRM designation is a credential of distinction within our profession. In this session, CRMs will convey details about the Institute of Certified Records Manager's application process as well as a practical look at the content of all six parts of the CRM exam.</p>
9:45 - 10:00	REFRESHMENT BREAK			

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TIME	WEDNESDAY, June 4 TH , 2008			
10:00 – 11:15	<p>W21 Electronic Records Management Systems</p> <p>André Benard Solutions Consultant, IKON Office Solutions.</p> <p>Electronic records retention and retrieval is a complex and important aspect of business administration, however, many find the task of records administration confusing. This session is devoted to helping records management professionals answer some of these questions. It will discuss how to approach launching or expanding an electronic records management system from a project management perspective, and discuss how to balance the IT demands and scope of capturing records with the need to retrieve information quickly for internal and public requests. Attend this session to hear about the experiences in implementing and using an electronic document and records management solution.</p>	<p>W22 Elements of a disaster preparedness/ recovery plan</p> <p>Janie Wait, CRM President & Director of Marketing, Intermountain Record Center</p> <p style="color: red;">(Continued from previous session)</p>	<p>W23 Are you prepared for the next disaster?</p> <p>Jerry Kofsky Regional Key Accounts Manager,</p> <p>Cyril Dakhlaou Munters Inc. Moisture Control Services</p> <p>"The only thing harder than planning for an emergency, is explaining why you didn't". This session will explore key concepts in records management disaster preparedness by incorporating lessons learned from real case studies. We will identify:</p> <ul style="list-style-type: none"> • what to do when faced with a disaster/emergency • how to prepare a business continuity and disaster plan, • different media types and best methods for recovery, • importance of quick action, 24-72 hours; time is not on your side, • what to do and not to do with mouldy vital records; • how to avoid spending thousands of dollars unnecessarily! 	<p>W24 CRM prep – pt 2</p> <p>Christine Arden Consultant, The Information Management Specialists</p>
11:30– 1:00	LUNCH AND EDMONTON LAUNCH			
1:00 – 2:00	<p>An Inconvenient Truth</p> <p>Carl Duivenvoorden</p> <p>Carl will be discussing how individuals, businesses, schools, and other organizations can be a major part of the solution to the growing crisis of global warming.</p>			