

**MAY  
2005**

## **PRESIDENT’S CHATTER**

By Priscilla Jaroná

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Our program year is quickly coming to an end. We had a lot of great programs this year and our spring seminar was a great success! I want to especially thank both the Program Committee led by Ruth Breunig and the Seminar Committee led by Ana Aquino-Perez for pulling together all the educational sessions we had this past year.

The seminar on Electronic Messaging as Records: Best Practices and Technology Solutions held during the month of April received very positive feedback. Our speakers were excellent, as was the vendor participation. It was great having everything in one room and allowed for great interaction with everyone. I hope that each of the attendees learned at least one thing they could take back to their workplace and apply or share with others.

Our next program is coming up quickly – May 10. This will be the final program of the year and will include awards. Our guest speakers, Dennis Bitterlich and Ciaran Trace, PhD, will be talking about archival studies and the records management program at the University of Wisconsin.

I will also announce the new board members for next year. Over the summer, we will turn over some of the board responsibilities to the new members and begin working on our programs for next year. If you have any suggestions or have an area where you need more information, send them to Ruth Breunig ([ruthbreunig@alliantenergy.com](mailto:ruthbreunig@alliantenergy.com)). We want to make sure that all our members’ needs are being met.

Hope to see you at the May 10 meeting. For those who cannot make it, have a fun and safe summer!

### **ARMAdison**

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

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**April Seminar Attendees:** Ana Aquino-Perez, Lori Ashley, Mary Boneck, Steve Bose, Ruth Breunig, Harold Coltharp, Mike DeGroot, Leslie Diem, Andrea Dlugos, Pam Duane, Shirley Fox, Barbara Hensen, Tim Hughes, Priscilla Jaron, Nan Kunde, Jim Page, Carol Pauls, Patricia Peirce, Bill Prihoda, Rosemary Stark, Marquerite Tate, Diane Vultaggio, and Karl Wellensiek

**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**

[Advisory Panel Recommends Another Look at e-Prescribing](#)

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>

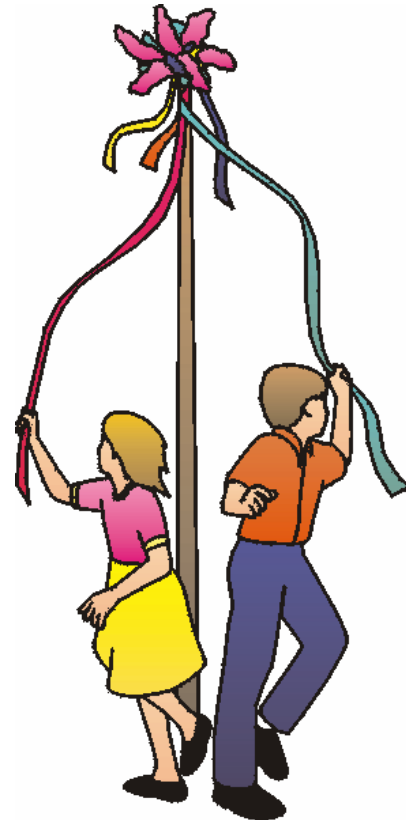
The National Committee on Vital and Health Statistics (NCVHS), a federal advisory panel assisting with setting electronic prescribing standards in accordance with the Health Insurance Portability and Accountability Act Security Rule, is calling on the Department of Health and Human Services (HHS) to address potential security risks arising from the use of e-prescription information technology.

[NARA Issues New E-Records Guidance](#)

The National Archives and Records Administration (NARA) announced the availability of an electronic records management guidance for PKI digital signature authenticated and secured transaction records. The document was jointly developed by NARA and the Federal Public Key Infrastructure Steering Committee's (FPKI SC) Legal/Policy Working Group in response to a Chief Information Officers (CIO) Council request.

[Review Finds Government Clamping Down on Information](#)

An Associated Press (AP) review of 130 annual Freedom of Information Act (FOIA) reports submitted to the Department of Justice from 15 executive branch agencies between 1998 and 2004 indicates that the federal government has clamped down on information in the last few years. The study suggests the government began the crackdown even before the September 11 terrorist attacks.



**MARK YOUR CALENDAR**

*May 10, 2005:* Marriage of Archival Theory and Practice, Dennis Bitterlich and Ciaran Trace, Ph.D., Chapter Awards, Tumbleweed Southwest Grill, Madison, 4 p.m.

*May 22-26, 2005:* BFMA 36<sup>th</sup> International Symposium on Forms and Information Systems, Universal Orlando. For more information, visit [www.bfma.org](http://www.bfma.org)

*September 18-21, 2005:* ARMA International 50<sup>th</sup> Annual Conference and Expo, Navy Pier, Chicago

**GREAT QUOTES**

I don't want life to imitate art. I want life to be art.

Carrie Fisher

**BYLAWS REVIEW**

The last change made to the bylaws was approved in 1996. The Board members are in the process of reviewing them: refining language, correcting spelling errors, and addressing changes that have taken place in committees and the operation of the organization. After changes are suggested, ARMA International has to approve them.

Because of the procedure involved, the approved changes will probably not be in effect until the 2005-2006 Chapter year.

**ASK THE CRM**

The ARMA Madison chapter has several members who have attained their CRM (certified records manager) certification. Do you have question(s) you would like to ask about records management, retention schedules, or other related topics? If you send your questions to the editor, they will be passed to a CRM and then published in a future issue of ARMAdison. See the front page for the address.

**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).

## THANKS TO OUR SPONSORS

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Contact: Karl Wellensiek, President

e-mail: [kwellensiek@datakeepinc.com](mailto:kwellensiek@datakeepinc.com)

"Records Storage and Delivery - Documents and Computer Media"

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## **THE DEVELOPMENT OF CONVERSION CRITERIA FOR RECORDKEEPING SYSTEMS: AN INVESTIGATION OF THE RELATIONSHIP BETWEEN CONVERSION AND DIGITAL PRESERVATION**

By Nancy Kunde, CRM, CA

2004-05 NHPRC Electronic Records Research  
Fellow

Records managers are familiar with the changes that often accompany contemporary recordkeeping. Business processes change. Records change in the way they are created and maintained. Formats and media change. To repeat an often quoted adage, "Nothing is as certain as change." Yet, records professionals have a special responsibility within their organizations: keeping records inviolate, trustworthy, and authentic. Embracing change, especially technological change, and meeting this fundamental responsibility is a major challenge for records professionals. Managing change and meeting recordkeeping requirements is at the heart of a current ARMA standards development project being supported by a National Historical Publications and Records Commission, NHPRC, electronic records research fellowship.

Before discussing the current project, it is helpful to understand a little history behind its development. In 2000, the ARMA International Standards Development Committee\* launched a standards development project that was to combine two existing guidelines: The Selection Criteria for Records Management Software guideline and the Converting from Manual to Automated Records System guideline. It was felt that these two documents could be merged, and at the same time, the processes of conversion and migration could be addressed. It was also determined that this potential standard was well-suited for a collaborative effort with the archival community.

In 2001, a task force was formed with the working title of Conversion and Migration Criteria for Recordkeeping Systems. Members were recruited from the archival and records management professional communities. Writing teams were created and draft sections were prepared. However, knitting the sections together proved to be problematic. Ultimately, it was determined that the project was too broad in scope, and the subject matter too complex to be effectively treated by a large group. Writing by committee is never an easy task, but this one proved to be particularly challenging. At the time, it seemed necessary to have someone take ownership of it -- someone who could integrate the components and iron out differences in terminology and approach.

Standards development projects, at least within the confines of ARMA, are volunteer efforts. Because of the challenging nature of the conversion-migration project, it needed more directed attention than a volunteer group could provide. In the hopes of securing funding that could support an individual or individuals desirous of working on this project, a grant proposal was prepared. The NHPRC is the primary funding source for records research projects, and so the proposal was submitted to them for consideration. However, it was determined not to be a fundable project for many reasons.

The ARMA standards committee continued to be convinced of the worthwhile nature of this project and persevered. As a member of the ARMA Standards Development Committee (and not one to give up easily), I applied for and received a NHPRC electronic records research fellowship in 2004.

The conversion of records and information from one medium to another or one format to another is a critical process in the retention and preservation of an organization's information resources. Conversion is a particularly critical process in today's multimedia environment in which an organization may have its records in a variety of formats and storage media.

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**Development of Conversion Criteria**

(Cont. from Page 6)

While information technology specialists and vendors supply the tools to accomplish the task, it is the records professional who must ensure that the organization's records are protected in the conversion process.

The goal of the conversion criteria project is to develop a draft guideline that will address a number of topics related to the conversion process including the organizational and business framework, recordkeeping requirements, technology planning, and the monitoring and auditing process.

Conversion is identified in many of the currently recognized digital preservation strategies, most particularly migration. Digital preservation seeks to address the problem of technological obsolescence and the maintenance of authentic electronic records. Even if long term, digital preservation of records is not a goal of an organization. The necessity of maintaining access to records for legal and audit reasons forces some of the same considerations that are a part of digital preservation strategies. Therefore, as a secondary goal, the project seeks to investigate the relationship between the conversion process and digital preservation. We asked the following questions: Are there steps in the conversion process that should be undertaken to enhance digital preservation? Are the criteria for recordkeeping the same as that for preservation? Is there a marked difference in the conversion process for different media?

Why a standards project on conversion and recordkeeping? Standards have the potential to play a couple of different roles in area of conversion-- and conversion as it relates to digital preservation. First, standards are a recognized way of developing uniform practices. They serve as a benchmark for practicing records professionals and have educational value to those in and outside the records and information management profession. Secondly, standards in the conversion process have technological implications. What formats and

media best support recordkeeping requirements? A de facto standard such as the use of XML, eXtensible mark-up language, is one approach being investigated as a sustainable format for digital preservation. If a tool such as XML is used, the risk to the authenticity of the record is greatly reduced as it is not dependent upon a particular combination of hardware and software to be read.

The project is well underway. While an approved standard will likely not be possible by the end of the fellowship, a completed draft is anticipated. For those attending the ARMA International Conference in Chicago, plan to stop by the poster sessions. The Conversion Criteria project will be displayed along with the three other 2004-05 NHPRC-sponsored electronic records research projects. The other projects address e-mail management, course management software and the documentation of the teaching and learning process, and data warehouses and the relationship to archival preservation.

\*ARMA is an official standards making body of ANSI. The standards project described in this article is being developed in accordance with ANSI accepted procedures for standards development.

**ARMA MILWAUKEE CHAPTER  
ANNOUNCES NEW WEB SITE**

ARMA Milwaukee is proud to release its new web site as a communication tool to share and distribute chapter and ARMA International information.

Please click the following link to access the ARMA Milwaukee Web site:  
<http://www.armamilwaukee.org/>

You may want to consider adding the ARMA Milwaukee Web site to your "Favorites" list for easy access. We look forward to your comments and suggestions.

ARMA Milwaukee

## ABOUT AIEF

The ARMA International Educational Foundation (AIEF) is a nonprofit organization dedicated to funding research and education in the records and information management field. In order for the Foundation to fund research and education, an endowment must be built. All initiatives funded by the AIEF Endowment will come from the interest proceeds of the endowment. ALL endowment contributions will keep on giving every year—never being depleted.

Participation by individual records and information management professionals is critical to building that endowment! Just think, if 5000 individuals each pledge \$500 over 5 years (\$100 per year), the endowment will have 2.5 million in 5 years!

To assist in getting the message out, the AIEF established the Chapter Foundation Champion program. Your role as a CFC is to promote the Foundation within your respective chapter.

The goal for 2004-2005 is 75 new 5/100 Pledges with the first payment included with the pledge form.

### The AIEF Track Record

To date, the AIEF has sponsored, completed, and published three research projects. All three projects were presented at the 2003 and the 2004 Annual Conference. The white paper results of these projects are available on the [www.armaedfoundation.org](http://www.armaedfoundation.org) Web site for a \$10 handling fee or free to contributors. The AIEF also has plans to sponsor at least two additional research projects delivered at the 2005 Annual Conference to further gain the recognition and confidence of those considering a contribution.

## 2005 SPRING SEMINAR - KNOWING HOW TO MANAGE YOUR ELECTRONIC MESSAGING RECORDS A GREAT SUCCESS!

By Ana Aquino-Pérez, VP of Seminar

If you missed our chapter's spring seminar, you missed out on a great learning experience. We are still hearing the comments from the participants on all the good information and advice they received that will help them do their job more effectively. The seminar provided an opportunity to take back some great tips, learn best practices and explore some great tools for managing e-mail messages, IM logs, and blogs that could compromise the legal liability of your organization.

Our chapter 2005 Spring Seminar, *Electronic Messaging as Records: Best Practices & Technology Solutions* was a fantastic success. A total of 131 people, including vendors, attended the seminar on Tuesday, April 19, 2005, at the Madison Concourse Hotel and Governor's Club. Participants came from Illinois, Michigan, Minnesota, and all over Wisconsin.

Participants represented county, state, the University of Wisconsin, and the Wisconsin Technical College System. Attendees from the private sector included industries such as insurance, utility companies, law firms, consultants, and small businesses. That number included a mix of computer technology specialists, program managers, and students as well as members of the records and archives communities. It was a great day for education, exchanging ideas, and networking. The seminar was designed to raise awareness, stimulate dialogue, and help records managers, IT professionals, and business managers reduce their organizations' e-mail and IM liability and risks, enforce records retention and disposition rules, boost employee and communication systems productivity, maximize employee compliance, and fulfill their dynamic role in planning and implementing for compliance in today's information rich environments.

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**Spring Seminar**

(Cont. from Page 8)

The seminar, co-sponsored by the State of Wisconsin Public Records Board (PRB), had something for everybody. Peter Gottlieb, chair of the PRB and the director of library & archives of the Wisconsin State Historical Society, opened up the morning sessions followed by the featured speaker of the day, Nancy Flynn, the executive director of The ePolicy Institute.

Nancy provided great information throughout the day on risks, rules, rights, and responsibilities for managing these types of records and also some great best practices that would help us maximize compliance. The last session of the day on IM and Blogging was a true eye opener for many of us that are not yet dealing with these types of records but could be facing them in the very near future. One of our very own members, Nancy Kunde, University of Wisconsin-Madison, led us through an excellent session on the role of standards in e-mail management. Technology solution sessions, led by Orchestra, Stellent, and iLumin, were integrated with the educational sessions throughout the day to provide participants an insight at some of the solutions that are available in the market that may help them manage these records.

This year, the chapter provided two scholarship opportunities for students to attend the seminar. Dennis Michaelis from Madison Area Technical College and Sarah Schild from the UW-Madison School of Library & Information Studies were awarded scholarships to attend the seminar.

Seminar participants also had the opportunity to visit with vendors during the seminar's vendor fair. Representatives from various companies were available to share their expertise in information and records management, to talk about their service offerings, and demonstrate their solutions. Participating exhibitors included *Datastore Records Management; Filing Systems Specialists, Inc.; iLumin Software Services, Inc.; Kard Recycling & Shredding; MDY Advance Technology, Inc.; Michael Best & Friedrich, LLP; MTM*

*Incorporated; Orchestra Corporation; Pelliteri Waste Disposal & Recycling Systems; and Stellent, Inc.*

We had several prize drawings during the day. Winners received prizes donated by Pellitteri Waste Disposal & Recycling Systems and Kard Recycling & Shredding. Several of Nancy Flynn's books were also given away as prizes.

We have received excellent reviews and comments from both the participants and the participating vendors. One of the participating vendors provided the following feedback on the seminar:

*"..... ARMA Madison was not the first regional ARMA meeting that I have participated in, but yours was by far the best from both a content and organizational standpoint. We would love to participate again soon in one of your meetings.*

ARMA's primary role is education and professional development, and this seminar accomplished that goal. Thanks to the work of seminar committee members and the donations of participating companies, it was also a financial success, which contributes to future programs.

The seminar would not have been possible without the help and support of a great seminar committee, chapter members, and seminar sponsors that were willing to get involved and offered their help. Our **THANKS** and my personal thanks go to all of them!

ARMA Seminar Committee Members:

Ana Aquino-Pérez, Seminar Chair  
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Diane Vultaggio, Publicity, Certificates  
Wisconsin Dept. of Employee Trust Funds  
Tim Hughes, CRM, Seminar Registrar  
Madison Gas & Electric Company  
Pam Duane, CRM, Facilities & CRM Credits  
Madison Gas & Electric Company  
Ruth Breunig, Vendor Liaison  
Alliant Energy

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**Spring Seminar**

(Cont. from Page 9)

Priscilla Jarona, Vendor Liaison, Printing  
Alliant Energy  
Lori Ashley, Technology Solutions Liaison,  
Publicity and Education Liaison, Cohasset  
Associates, Inc.

**ARMA Seminar Donated Services**

In addition, the seminar had the following donated services and seminar sponsorship from member companies and organizations:

- Brochure design and layout and certificates of completion: Marilyn Jafferis – ETF
- Brochure printing: Alliant Energy
- Seminar Web site: Sarah Schild – UW-Madison
- Registration, confirmations, mailing, handouts and binders: MG&E
- Printing speaker handouts, seminar packets: WisDOT
- Vendors registration, confirmations: Shirley Guimond – Alliant Energy
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**ARMA 2005 Spring Seminar Sponsors**

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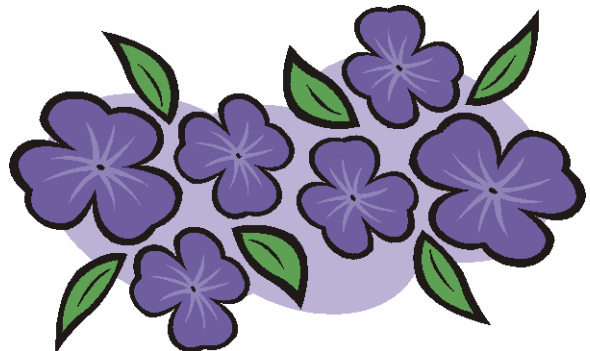
Thanks to all for your hard work and for your help in providing a solid records management educational experience in our community.

**NOTE:**

Pictures from the seminar will appear in the June issue. The editor has been on vacation for two weeks.

**INSTANT MESSAGING RULES BOOK**

The Madison Chapter has four copies of Nancy Flynn's book, *Instant Messaging Rules*. The first four people that contact Ruth Breunig, [ruthbreunig@alliantenergy.com](mailto:ruthbreunig@alliantenergy.com) or 608-458-4808, can get a copy for \$10 (list price is \$19.95). If the book needs to be shipped, that will be an additional cost. Consider coming to the May program and Awards dinner to pick the book up in person.



## RECIPES

*Rhubarb Sorbet*

1 pound fresh rhubarb cut in 1-inch pieces (3 cups)  
or 1 package (16 oz) frozen cut rhubarb, thawed  
2 to 3 tablespoons water  
3/4 cup sugar, or to taste  
1 teaspoon vanilla  
2 to 3 drops red food coloring (optional)  
1 egg white

In blender or food processor, purée rhubarb with water. Transfer to medium saucepan; add sugar. Cook over medium heat 5 minutes, stirring often. Remove from heat; stir in vanilla and food coloring. Cool to room temperature. Meanwhile beat egg white until stiff but not dry. Fold into rhubarb mixture until well blended. Pour into shallow metal pan or ice-cube tray; freeze partially; beat again. Freeze about 2 hours or until firm. Makes 8 servings.

Per serving: 82 cal, 1 g pro, 20 g car, 0 g fat, 0 mg

*Rhubarb Crisp*  
*Contributed by Sarah Schild*

2 1/2 cups quick cooking oats  
2 1/2 cups brown sugar  
3 cups flour  
1/3 cup butter, melted  
9 cups chopped rhubarb  
2 teaspoons ground cinnamon  
2 cups water  
2 cups white sugar  
1/4 cup cornstarch  
1 1/2 teaspoon vanilla

Preheat oven to 350°. Grease a 9x13-inch baking dish.

In a large bowl, mix together oats, brown sugar, flour, and butter. Put half of the mixture into the bottom of the baking dish. Place rhubarb over the mixture and sprinkle with cinnamon.

In a medium saucepan, cook water, sugar, cornstarch, and vanilla over medium heat until thick; let cool slightly. Pour over rhubarb and sprinkle remaining oat and flour mixture on top. Bake in preheated oven for 30 to 35 minutes. Serves 24.

