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**NEW IMAGES - The Award Winning Newsletter of the Metropolitan Maryland Chapter of ARMA International March 2018 (volume 29, no. 4)**

**ARMA Metro Maryland March 14, 2018 Dinner Meeting:  
Public vs. Private Sector RIM: Different Missions, Common Challenges**



**Schedule:** Networking – 6:00 PM, Dinner – 6:30 PM, Presentation – 7:30 PM

**Program:** Government agencies and private companies have very different missions and, naturally, very different goals and objectives in their respective RIM programs. However, the disruptive changes currently taking place in our industry has impacted virtually every type of organization and upended how we view and manage records, information and even data. What, then, are the common RIM challenges facing the public and

private sectors, and how are they responding? Join Mike Allen, MBA, CRM, and Mary Beth Weaver, CRM, MLS, CIP, PMP, for an engaging and wide-ranging discussion!

## Speakers:

### Michael P. Allen, MBA, CRM

Mr. Allen has over 25 years of broad-based professional experience in the Records and Information Management field. As a senior consultant at Cadence Group, he provides strategic RIM guidance to public and private sector clientele in a number of areas, including RIM Program Development & Governance, Records Center Management, Records Audit Design & Execution and Electronic Records Lifecycle Management. In addition to earning CRM Certification, Mr. Allen successfully completed the Federal Records Management Training Program (administered by NARA). He is also active in ARMA and has served on the Executive Boards of the Greater Washington, DC and Metro MD Chapters.

### Mary Beth Weaver, CRM, MLS, CIP, PMP

Ms. Weaver has over 18 years of professional experience as a Records and Information Management consultant, providing expertise in Electronic Records Cleanup, FOIA, Records Management, Hotline and Docket Supervision, Records Facility Storage and Project Management. Serving as a Vice President with the Cadence Group, Ms. Weaver oversees a portfolio of federal records management and library contracts and serves as a RIM consultant to commercial clients. She is the past President of ARMA NoVA.

**Menu:** House salad; choice of crabcakes, lasagna, chicken piccata or penne primavera; soft drinks. Cash bar will be available.

**Reservations Required:** Please RSVP by 5:00 PM Monday, March 12, 2018, by responding to your on-line invitation or by visiting [Meeting Registration](#). No refunds for cancellations after Monday, March 12, 2018.

**In the event of inclement weather, please listen to local media. The Metro Maryland ARMA Chapter follows the cancellation policy of Montgomery County Public Schools. The meeting will be cancelled if schools close early and/or after-school activities are cancelled.**

## We're on the Net and Social Media!

Visit the Metro Maryland Chapter website regularly for more details on our programs, events and member benefits: [www.arma-metromd.org](http://www.arma-metromd.org). Join us on Facebook, LinkedIn and Twitter.



## Member News

### January Meeting Recap: "NARA's Federal Electronic Records Modernization Initiative (FERMI)"

January's speaker was chapter Vice President Courtney Anderson. Her presentation focused

## 2017-2019 Chapter Theme

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### "Where there is Chaos, There is Opportunity"

...RIM Professionals have the necessary knowledge, tools and resources to bring order to information chaos.

on FERMI, NARA's initiative to assist Federal agencies in acquiring tools and services for management of electronic records, especially in light of the looming deadlines for management of all permanent records electronically by December 2019 and NARA's plan to no longer accept analog records by December 2022. Courtney's timely presentation, which brought in the most attendees so far this chapter year, followed an Italian feast at Il Porto in Gaithersburg. In attendance at the meeting were:

- Carol Agayoff
- Karen Arcamonte
- Eyal Blumstein
- Susan F. Brown
- Aldridge Browne
- Beth Canter
- Betsy Christie
- Matthew Gann
- Dean Harris
- John Milligan
- Helen Mitchell
- Larry Reitz
- Carlos Simon
- Cheryl Smith
- Richard Thomas
- Victoria Tims
- David Westcott
- Vivica Williams

David Westcott held the winning ticket in the 50/50 drawing.

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**Winter Networking and Pizza Event**

The February chapter meeting was an opportunity for chapter members and non-members to get together in an informal environment, exchange ideas, and discuss RIM-related topics. Attendees at the event at Ledo Pizza in Germantown included:

- Carol Agayoff
- Deborah Armentrout
- Beth Canter
- Tod Chernikoff
- Betsy Christie
- Cheryl Smith
- Richard Thomas
- Victoria Tims

\*\*\*\*\*

**From the Pen of the President**

**Making the Break (with Paper)**

Have you made the break with paper yet? I must admit that even though I have been managing electronic records professionally for many years, personally, I still have not totally made the break. I have spent the last few dreary winter weekends trying to clean up my home office, an experience that has made me realize – it's time to change my ways! After living for 24 years in our house, I have amassed papers and files in every drawer, cabinet, and stacks of records boxes. I have finally reached my limit of trying to keep up with the sorting and filing of all these papers! I'm making the break. I am keeping my scanner and shredder busy, I've signed up for electronic statements for all my credit cards and I'm paying all my bills online. It has taken me a long time to get to this point, but I have been slowly evolving to this point for several years.

Why has it taken me so long to do this? Why is this such a difficult transition to make? Our upcoming Spring Seminar, **Pivoting From Paper – Are We There Yet?**, jointly sponsored with the Northern Virginia chapter, will address this very question. The promise of the "paper-less office" has been an elusive ideal for decades. Organizations have struggled with implementing end-to-end digital business processes for many years, with varying levels of success. NARA is asking federal agencies to make the break by 2022, after which they will only accept transfers of records in electronic format. Is your agency ready to meet that deadline? How far has your organization pivoted away from paper? ARMA Metro Maryland invites you to join us on April 18, 2018 at Drinker Biddle and Reath in Washington, DC, to hear from industry experts on the subject, network with your colleagues working on these issues, and participate in discussions with vendors offering solutions. I encourage you to come share your experiences, successes, and lessons learned with your fellow attendees. See more details about the seminar program and how to register in this newsletter and on our website. Space is limited, so be sure to register early, as last year the event sold



out! In the meantime, I will continue to pivot away from my stacks of paper at home, scanning and shredding a little more every day.

Wishing you success in your digital transition!

Your Chapter President,  
*Cheryl Smith, CRM*

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**Upcoming Chapter Meetings:**

- March 14, 2018
- April 18, 2018 (Seminar)
- May 9, 2018
- June 13, 2018 (Banquet)

All dates are subject to change.

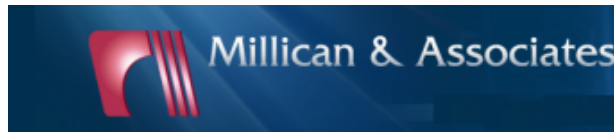
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**We're on the Web!**  
[www.arma-metromd.org](http://www.arma-metromd.org)

**Chapter Sponsors**

The Metro Maryland Chapter wishes to thank our 2017-2018 Catocin Level Sponsors:



Click on the images to visit their company websites.

**2018 Spring Seminar**

**PIVOTING FROM PAPER:  
ARE WE THERE YET?**

**April 18, 2018**

**at Drinker Biddle & Reath, LLC, 1500 K Street NW, Washington, DC**



Once again, the Metropolitan Maryland and Northern Virginia chapters of ARMA International are collaborating to present a full-day seminar packed with world-class speakers and cutting-edge topics.

This year's seminar theme is the transition from paper to digital. Business leaders and information scientists have anticipated for decades that digital technology would be the great enabler for a paperless society but making the digital transition has been more complex than anticipated. Challenges and opportunities continue to arise from leaving paper behind. Join us as we probe fascinating and emerging facets of this transition!

Our opening keynote speaker is Brett Tarr, Counsel: Litigation, E-Discovery, & Information Governance at Caesars Entertainment Corporation. Other speakers include:

- Jason R. Baron, Esq., Of Counsel, Drinker Biddle
- Mark Fisk, IBM Global Services Public Sector
- Lisa Haralampus, National Archives and Records Administration
- Matt Hebert, U.S. Department of Justice
- Don Rosen, National Archives and Records Administration
- Sue Trombley, Iron Mountain

Be sure to register early as space is limited to the first 100 people.

**Early Registration (by April 4, 2018):**

Members: \$100

Non-members: \$125

Full-time Students: \$50

3 or more registrants from the same organization: \$75 per person

**Registration after April 4, 2018:**

Members: \$125

Non-members: \$150

Full-time Students: \$50

3 or more registrants from the same organization: \$100 per person

**To register, go to <http://www.arma-metromd.org> under News and Events or [www.arma-nova.org](http://www.arma-nova.org) under Upcoming Meetings**

### Sites to Surf

[Best Practices for Capture of Social Media](#)

[Should Governments Bother Archiving Social Media?](#)

[Manage Records When Decommissioning Business Systems](#)

[A Guide to Developing Taxonomies for Effective Data Management](#)

[Outrage Erupts Over Washington Lawmakers' Public Records Law](#)

[3 Years After Data Breach, OPM Still Struggling to Modernize IT](#)

[Tending Your Garden: Why Information Governance Should be an Ongoing Process in Your Organization: eDiscovery Best Practices](#)

[From Creation to Elimination, FERC Maps its Data for Better Protection](#)

### Educational Opportunities

**IGBOK: The Foundation, the first installment of the Information Governance Body of Knowledge is NOW AVAILABLE!**

Developed through a collaboration of ARMA volunteers and leading information management

(IM) and information governance (IG) experts, IGBOK: The Foundation is the first component of the full IGBOK, which is to be published this spring. IGBOK will be the first comprehensive reference of IM and IG best practices, giving more authority to these professions and our professionals. IGBOK: The Foundation, which includes the first four chapters of the full publication, provides valuable context for:

- Communicating about what IG is
- Positioning IM as the foundation of IG
- Explaining the relationships among the IG stakeholders
- Building a business case for IG

For more information, visit [IGBOK](#).

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**Sign Up Now for the New, Enhanced ARMA Mentorship Program**

Participant feedback has made it clear that the ARMA Mentorship Program is an enjoyable and enriching experience for the mentors and the mentees. And your input has helped us update and enhance the program to make it even better for everyone!

In the program, seasoned members are matched with those who are newer to the field and are seeking professional guidance. Matches are made based on the results of our short survey, with the goal of optimizing the pairings.



If you're a long-term member, becoming a mentor is a simple way to help build the community, support the profession, remain engaged – and make a new friend. If you're newer to the profession, sign up today and learn from someone who has managed similar challenges and pain points in the information management field.

If you've taken part in the program in the past, you'll find the updated program to be even better – with enhanced communications!

Please visit the [mentorship page](#) for all of the details and to apply. The new six-month term begins on March 19, but the deadline to apply is March 2. For questions about the program, contact [Lia Shore](#), senior manager of membership at ARMA.

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**ARMA Webinar: Avoiding the Common Mistakes in an ERM Program**

To feel overwhelmed by the prospects of managing electronic records is understandable, for there are many technical, legal, compliance, and operational challenges inherent in an ERM program. For those who are new to RIM or who would like a better understanding of what goes into an ERM program, this rapid fire session can serve as a starting point because it sheds light on what you can do to avoid the most common mistakes that lead to elevated risk and expense. Much of the content is adapted from the ARMA International online course titled "Electric Records Management," which is included in the Essentials of RIM Certificate. More info and registration [here](#). Free to ARMA Professional members.

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### **ARMA Publication: Identifying and Classifying E-Messages as Records**

Despite email's having existed for more than 35 years, and despite the explosion in email volumes and attendant storage requirements, most of the guidance available to organizations today takes the form either of email policies or vendor white papers. Email policies provide a good starting point for email management, but many of them are limited to acceptable usage, privacy, and the occasional nod to litigation holds. And vendor white papers are often suspect because they tend to reflect the vendor's strategies and approaches. Many of these white papers are written by, or in collaboration with, respected analyst firms but even these can raise more questions than they address because they are sponsored. For straightforward, unbiased guidance on how to treat emails in your organization, download this ARMA publication [here](#). Free to ARMA Professional members.

### **ICRM Updates**

**Spring Exam Dates are Exam dates are May 7th, 2018 thru May 18th, 2018. Registration is currently open until May 3rd, 2018.**

#### **Future Exam Dates:**

**Summer 2018:** Aug 6th, 2018 thru to Aug 17th, 2018. Registration is open from May 25th, 2018 thru to Aug 2nd, 2018.

**Fall 2018:** Nov 5th, 2018 thru to Nov 16th, 2018. Registration is open from Aug 24th, 2018 thru to Nov 1st, 2018.

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### **New Specialty Designation**

The Institute of Certified Records Managers (ICRM) proudly announced its newest Post Certification Specialty Designation, the CRM/Federal Specialist, developed for CRMs whose field of professional practice involves Records and Information Management (RIM) programs of the US Government, whether as Federal government employees, uniformed military, consultants or contractors. Similar to the Nuclear Information and Records Specialist that was developed in 1990 to demonstrate knowledge of the rigorous requirements of the nuclear industry, the CRM/Federal Specialist has been developed to demonstrate mastery of the breadth and depth of requirements for managing Federal records. The designation was unveiled during the 930Gov Conference on September 6, 2017.

For more details, please see: <https://www.icrm.org/crm-federal-specialist>. If you have any questions related to the ICRM or this specialty designation, please contact the chapter's ICRM Liaison, Deborah Armentrout, at [dharmentrout@gmail.com](mailto:dharmentrout@gmail.com).

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Our chapter is looking into reprising an exam preparation workshop like the one we held a few years ago with our sister ARMA chapters in the DC area. If you are interested in participating, or would like information about mentoring to prepare for the CRM exams, please contact ICRM Liaison, Deborah Armentrout, at [dharmentrout@gmail.com](mailto:dharmentrout@gmail.com).

**If you are just getting started and would like to learn more about the CRM certification and the examination process, visit [www.icrm.org](http://www.icrm.org) to read more about the value of being a Certified Records Manager and how to get qualified for the examination.**

### **Chapter Leadership & Email Addresses**

President	Cheryl Smith, CRM	<a href="mailto:csmith@netsmithusa.com">csmith@netsmithusa.com</a>
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### Questions or Comments about *New Images*?

*New Images* is the newsletter of the Metropolitan Maryland Chapter of ARMA International. Questions or comments should be directed to Newsletter Editor Carol Agayoff, CRM, at [contact\\_us@arma-metromd.org](mailto:contact_us@arma-metromd.org) or 301-216-0877.

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