

**FEBRUARY  
2004**

**PRESIDENT’S CHATTER**

By Priscilla Jarona

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As I’m sitting here writing this newsletter, I can’t help but think I would rather be at home wrapped in a blanket in front of a nice warm fireplace. Winter is truly upon us with the colder temperatures and the blustery winds blowing the snow around. But there is one good thing: the days are getting longer! And there are only six more weeks before spring. For those who have or will be traveling to warm-weather climates, I’m jealous!

You should have received a brochure in the mail from ARMA International for the Power of One recruiting. There are some very nice prize awards for those who do bring in new members. Best of all, you can share your experiences as well as experiences of others with a friend or colleague who works in the records management area. If you know of individuals who can benefit by joining ARMA, please contact them or put them in contact with any of the board members. We will gladly share our thoughts on the organization and help them sign up.

Remember that our next program is the joint AIIM/ARMA program held at the Crowne Plaza East Towne. Registration begins at 3:30. Hors d’oeuvres will be served and the program begins at 4:30. The topic of this meeting is the Sarbanes-Oxley Act of 2002. Information managers will gain an understanding of key issues in complying with the Sarbanes-Oxley Act and the federal sentencing guidelines. They will also learn how to leverage technology investments to best meet compliance and competitive challenges. Deadline for registration is Feb. 12 and can be made at either <http://www.aiim.org/chapters/wisconsin.asp?ID=26801> or e-mail: [jjeffery@execpc.com](mailto:jjeffery@execpc.com).

Also, remember to vote for the ARMA International board members. To get a brief description of the candidates, go to <http://www.arma.org/news/candidates.cfm>. Then log-in to the member site to cast your vote.

Bundle up and see you at the meeting on Feb. 17<sup>1</sup>

**VOTE!**

**ARMA***Adison*

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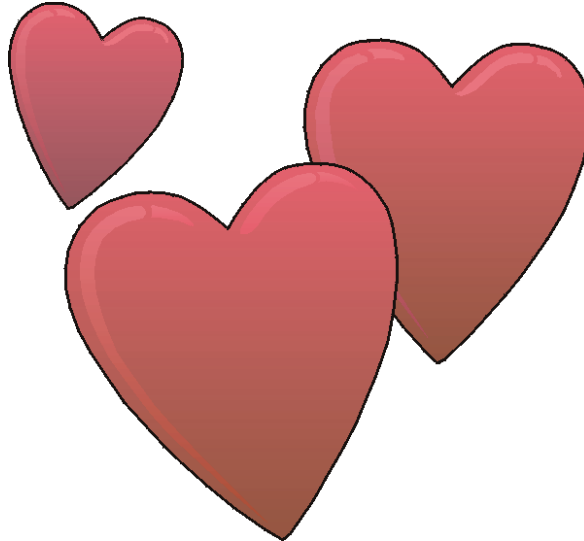
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**January Attendees:** Ana Aquino-Perez, Tim Hughes, Pat Peirce, Rosemary Stark, Diane Vultaggio, Mary Boneck, Steve Bose, Cathy Burrow, Helen Flores, Priscilla Jarona, Pam Duane, Ruth Breunig, Linda Krbecek, Lori Ashley, Janet Nelson, Rebecca Haller, Jane Henke, and speaker Lynne Chase.

**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>

*2004 Board Candidates*

Visit the ARMA International Web site, [www.arma.org/news/candidates.cfm](http://www.arma.org/news/candidates.cfm), to read the profiles of the slate of candidates to be elected in January 2004. Ballots must be returned by February 16, 2004. This is your chance to have a voice in choosing the leadership of ARMA International.

*NARA Seeks Comments on Destruction of Tapes Containing Clinton Staff E-mails*

The National Archives and Records Administration (NARA) is seeking comments on its plan to destroy 27,866 magnetic tape cartridges containing copies of e-mail messages created between July 1994 and December 1999 by staff of the Executive Office of the President during the Clinton administration. February 13 is the deadline for comments.

*Bush Administration Gets Failing Grade on Cyberspace Policy*

Tech sector leaders criticized the Bush administration for failing to follow through on its [National Strategy to Secure Cyberspace](#) during a [National Cyber Security Summit](#) held in Santa Clara, California, in early December. The National Strategy was released less than a year ago and contains many recommendations that have not been acted upon but which represented the administration's attempt to solve the problem through cooperation with industry rather than regulation.

**FREE WHITE PAPER: "THE IMPACT OF REGULATIONS ON E-MAIL ARCHIVING REQUIREMENTS"**

Osterman Research has found that approximately 60 percent of the critical business information that the typical e-mail user requires for his or her job are stored within the e-mail system. All enterprises in all industries are required to maintain records in e-mail and other electronic media. Find out how to avoid the host of legal problems associated with regulatory compliance with an archiving system that can prevent them from occurring in the first place!

More information may be found at [www.imrgold.com](http://www.imrgold.com).



**GREAT QUOTES**

Everyone is a prisoner of his own experiences. No one can eliminate prejudices – just recognize them.

Edward R. Murrow

**SARBANES-OXLEY, CORPORATE COMPLIANCE AND INFORMATION MANAGEMENT RAMIFICATIONS**

On February 17, 2004, ARMA Madison and AIIM Wisconsin will hold a joint meeting at the Crowne Plaza East Towne, Madison, Wisconsin. This is a late-afternoon hors d'oeuvres get-together that begins with registration at 3:30. Networking and hors d'oeuvres will take place at 4. John Fons, founder and President of Law Serve, LLC, Milwaukee, and Ron Kral, Partner of Candela Solutions, LLC, Madison, will present their talk at 4:30.

The cost is \$20 for an AIIM or ARMA member and \$25 for nonmembers. Those who are interested in attending can find more information on the AIIM Web site:

[www.aiim.org/chapters/wisconsin/0402pa.htm](http://www.aiim.org/chapters/wisconsin/0402pa.htm)

Reservations are due by February 12, 2004.

**CORRECTION**

Steve Hirsch was Helen Flores' boss at the Department of Administration, not the DNR as stated under the picture in the January issue.

Tim Hughes' costume was a Bavarian style rather than Swiss.

**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](mailto:rosemary.stark@strand.com).

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

**MARK YOUR CALENDAR**

*February 17, 2004:* Joint meeting with AIIM, Crowne Plaza East Towne, 3:30, Sarbanes-Oxley, Corporate Compliance and Information Management Ramifications,

*March 9, 2004:* Tri-County Chapters meeting, Holiday Inn, Fond du Lac,

*April 20, 2004:* Spring Seminar, Privacy and Records Management, Alliant Energy Center, Madison

*July 16-18, 2004:* Great Lakes Leadership Conference, Detroit, Michigan

**RECIPES**

Valentine’s Day is here again! It seems we like to show our affection for others by indulging them with sweets. Hence, the huge candy sales on February 14.

These recipes provide a special treat for those watching their calorie intake and for those who can indulge occasionally.

*Diet Orange Cake (Diabetic)*

- 1 small orange
- 1/4 cup raisins
- 6 rounded teaspoons Sweet 'n Low
- 1/2 cup butter
- 2 eggs
- 1 cup buttermilk
- 1 teaspoon baking soda
- 1/2 cup oatmeal
- 2 cups flour

Grind orange and raisins together (blender or food processor). Cream Sweet 'n Low and butter until fluffy. Beat eggs, buttermilk, soda, and orange mixture. Add oatmeal and flour; beat well. Turn into 8- or 9-inch square pan. Bake at 350° until cake tests done. Frost with juice of one orange and 1 teaspoon Sweet 'n Low mixed. Pour over the cake while hot.

*Lemon Cheesecake*

- 1 whole graham cracker or 2 tablespoons crumbs
- 1 (4 oz) lemon sugar-free gelatin
- 2/3 cup boiling water
- 1 cup low-fat cottage cheese
- 1 (8 oz) package light cream cheese
- 2 cups thawed Cool Whip Lite®
- 1 cup reduced-calorie cherry pie filling

Spray 9-inch pie plate with nonstick cooking spray. Sprinkle bottom and sides with crumbs.

Dissolve gelatin in boiling water; pour into blender container. Add cottage cheese and cream cheese; cover. Blend at medium speed, scraping sides, about 2 minutes or until smooth. Pour into large bowl. Gently stir in whipped topping. Pour into pan; smooth top. Chill about 4 hours. At serving time, top with pie filling. Serves eight.  
Calories: 160

*Death by Chocolate*

- 12 chewy brownies, 3-by-4 inches
- 1/2 cup coffee or raspberry liqueur
- 7 cups chocolate mousse
- 4 cups heavy cream, whipped
- 8 ounces chocolate toffee candy, crushed
- 8 ounces semisweet chocolate, grated

Poke holes in brownies; soak with liqueur. Break brownies into 1-inch pieces; distribute into bottom of a trifle bowl. Top with 3 1/2 cups mousse, 4 ounces candy, and 2 cups whipped cream; repeat. Cover; refrigerate two hours. Serve chilled; garnish with grated chocolate. Serves 24.

**Nutrition values:**

- Calories: 585
- Fat: 36 g
- Carbohydrates: 60 g
- Fiber: 2 g
- Protein: 8 g
- Cholesterol: 220 mg
- Sodium: 149 mg



(Cont. on Page 6)

**Recipes**

(Cont. from Page 5)

*Molten Chocolate Cakes*

- 1 pkg. (8 squares) BAKER'S® semi-sweet baking chocolate
- 1 cup (2 sticks) butter
- 2 cups powdered sugar
- 5 eggs
- 4 egg yolks
- 3/4 cup flour
- Powdered sugar
- Raspberries, optional

Heat oven to 425°F. Butter eight 3/4-cup custard cups or soufflé dishes. Place on cookie sheet.

Microwave chocolate and butter in large microwave bowl on HIGH 2 minutes or until butter is melted. Stir with wire whisk until chocolate is completely melted. Stir in sugar until well blended. Whisk in eggs and egg yolks. Stir in flour. Divide batter among custard cups.

Bake 15 to 16 minutes or until sides are firm but centers are soft. Let stand 1 minute; then run a small knife around cakes to loosen. Carefully invert cakes onto dessert dishes. Sprinkle with powdered sugar and garnish with raspberries, if desired. Serve immediately. Makes eight cakes.

Make ahead: Bake as directed above. Cool slightly; then cover custard cups with plastic wrap. Refrigerate up to two days. Place custard cups on cookie sheet. Reheat in 425°F oven for 15 to 16 minutes.

Before indulging in desserts, we should have some **solid** food. Here are a couple of recipes to start out our Valentine's Day dinner. The soup is low in fat. The pasta dish could be served as a meatless meal or accompany pork chops or chicken.

*Chicken Vegetable Soup*

- 1 pound boneless skinless chicken breasts, cut into cubes
- 2 cups chicken broth, *divided*
- 1 teaspoon Italian seasoning
- 1 garlic clove, minced
- 1/4 teaspoon paprika
- 4 small red potatoes, cut into 1-inch pieces
- 3 small carrots, cut into 1/2-inch pieces
- 5 celery ribs, cut into 1/2-inch pieces
- 1 medium onion, cut into wedges
- 2 tablespoons celery leaves
- 2 tablespoons all-purpose flour
- 2 tablespoons minced fresh parsley
- 1 1/2 teaspoons lemon juice

In a large saucepan, combine chicken, 1 3/4 cups broth, Italian seasoning, garlic, and paprika. Bring to boil. Reduce heat; cover and simmer 10 minutes. Add the potatoes, carrots, celery, onion, and celery leaves. Bring to boil. Reduce heat; cover and simmer for 20 to 25 minutes or until vegetables are tender.

In a small bowl, combine flour and remaining broth until smooth; add to pan. Bring to boil; cook and stir for 2 minutes or until thickened. Stir in parsley and lemon juice. **Yield:** Four servings.

*Tomato 'n' Cheese Pasta*

- 1 cup uncooked small tube pasta
- 1 small onion, chopped
- 2 garlic cloves, minced
- 1 tablespoon olive oil
- 1 can (14 1/2 oz) Italian diced tomatoes
- 1/2 teaspoon dried basil
- 1/2 teaspoon dried oregano
- 1/4 teaspoon sugar
- 1/4 teaspoon pepper
- 1/4 cup shredded mozzarella cheese
- 1/4 cup grated Parmesan cheese

(Cont. on Page 7)

**Recipes**

(Cont. from Page 6)

Cook pasta according to package directions. In a small saucepan, sauté onion and garlic in oil until tender. Stir in the tomatoes, basil, oregano, sugar, and pepper. Bring to a boil. Reduce heat; simmer, uncovered, for 15 minutes. Drain pasta; stir into saucepan.

Transfer to a greased 1-quart baking dish. Top with cheeses. Bake, uncovered, at 375° for 10 to 15 minutes or until cheese is melted.

**Yield:** Two servings

**FROM THE EDITOR**

Profiles

Thank you to those members who have sent their profile. I have published those I received, but I think I lost one in my e-mail. For anyone who has not seen his/her profile in the newsletter, please resend it. The form 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.** There are still four issues to publish.

Recipes

Where are the cooks?

**ARMA MADISON SPRING SEMINAR**

ARMA Madison announces its Spring Seminar will be held on April 20, 2004, at the Alliant Energy Center, on the east side of Madison.

The topic is Privacy and Records Management. The main speakers are Bob Tillman from ARMA International, whose talk is titled *Scanning the Privacy Landscape in America*, and Carmen Brandt, CRM, CDIA, from KeyMark West, whose talk is titled *Utilizing RIM Principles to Advance Information Security and Fraud Protection*.

More details will be provided in the March newsletter.



## **RECORD MANAGERS AND SYSTEMS ANALYSTS: INTERACTION WITHIN THE INFORMATION SYSTEMS DEVELOPMENT PROJECT IN STATE GOVERNMENT AGENCIES**

By Rosemary Stark

That's a mouthful! The February meeting of the ARMA Madison chapter featured Lynne Cooper Chase, a doctoral candidate at the UW-Madison School of Library and Information Studies, who talked about the disparity that occurs between record managers and systems analysts. She is preparing her dissertation using that interaction (or lack of interaction) as the focus of her research.

Lynne brings a varied background to this juncture in her life. She is an editor and indexer for a publication, "New Books on Women & Feminism" out of the Women's Studies Office for the UW system. She received her Master's degree in library studies in 1997. In a prior life, Lynne was the Corporate Librarian at the Sentry Insurance Company in Stevens Point, Wisconsin.

Lynne has consulted on projects such as the United States Department of Agriculture's re-engineering of their information system and a second-generation systems implementation project for a four-county library consortium in Florida. She counts records managers among her nicest friends.

Factors such as management support, varied roles and responsibilities of records managers, and the system analyst's level of knowledge about records management influence the interactions between them. She used the state government as the base of her research.

Lynne shadowed a records manager to experience the types of interactions that took place. The checklist of interactions included telephone, e-mail, fax, and face-to-face conversations. She interviewed the record manager and corresponding manager and the systems analyst and corresponding manager.

She found many situations where the interactions were not compatible. Some did work together, which may be a factor of each person's self-esteem. Records managers tended to have low status and suffered from a lack of respect. They followed the standards and regulations in performing their jobs. The IT staff were looked upon as the "rock stars" of technology. They worked more casually.

Both groups feel put-upon and feel they will be the first to go if layoffs occur. The IT staff is pressured to get systems up and running, so they are often implementing and testing at the same time. The records manager tends to work in the background and is often not as technologically savvy as the IT person.

Recent events have put an emphasis on records and electronic media. They are both important, so record managers and IT staff need to work together to implement the necessary steps to follow the regulations that have been put into effect.

The question/answer and comment session following Lynne's presentation validated her choice of a topic for her dissertation.



Lynne Chase makes a point.