

**NOVEMBER
2003**

PRESIDENT’S CHATTER

By Priscilla Jaron

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It’s hard to believe we are into November and Halloween is over. Where has the year gone?

This year’s conference in Boston was excellent as usual! The conference began on Sunday and continued through Wednesday. The focus of the conference was on dealing with today’s business challenges and demands. There were many good sessions on selling your program to upper management and making them aware of why managing records is so important. Gathering measurements and benchmarking will help you sell your program. There were several sessions on the importance of partnering with your legal and IT departments. Of course, electronic records management is still a very hot topic, as is managing e-mail. There were also several sessions directed specifically to those new to record management.

The Great Lakes Region under Komal Gulich’s leadership received three awards this year at the banquet. The Columbus, Ohio, Chapter won the Connecting Others through Recruitment and Encouragement Club (CORE) Award for recruiting new members. The Frankfort-Bluegrass Chapter won the Small Chapter of the Year Award and the Chicago Chapter won the Large Chapter of the Year Award. Congratulations to these Chapters!!!

And then there’s the food in Boston! What a treat! And the best part was that the food was reasonably priced and you got very large portions. There was no way possible to leave a restaurant hungry! Legal Seafood was great as was the Cheesecake Factory. I almost forgot about Vinny T’s--they had the best Italian food I have ever eaten!

ARMAdison

ARMAdison is published monthly from September through June. We welcome all letters, comments, and contributions from members. Send to:

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Remember our next program is coming up on November 11. The meeting will be held at the Henry Vilas Zoo with lunch served at 11:30 and the presentation on the record keeping for the red-crown crane program beginning at noon. See the e-mail flyer sent out on October 27 for more information and get your reservations to Shirley Guimond by Monday, November 10.

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November Attendees: Ana Aquino-Perez, Tracy Christianson, Pam Duane, Tim Hughes, Ruth Kleisch, Pat Peirce, Rosemary Stark, Diane Vultaggio, Shelley Cline, Debbie Curtin, Kate Duff, Mariellen Gasser, Judy Gold, Pat Grishaber, Eveon Husebo, Kathi Meicher, Diana Nichols, Jim Page, Yvonne Subak, Patricia Williams, Peggy Kammer, and Dave Batz, speaker.

ARMA MADISON WEB SITE

<http://archives.library.wisc.edu/armad/armad.htm>

Check the ARMA Madison Web site frequently as new information is posted as it becomes available.

The information contained in this newsletter does not necessarily reflect the views of the membership or the editor, nor is there any endorsement of ads, seminars, articles, or commentaries intended. Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not deductible as charitable contributions for U.S. Federal Income Tax purposes.

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FROM ARMA HEADQUARTERS

ARMA International's Washington Policy Brief

This monthly online advisory contains brief summaries of recent legislative and regulatory issues that may affect the records and information management profession. Further information about the issue is accessed by clicking on the link provided at the end of each summary.

For continually updated information and intelligence about the legislative and regulatory news that affects you and your organization, go to <http://www.arma.org/legislative/uslegreg.cfm>

Congress Reviews Sarbanes-Oxley Implementation

The Senate and House each held a series of hearings to review the progress of the Securities and Exchange Commission's implementation of the Sarbanes-Oxley Act. The act was passed last year in the wake of the accounting scandals that resulted in the financial ruin of Enron, Arthur Andersen, and WorldCom.

The meeting was the first in a series of hearings designed to examine the implementation and impact of Sarbanes-Oxley on corporate America. <http://www.arma.org/legislative/uslegreg.cfm#one>

This Update Sponsored by Accutrac.

“Almost 9 billion e-mails are sent every day in the United States.” The volume of e-mail and electronic records is increasing at an unmanageable rate, while the requirements for managing these records are becoming more complex. Just as e-records have changed the way people work, companies must change how they capture, classify, maintain, manage, and dispose of electronic records.

The Accutrac Electronic Records Repository provides centralized access to e-records and eliminates the need for multiple systems by managing both physical and electronic records in a single repository.

<http://www.arma.org/redirect.cfm?bid=71>

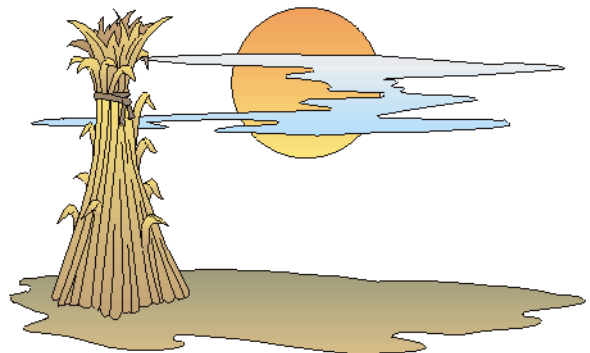
Click here for more information on E-Records.

FTC Releases Identity Theft Data

The Federal Trade Commission released a survey on September 3 revealing that 27.3 million Americans have been victims of identity theft in the last five years - 9.9 million in 2002 alone.

According to the survey, last year's identity theft losses to businesses and financial institutions totaled nearly \$48 billion, and consumer victims reported \$5 billion in out-of-pocket expenses.

<http://www.arma.org/legislative/uslegreg.cfm#four>



GREAT QUOTES

Your success and happiness lie in you...Resolve to keep happy, and your joy and you shall form an invincible host against difficulties.

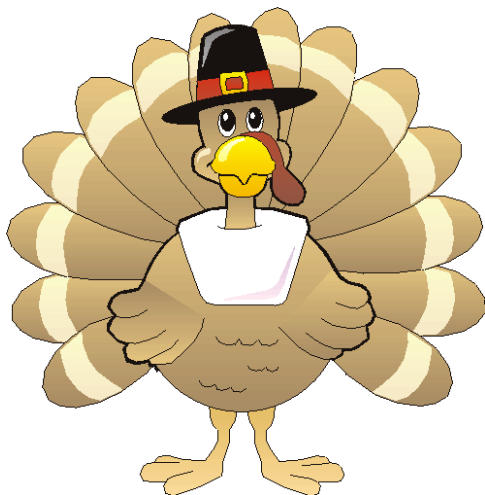
Helen Keller

MARK YOUR CALENDAR

November 11, 2003: Henry Vilas Zoo, lunch meeting, Red Crane Program Records, speaker: Jim Cubing

December 9, 2003: Inn on the Park, joint breakfast meeting with BFMA, Retirement Planning, speaker: Joyce Endres

January 13, 2004: MG&E, lunch meeting, Interaction Between Records Management and IT, speaker: Lynne Chase



ADVERTISE WITH US IN THE ARMA MADISON NEWSLETTER

Want more exposure to your chapter members? You can advertise in our chapter newsletter. Annual advertising rates are \$100 for up to a half column ad. This rate is for approximately 10 issues. You may change your ad anytime throughout the year.

Your continued support for the Madison chapter of ARMA International and the profession of records and information management is always appreciated.

Please send a camera-ready artwork copy of your ad and a check payable to "ARMA Madison" to P.O. Box 8863, Madison, WI 53708-8863. The electronic file of the artwork can be sent directly to the newsletter editor at rosemary.stark@strand.com.

If you have any questions, please contact Priscilla Jarona, President (608-458-3320), or Tim Hughes, Treasurer (608-252-4799).

MEET ARMA MADISON

Steven Bose

Steven works for the Department of Health and Family Services (DHFS), Division of Management and Technology, Bureau of Information Services, as the Division Records and Forms Manager. He has worked for the state for 16 years and has been in this position for 3 years.

His job description is quite lengthy. He is the records and forms management consultant for the Division of Disability and Elder Services.

(Cont. on Page 5)

Meet ARMA Madison

(Cont. from Page 4)

He has the primary responsibility to provide oversight of records and forms management programs for seven DHFS facilities that provide services for people with mental health and developmental disability issues. He manages deployment of forms Web pages for the distribution of forms. Steve writes new and reviews existing records disposal authorizations. Finally, he provides training and technical assistance to facility records and forms staff. A very busy man!

Steve likes his job. The downside is the division management view and priority assigned to records and forms issues.

Steve has three brothers, two sisters, and a relatively new wife (got married in March 2003 and became a grandfather). He is the only one of the immediate families to break out of the blue-collar work force.

His interests include gardening, specialty canning, “fishin,’ drinkin,’ smokin,’” golf, and being out in the woods. Golf is the only high impact sport he participates in now after retiring from softball, basketball, tennis, and water and snow skiing. In his spare time, he still does some volunteer work.

Looking ahead to the future, he has several ideas in mind. Friends think he should make a career out of making specialty spicy jams and hot sauces. Others think he should retire now and do consulting work. Steve said he could see himself with a small local jam and hot sauce business and, during the season, working as an LTE for the DNR taking fish counts on trout streams.

Steve needs to donate a jar or two of his jam/hot sauce to the raffle held at our December meeting.

Tracy Christianson, Secretary, Board Member

Tracy is a new member of ARMA Madison, joining three years ago. She agreed to help the chapter by becoming the secretary. She has been employed by Quarles & Brady LLP, a law firm, for 3 1/2 years as the Madison Records/Fileroom Coordinator.

Tracy supervises and assists in recruiting and performance appraisal of records file clerks; coordinates and maintains files; locates and retrieves legal documents and related materials; maintains off-site storage records; prepares and retrieves boxes from off-site storage; maintains the Madison office records database; and maintains adherence to file retention schedules.

Tracy likes the people she works with. There is something new every day, and she finds the lawsuits and cases are very interesting. She is glad for the ongoing training for numerous computer applications. Tracy said she doesn’t have enough help and would like better pay.

She has been married for 17 1/2 years and has two children: Jacob, 15, and Hailey, 12. A Redbone coonhound named Daisy, a cat named Spot, and various tropical fish round out the family.

Reading, gardening, painting, cooking, and antiques fill her free time. She also enjoys hiking, kayaking, volleyball, and working out in the gym.

Tracy and her husband are currently restoring a 1925 brick house to its original condition. They are removing paint from the woodwork and refinishing the hardwood floors. They also have to do mortar repair on the outside. Within the next five years, they hope to find some land “up north” and build a cabin.

It looks like they have the skills to do it themselves.

Helen Lee

Helen is the Records and Accreditation Administrator for the Stevens Point Police Department. She is an assessor for WILEAG (Wisconsin Law Enforcement Accreditation Group). Helen is the president of WI-PAC (Wisconsin Police Accreditation Coalition, which she founded.

Helen travels throughout the state giving talks and presentations to police agencies, councils, and commissions regarding leadership in law enforcement, promoting excellence in police services, and consulting with agencies on police accreditation.

RECIPES

Cranberry Pumpkin Muffins

Who can think of autumn without thinking of pumpkins? Use your own pie pumpkin or purchase canned pumpkin for this recipe.

Pumpkin Bread

- 2 cups flour
- 1 tsp. baking soda
- 1/4 tsp. baking powder
- 1/2 tsp. cinnamon
- 1/2 tsp. allspice
- 1/2 tsp. salt
- 1 tsp. cloves

- 1/2 cup salad oil
- 1 1/2 cups sugar
- 2 eggs
- 1 cup pumpkin
- 1/3 cup water
- 1/2 cup raisins
- 1/2 cup chopped nuts

Sift first 7 ingredients together and set aside. Combine oil, sugar, and eggs and beat thoroughly. Add pumpkin and water; mix well. Add dry ingredients. Blend with a spoon, but do not beat. Add raisins and nuts.

Bake in greased and floured 9- x 4-inch loaf pan (about an hour) or two small pans (about 35 minutes) at 350 degrees.

Bake the day before for better slicing. Freezes well. A double recipe makes five small loaves.

- 1 1/2 cups all-purpose flour
- 1 tsp. baking soda
- 1/4 tsp. baking powder
- 1/2 tsp. **each** ground cinnamon and ground cloves
- 1/4 tsp. salt (optional)
- 1 1/4 cups sugar
- 1/4 cup butter or margarine, softened
- 2 eggs
- 1 cup canned pumpkin
- 1 cup fresh or frozen cranberries, coarsely chopped
- 1/3 cup chopped walnuts

Preheat oven to 400 degrees. Line muffin cups with paper liners or grease muffin cups well.

In a bowl, sift together flour, soda, baking powder, spices, and salt. In a large bowl, cream together sugar and butter until light and fluffy. Add eggs one at a time. Stir in pumpkin. Add flour mixture, stirring until just blended. Fold in cranberries. Spoon batter into muffin cups filling to top of cup. Sprinkle with nuts. Bake 12 to 15 minutes for teacake size, 20 to 25 minutes for regular size muffins. Makes 26 teacake size or 18 regular size.



SECURITY MATTERS

By Rosemary Stark

“Knowledge is Power.” Sir Francis Bacon. Dave Batz, IT Security Architect for Infrastructure Security at Alliant Energy, began his presentation with that quote. We are the gatekeepers to knowledge, and knowledge is power. Information is an asset, and as record managers, we need to help organizations take steps to protect information.

Dave compared security to a three-legged stool with the legs represented by **confidentiality**, **integrity**, and **availability**. When one leg breaks, the stool falls down. Integrity is the name of the game, and it applies to individuals and organizations.

Moore’s Law of Computing says that computing power will double every 18 months. Hard disk storage is doubling at an amazing rate. Computing powers continue to grow.

For this reason, organizations need to grow and change. **Security is a people problem**. As companies upgrade their computers, the need to destroy the hard drives becomes extremely important. It is not enough to delete records and perform the tasks to rid the hard drives of information. There is specific software that will clear hard drives.

Cyberattacks have risen drastically in the last few years. The worms that have been generated are relatively harmless. There are some areas, such as hospitals, where there is potential for disaster.

Vulnerability: a flaw or weakness in a system’s design implementation or operation and management that could be exploited to violate the system’s security policy.

Security is a people problem. Dave reiterated that statement by pointing out threats to critical infrastructure: criminal groups, foreign intelligence, hackers, hactivists, virus writers, and inside threats. Seventy percent of the threats are from the inside.

Dave gave some examples of threats to individuals and organizations that are perpetrated by unscrupulous people. Identity fraud is a huge threat with 9.9 million people targeted during the last year. The method to get information from the computer is called “phishing.” A person steals company logos and information to create a false link to a company. He then gets a consumer to provide information to what he thinks is a legitimate site. E-auctions have been a favorite target. A potential bidder is directed to a fake site and pays for a product, which, of course, doesn’t exist.

Wireless attacks are the newest threat. Technology exists that allows a person to drive through a neighborhood and find the businesses or homes that have wireless capabilities. Information can then be obtained about the business or resident.

On average, identity theft costs \$500 and 30 hours of time. Some have lost businesses and property because of identity theft.

Several laws have been created as a result of actions of unscrupulous persons: Computer Fraud and Use Act, Digital Millenium Copyright Act, Gram-Leach-Bliley Act, HIPAA, and Sarbanes-Oxley Act. Agencies have been created to deal with national security issues.

Dave suggested that multiple layers of defense be established to protect information. Data should be classified as restricted, confidential, internal, and public. The business needs to establish policies and standards on who has access to information and how much information can be released.

Security is everyone’s responsibility.

As individuals, we also need to protect our information with antivirus software, setting up personal firewalls, keep patches up-to-date, use a crosscut shredder for all documents coming into the home, and do not send mail through home mailboxes.

Dave gave us lots to think about.

Vice-President of Seminars, Ana Aquino-Perez, was married in September. She wrote an article for her employee newsletter and agreed to share her experience with the members of ARMA. Read on.

CHRONICLES OF A STRESSED-OUT BRIDE-TO-BE

Your wedding day is supposed to be the best day of your life and you are supposed to enjoy the planning process - every detail of it - or so they say...

As my wedding day is getting closer (only 9 days to go - ohhh noooo - where has the time gone?) - I'm a total nervous wreck because things don't seem to be turning out the way that I envisioned. Yes, after Greg proposed I thought I was going to be sailing smoothly through the planning process and everything was going to be perfect. Boy was I wrong or what? These are a few of the things I didn't anticipate:

- * Your friends - that have been your friends for life - do not reply to your invitation's RSVP until you call them 4 or 5 times.
- * Your guests don't get your Martha Stewart's suggested subtle hints to tell your guests that the WHOLE family is not invited to the wedding - and they add to their RSVP the names of the children, the dog, uncle Joe, and everyone else in the family - Am I supposed to feed the whole clan? How do I go about and tell them that my budget cannot afford to feed the whole village? (LOL)
- * All the nuts from your church singles group - whom you purposely excluded from your guest list - keep asking the time of the wedding and are already making plans to show up. HELP! Should I hire security to keep 'em away?
- * You suddenly realized you prefer another baker because his cake tastes better than your chosen one. Can you fire the one that you have and quickly hire the one that you like without making your future mother-in-law upset because she's paying for the cake?

* The person that's doing your special music hasn't contacted you in the last six weeks and he is nowhere to be found? Should I hire a detective?

* Your mother keeps telling you that this should be something really big and really nice and special since you have waited soooo long for this day - Is she really saying I'm an old maid already?

I have realized that the people who said that everything should be great including the planning and that you should enjoy every step have:

- * Never gone through the whole process.
- * Had a wonderful wedding coordinator that did all the planning for them.
- * Participated in one of those TV reality shows - and after going through all the hassle of being the finalist - had the whole nation act as their wedding coordinator...
- * Planned a J-Lo/Ben Affleck wedding (and actually went through with the wedding) and did not lift one finger in the planning process because they have the money to hire 50 wedding planners that will take care of the last detail.

These are just a few of the things that are going through my mind as the days get closer - but I'm just looking at the light at the end of the tunnel and know that all this will soon be over and yes, it will turn out to be the best day of my life because I'm marrying a wonderful guy! I just hope this thought will carry me through the upcoming days and that the thoughts of Vegas will fade away....

Thank you all for putting up with me during the last few months. I promise I'll be all better when I return.

Signing off until I become a Mrs.

Ana

JOINT ARMA AND BFMA ANNUAL MEETING AND CHARITY EVENT

Start baking and crafting!

The joint breakfast meeting of ARMA and BFMA will be held on December 9 at the Inn on the Park. This is also our annual charity and raffle event. Attendees are asked to donate arts, crafts, homemade baked goods, canning creations, or any other unique item for the raffle. Tickets will be available at the meeting for \$1 or 6 for \$5.

Gloves, hats, and nonperishable food will also be collected. If you want to donate items, purchase tickets, or make a monetary donation, contact Joyce Endres at 221-1763.

Recent retiree Joyce Endres, CFSP, will be the featured speaker at the joint breakfast with a fitting topic, "Retirement-Is it all it's cracked up to be?-- The Days in the life of a retiree.

FROM THE EDITOR

Profiles

Thank you to those members who have sent me their profile. I have published those I received, but I think I lost one in my e-mail. For anyone who has not seen their profile in the newsletter, please resend it. The form I sent to the members can be used as a guide or filled out and sent to me in the mail. I don't think you can fill out the form on screen and e-mail to me. **I do want more profiles.** I still have seven issues to publish.

Recipes

I would like lots of recipes for our December issue. E-mail or snail-mail them to me. You could also bring them to the December meeting.

Thank you so much for helping me out.

