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The Calgary Chapter presents Information and Knowledge Management Along with the AGM!

**Wednesday May 11, 2011
(11:30am to 1:00pm)**

**Calgary Chamber of Commerce
4th Floor Ballroom**

CHAPTER MEETINGS

The Calgary Chapter of ARMA usually meets on the 2nd Wednesday of each month from 11:00am to 1:30pm except for July and August, please see the events Calendar for details.

<http://www.armacalgary.org/education-events-sessions.php>

Advertisers

Page 4 - Calgary Archives
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ARMA COMPETENCY DOMAINS

Business Functions,
RIM Practices,
Risk Management,
Communications & Marketing, IT

ARMA COMPETENCY LEVELS

Domain Level 6

WHO ELSE SHOULD ATTEND

Records Managers
Legal Counsel
Information Technology

SESSION CANCELLATION/ REFUND POLICY

Please see Page 2 for details

TOPIC: Information and Knowledge Management - Suncor's evolution

SPEAKER: Tanya Chisholm, Suncor

SYNOPSIS: Focus on how and why information and knowledge mgmt has evolved at Suncor. Review IKM's strategy and scope of services; vision, objectives, etc. I would also like to highlight what has worked well and what have been our lessons learned.

SPEAKER BIOGRAPHY: Tanya has been with Suncor since 2004; she is accountable for the establishment of the IKM organization at Suncor (which now has over 100 staff). Her background is Business and Information Systems (worked for OmniLogic/PwC Consulting/IBM) as an SAP consultant.

Join us for the Annual General Meeting

*Including:
a message from the Region Coordinator, Dierdre Bradshaw
and
Nominations and Elections*



President's Message: Barbara Bellamy, CRM

Welcome to the May edition of the Calgary Chapter Newsletter "For The Record". The sun is shining, everything is melting and I just finished participating in my 10th river clean up day. We could not have gotten any better weather considering it is only May. Helping clean up the city gives me and my children a good feeling.

I wonder why people say "Stop and smell the roses" in the spring. I find this time of year to be the busiest. Our Spring seminar is complete and it was fabulous. The topics were "Vital Records and Disaster Recovery" and a "CRM examination workshop. Extra special thanks goes to Liz Springer, Uta Fox, Marshall Oliver (Belfor) Christine Othitis, Margaret Russell, Miara Vinkle, Janice Danyluk, Becky Stern and Annie Agustin for all their hard work getting this event up and running smoothly. I hope that all of you that participated learned a lot and had a few laughs as well.

There are only 2 months left in the ARMA year and your Board will be taking a small hiatus while we are reenergizing and creating our line up for next year. If you have a great idea for a luncheon or seminar topic, stop someone on the Board to share their idea, you can send an email to me at president@armacalgary.org or the Education Director at education@armacalgary.org.

And speaking of ideas. May is our Annual General Meeting month. Our luncheon on the 11th will be elections for the 2011-2012 Chapter Board, a message from our Mountain Pacific Coordinator Dierdre Bradshaw and a presentation from Tanya Chisholm at Suncor on Mergers and Acquisitions. This is a pretty hot topic, especially in Calgary. The annual reports

will also be complete and posted for your reading pleasure on our Website by the May luncheon. ARMA International has made available RIM on demand seminars to each Chapter and our members. Read the article to find out how you can benefit from this.

Also congratulate Christine Othitis for being presented with the TAB Young Professional Leadership Grant. Congratulations Christine!

The Chapter has now changed the way registrations for events are completed. We no longer use Association Plus (A+) as our Registration Vendor. We thank A+ for the past few years. They have been marvelous to work with and they have done an incredible job. Unfortunately, the Chapter was caught between a rock and a hard place. We keep things the way they are for registration and raise the luncheon costs or change our registration provider and keep the luncheon costs the same.

See you on May 11, 2011



******ARMA CALGARY CHAPTER EVENT PAYMENT, CANCELLATION AND REFUNDS******

All chapter events are payable in Canadian funds.

For monthly information sessions, two full business days notice is required for cancellations.

For longer conferences or education seminars, seven business days notice is required for cancellations.

Cancellations must be directed to the [web administrator](#)



Membership News and Views



Wayne Hoff

New Members

Please extend a warm welcome to our newest members:

- ✓ Wendy Mooy, Talisman Energy
- ✓ Dave Watt, AltaGas
- ✓ Sharyl Madigan, CDSI
- ✓ Oke Shanomi, Altalink
- ✓ Ruth Bukhari, Suncor Energy Services



Announcement

Membership is working on tracking down members who've gone MIA – for reasons unknown their email addresses and phone numbers no longer put us in contact with them! If you are in the following list, or you know someone in the following list, please contact the Membership Director at membership@armacalgary.org and let us know so that we can update our records.

- ✓ Nancy Otto
- ✓ Tony Smith
- ✓ Ross Fiest
- ✓ Ling Wang
- ✓ Jade Boldt

Please update your contact information when you **move, change jobs, or change email addresses or phone numbers**. This is most easily done on the ARMA International website: go to www.arma.org, click My ARMA, log in if necessary, click My Profile, and edit your information as necessary. This helps us get the right information to the right people!

Bragging Rights

A big congratulations goes to **Christine Othitis**, the recipient of the TAB Young Professional Leadership Grant presented by ARMA Canada Region. Christine works tirelessly for the board on keeping the website up-to-date and functioning smoothly, and also manages our new registration software. Her success allows Christine to attend the ARMA Canada regional conference in Charlottetown, Prince Edward Island, in June.

How can the ARMA Calgary chapter be more relevant to you and the membership?
Email membership@armacalgary.org or call 403.781.2665 with your questions and suggestions.



Announcements



ANOTHER PERK OF MEMBERSHIP....

Dear Chapter Member,

We hope that you are enjoying your benefits of membership in the Calgary chapter and that we are assisting in your professional success! There are many benefits to being an ARMA International member, and we are always striving to offer more value and resources for your professional development.



Recently, ARMA International has developed a partnership with RIM On-Demand to offer online education that is recorded from the MER conference to individuals at a small cost. The monthly sessions are provided to you FREE, in addition to our current in-person monthly programming as an extended benefit of your chapter membership.

The following are some of the upcoming sessions that you can look forward to:

May 2011 - The Action Imperative: The New Role of RIM Professionals In The Emerging World Of Legal, Business And Technology Confluence

To view full sessions, please click on this link:

<https://www.arma.org/eweb/DynamicPage.aspx?webcode=ARMAISeminarArchive>

Log into your "My ARMA" account and click on the link located next to your chapter membership. Then begin enjoying the session. As a reminder, these sessions are only available during the month that they are selected. To view them outside of these date ranges purchase will be required.

We hope that you find these online sessions to be of value. If you have any ideas for future topics for chapter programs, please contact Barbara Bellamy by email president@armacalgary.org.

Thank you for your continued membership and support of the Calgary Chapter.





Address Change Notification



ARMA Calgary Chapter is an official chapter of ARMA International, a not-for-profit professional association and authority on managing records and information

April 6, 2011

Subject: Change of Address

Please be advised that the address you presently have for the ARMA Calgary Chapter has been changed as follows:

ARMA Calgary Chapter
P.O. Box 6624, Station D
Calgary, AB
Canada T2P 2E4

If you require additional information, do not hesitate to call me at 403-514-3977

Sincerely
Barbara Bellamy
President
ARMA Calgary Chapter



ARMA International Calgary Chapter PO Box 6624 Station D Calgary AB T2P 2E4
www.armacalgary.org



Announcements



Want to Volunteer?

Would you like to learn new skills and volunteer for the ARMA Calgary Chapter? Christine Othitis, the chapter web administrator, is looking for a few good folks to help with the social media plan. Right now the chapter does not blog, tweet or Facebook! Having social media in place would help our chapter advertise and reach more RIM professionals as well as communicate with the membership. We need to research how other chapters are using social media before we come up with our plan...so if research, branding, tagging interests you just as much as blogging, tweeting and Facebooking, please contact Christine at:

webadmin@armacalgary.org

Registration and Exam Schedule for 2011

Spring:

Parts 1-5, May 2-6, 2011.

Part 6, May 12, 2011.

Registration opens on February 25, 2011 and runs through April 28, 2011.

Summer:

Parts 1-5, August 1-5, 2011.

Part 6, August 11, 2011.

Registration opens on May 20, 2011 and runs through July 28, 2011.

Fall:

Parts 1-5, November 7-11, 2011.

Part 6, November 17, 2011.

Registration opens on August 19, 2011 and runs through November 3, 2011.



Advertisement



CALGARY ARCHIVES

MEMBER OF THE INNOVATIVE RECORD SYSTEMS GROUP



Privacy Watch

By Sue Rock, CRM



Welcome to a column where a monthly compendium of office actions issued by the Alberta Office of the Information and Privacy Commissioner (OIPC) is regularly presented.

<http://www.oipc.ab.ca/pages/home/default.aspx>

The ARMA Calgary Chapter encourages you to ensure the principle of privacy is incorporated into your records management practice for the following reasons:

- ✓ *Privacy is valued in Canadian society. Privacy records are evidence of protecting this value.*
- ✓ *Privacy information protection is a records manager's professional duty as affirmed in ARMA International's Code of Professional Responsibility.*

OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER

Here is a list of opportunities provided and actions taken by OIPC during the month of April 2011. Click the URL to view the contents of each item of interest:

It's particularly useful to read items in the SPECIAL INTEREST TOPICS category. You will be informed and eminently prepared for lively discussions among your family, peers and lunch crowds.

SPECIAL INTEREST TOPICS: Identity Theft

Identity theft is one of the fastest growing crimes in Canada today.

The Public Interest Advocacy Centre has published an excellent report on the issue of ID theft entitled "Identity Theft: The Need for Better Consumer Protection". Of particular note, the appendices in this report provide practical tips on avoiding ID Theft and what to do if you are a victim. The full report is available through the link below.

The link to Phonebusters provides ID theft statistics for Canada and other regions.

Equifax - Request a Credit Check

Link: http://www.consumer.equifax.ca/home/en_ca

Fraud Prevention

Link: <http://www.heads-up.ca/>

Phonebusters Identity Theft Statistics

Link: http://www.phonebusters.com/english/recognizeit_identitythe.html

Service Alberta Identity Theft Information

Link: <http://www.servicealberta.gov.ab.ca/560.cfm>

TransUnion Canada - Request a Credit Check

Link: <http://www.transunion.ca/>

Public Safety Canada

Link: <http://www.publicsafety.gc.ca/prg/le/bs/identhft-eng.aspx>

What if my Purse/Wallet is Stolen?

Link: <http://www.servicecanada.gc.ca/eng/lifeevents/wallet.shtml>



OPPORTUNITIES:

Access and Privacy Conference 2011 - First Ascent

Link: <http://www.oipc.ab.ca/pages/events/default.aspx?id=3518>

June 15, 2011 - June 17, 2011

Mountain climbers call the first successful ascension of a peak First Ascent—they will also tell you that these are the most difficult climbs of all. Even the most experienced alpinists must be extraordinarily well-prepared for icy slopes, crevasses, avalanches, and myriad other hazards. Attendees of the Access and Privacy Conference are just such experts; working together, learning from one another, and finding out how each others' strengths will help us prepare for the climb ahead. Join us at Base Camp (the Marriott at River Cree, Alberta) June 15 to 17 to meet your climbing team, pack your reserves with powerful tools, and to share expertise as we prepare to plant the flag at the top of our First Ascent. reserves with powerful tools, and to share expertise as we prepare to plant the flag at the top of our First Ascent.

ACTIONS:

Investigation Report P2010-IR-002

Link: <http://www.oipc.ab.ca/downloads/documentloader.ashx?id=2798>

May 02, 2011

The Office of the Information and Privacy Commissioner has found that Pierson's Funeral Service contravened the Personal Information Protection Act (PIPA) by providing personal information of the Complainant and his deceased wife to a service provider in the United States, without consent, and without notifying the Complainant.

News Release - Information and Privacy Commissioner cautions Sony PlayStation users

Link: http://www.oipc.ab.ca/Content_Files/Files/News/NR_Playstation_Apr_2011.pdf

April 29, 2011

Order F2010-027 & P2010-020

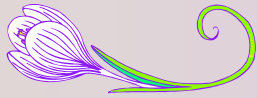
Link: <http://www.oipc.ab.ca/downloads/documentloader.ashx?id=2797>

April 27, 2011

An Adjudicator has determined that the Alberta Transportation Safety Board properly collected, used and disclosed the personal information of an individual and that Guardian Interlock Service properly disclosed the information to the Safety Board



**Yours in professionalism,
Sue Rock, CRM**



Spring Conference

Wrap-up and Pictures



The Bridge to become a Successful CRM

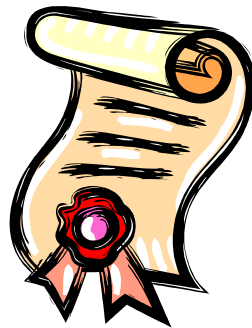
By: Annie Agustin, Cenovus Energy

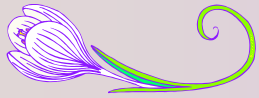
Whether you are in the stage of preparing the CRM requirements or have been accepted and preparing for the exam or maintaining your CRM designation, listening to Barb and Margaret speaking is definitely a PLUS!

We had seven magnificent attendees – five of us were in the process of preparing the requirements to apply while the other two are already accepted and getting ready for the exams. The round table training style was not bad at all! The interaction between the speakers and the attendees was amazing. It is interesting to know the value of having CRM designation. I can't wait to see the names of the attendees listed as a successful CRM!

A round of applause to our speakers: Barbara Bellamy, CRM and Margaret Russell, CRM. Thank you for the valuable information and for sharing your strategic tips and techniques. Your continued support in educating the current and future certified records managers is greatly appreciated.

Dan Cesario, one of the attendees said *"I found the course to be very informative and useful, a definite must for anyone preparing for the exams."*





Spring Conference

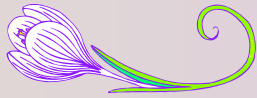
Wrap-up and Pictures



SPONSOR - Concerta

For over 14 years Concerta has focused exclusively on the practical application of business technologies to solve real-world business problems involving documents, records, and business processes. With over 150 successful projects under our belt across Western Canada, and with over 120 active clients, Concerta offers an optimal blend of ECM thought leadership, project management, and technical implementation skills.

CONCERTA



Spring Conference

Wrap-up and Pictures: Vital Records By Liz Springer



Protecting Vital Records...in a snowstorm!

In spite of a snowstorm blowing in Calgary the April Education event went off without a hitch on April 28. Thirty-two attendees, 2 speakers, hundreds of slides, 6 interactive groups, and 5 records practitioners battling to stay alive on Records Manager Survivor, all combined to make a successful Vital Records and Disaster Recovery workshop – one of two workshops that day (the other being an ICRM preparation workshop).



Uta Fox, CRM and Marshall Oliver, CR, kept the group informed and entertained for the day long session. Starting with how to identify, inventory, classify and protect vital records, the learning continued with assessing, managing identifying and analyzing risk, then we solidified knowledge with a case study and lessons learned from a real life flooding scenario. Following time going over the importance of training programs and the development of a Vital Records policy and procedure manual, we spent a couple of hours working through a mock disaster. Spending the time to review floor plans and building elevations was a great opportunity to think about the risks from a facility perspective and provided us with food for thought about various media in the mock facility. A flooded building and a smoldering fire...what should we do first...who do we call...in what order do we tackle things...mould then wet documents or the other way round...can the charred files be saved and restored...will they smell of smoke...what records are they...are they vital records...do we have copies elsewhere...what about the computers – have we lost the information stored on them...what can we do before a restoration company comes in...do we even need a restoration company? So many questions and by now we're really beginning to understand the need for a disaster recovery plan!



The day concluded with the Records Manager Survivor game where five lucky contestants got the chance to think on their feet, show the rest of the group their records management expertise (and their humorous side!), and vie for some incredible prizes donated by Belfor Restoration and your very own ARMA Calgary Chapter. Congratulations to Jackie, Shelley, Nathalie and Theresa, winners of Starbucks cards or East Side Mario gift certificate, and to Janin, lucky recipient of a \$250 Fairmont Hotel card.

On behalf of ARMA Calgary Chapter I'd personally like to thank Uta and Marshall for donating their time and energy to present on this 'must know' topic. Our thanks also to our sponsors, Concerta for breakfast and C3 Associates for lunch. You all helped this educational opportunity more affordable for ARMA members.

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Nomination Form

Upcoming Annual Election



ARMA Calgary Chapter Annual Election of Officers, 2011 Nomination Form

March 1, 2011

I, _____, nominate _____
Nominator Nominee

Nominee's email address _____

Nominee's business telephone number _____

For the Board position of:
(Select one position per nominee per form)

- _____ President, one-year term (July 1, 2011 – June 30, 2012)
- _____ Vice President, one-year term (July 1, 2011 – June 30, 2012)
- _____ Secretary, one-year term (July 1, 2011 – June 30, 2012)
- _____ Treasurer, one-year term (July 1, 2011 – June 30, 2012)
- _____ Education Director, two-year term (July 1, 2011 – June 30, 2013)
- _____ Public Relations/Marketing Director, two-year term (July 1, 2011 – June 30, 2013)

I have contacted the Nominee and s/he has agreed to the Nomination and posting of his/her name and biographical information in our publication prior to the Chapter's Annual General Meeting, May 12, 2011.

_____ Date
Nominee

This form may be used to nominate yourself.

Nominator:

Signed: _____

Print Name: _____

Date: _____

Please submit completed forms to one of the Nominations Committee members listed below:

Uta Fox, email: uta.fox@calgarypolice.ca, phone 403 206-8974; fax 403 206-5903

Pat Hirsche, email PHirsche@talisman-energy.com, phone 403 237-1938, fax 403 513-5693

DEADLINE FOR SUBMISSION: No later than 4:00 p.m., Monday, May 9, 2011



Nomination Information

Upcoming Annual Election



ARMA Calgary Chapter, Nomination Information For the 2011 Election of Officers on May 11, 2011

The Nominations Committee is pleased to outline the following annual election information and process. We encourage all members to take a leadership role with the ARMA Calgary Chapter.

Nominations require a completed nomination form (see this Newsletter for your copy). If you would like to nominate a member, or yourself, for any of the positions listed below, please submit the completed nomination form directly to Nomination Committee members Uta Fox or Pat Hirsche (contact information on the Nomination form). Instructions for submission are outlined on the form.

According to the ARMA Calgary Chapter bylaws, all ARMA members in good standing are eligible and welcome to nominate themselves or others to fill these key leadership roles.

President – 1 Year term – July 1, 2011 – June 30, 2012

Conducts monthly member and board meetings. Ex officio member of all Chapter committees except the Nominations Committee. Works toward ensuring Chapter's goals as identified in the Strategic Plan are attained.

Vice President – 1 Year term – July 1, 2011 – June 30, 2012

Assist the President in performing any duties, and, in the absence or withdrawal of the President, assumes the duties and obligations of the President. Attends monthly Chapter and Board meetings.

Secretary – 1 Year term – July 1, 2011 – June 30, 2012

Responsible for keeping the records of all Chapter Board of Director, Special and Annual General Meetings and distributing pertinent information to the Membership, Board, Region and ARMA International. Attends monthly Chapter & Board meetings.

Treasurer – 1 Year term – July 1, 2011 – June 30, 2012

Responsible for administering Chapter funds, consolidating committee budgets, preparing financial reports for audit purposes, and advising the Board regarding the budget, dues structure and other financial matters affecting the Board. Attends monthly Chapter and Board meetings.

Education Director – 2 Year Term – July 1, 2011 – June 30, 2013

Responsible for planning and implementing RIM education opportunities for the membership. Attends monthly Chapter and Board meetings.

Public Relations/Marketing Director – 2 Year Term – July 1, 2011 – June 30, 2013

Responsible for promoting and advertising Chapter initiatives. Attends monthly Chapter and Board meetings.

Important Time Frame Notice

A completed nomination form must be received no later than 4:00 p.m., May 9, 2011. A verbal last call for nominations will be conducted at the Annual General Meeting on May 11, 2011. Where more than one candidate is presented for any position, an email ballot process will be conducted.

ARMA Calgary: Newsletter Submission Guidelines

Submission Guidelines and Editorial Policy

Submitting an Article

Educational and Informative: To be considered for publication all articles must be educational and informative rather than promotional. A company may be mentioned and its services described as a background for more general information of value to our readers. Infomercials will not be accepted.

Length of Article: Newsletter articles generally average 500 to 1000 words in length. Longer or shorter pieces will be accepted if they meet the goals and standards of the newsletter.

Descriptive Information: Please include a title, name for the byline and a short author biography of 50 words or less. Contact details should also be provided.

Style and format: Keep formatting simple as the text will be formatted according to the requirements of the newsletter of the day. All clipart included with will be reviewed as appropriate and may not be included unless it is integral to the article. Please submit in either a text document or Microsoft Word.

Submission Deadlines: All submissions must be delivered on or before the 15th of each month for publications on the 20th of that month.

Editorial Policy: The newsletter editor will check spelling, grammar, accuracy of information, and may reject articles if they do not meet the guidelines described above. All newsletters are checked and authorized by the board before publication.

Submitting an Advertisement

Relevant Content: To be considered for publication all advertisements must be related to the goals of the record and information industry.

Format Information: All submissions should be provided to the editor preferably in digital format. The preferred format are high resolution jpegs or tiffs.

Submission Deadlines: All submissions must be delivered on or before the last Thursday of the month for publication in the first week of every month.

Advertising Rates: Advertising rates are provided below.

For The Record Advertising Rates



Published 10 Times A Year

Business Card	1/4 page	1/2 page	Full Page
\$25.00 member \$40.00 non-member	\$50.00 member \$75.00 non-member	\$75.00 member \$100.00 non-member	\$100.00 member \$150.00 non-member

10% discount for 10 adverts (1 year) paid in advance. GST extra

To advertise please contact the newsletter editor at (403) 515-3451 or e-mail newsletter@armacalgary.org

ARMA Calgary: The 2010-11 Board of Directors

Members of the 2010-11 ARMA Calgary Board of Directors

Elected Positions

President: president@armacalgary.org	Barb Bellamy CRM
Vice President: vp@armacalgary.org	Jessica Arts
Past President: pastpres@armacalgary.org	Uta FOX CRM
Treasurer: treasurer@armacalgary.org	Margaret Russell CRM
Secretary: secretary@armacalgary.org	Janice Danyluk
Programs: programs@armacalgary.org	Joane MacQueen
Education: education@armacalgary.org	Liz Springer
Membership: membership@armacalgary.org	Wayne Hoff CRM
PR & Marketing: pr@armacalgary.org	Miara Vinkle

Appointed Positions

Chapter Archivist: archivist@armacalgary.org	Ken LaPointe
ICRM Representative: icrmrep@armacalgary.org	Margaret Russell CRM
Newsletter Editor: newsletter@armacalgary.org	Jennifer Gale, BMus
Web Administrator: webadmin@armacalgary.org	Christine Othitis
Web Master: webmaster@armacalgary.org	Annie Agustin
Southern Alberta Liaison: c.hemsing@lethbridgecollege.ca	Carla Hemsing



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