



1976-2009
33 Years Young!

Connecticut Chapter Chronicle

November 2009

Volume V, Issue 3

A publication of the ARMA International Connecticut Chapter

Inside this issue:

| | |
|---|----|
| President's Message | 2 |
| New Chapter Advertising Rate Schedule | 3 |
| Directors' Reports | 4 |
| Our Retirees | 5 |
| CRM Corner | 6 |
| Annual ARMA Conference—A Review | 7 |
| Our Membership | 8 |
| Awards Presented during Annual Conference | 9 |
| Emmett Leahy Award | 10 |
| Recap of October Meeting | 12 |
| Meeting Schedule 2009-2010 | 14 |
| Contact Info | 15 |
| Board of Directors | |

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Support Our Annual Canned Goods Drive—(See page 5 for more information)

November Dinner Meeting

RIM & Imaging Program Case Study

Presented by

Maureen Bazan

Enterprise Records Program Manager
Northeast Utilities System

Sponsored by



Tuesday, November 17, 2009

Crowne Plaza Hotel—Cromwell

100 Berlin Road
Cromwell, CT
(860) 635-2000

For Directions, see page 9

Schedule:

3:00-5:30 PM—Board of Directors Meeting
5:30-6:00 PM—Networking
6:00-7:00 PM—Dinner
7:00-8:00—Presentation

Cost:

\$40.00

(\$25 for CT Chapter Retirees and Students)

Menu

Grilled Chicken Breast
or
Seared Tilapia
or
Chef's Choice Vegetarian

Registration: Please register online at <http://www.armaconnecticut.com> by clicking on the REGISTER link on the HOME PAGE. If you are unable to use the online registration feature, please RSVP to Carolyn Mariani at carolyn.mariani@boehringer-ingelheim.com or (203)798-4424. **Cancellations after Friday, November 13 will be billed.**



President's Message
November 2009

Greetings!

We're back.... from the ARMA International Conference that was held in Orlando, FL and my brain is full! Read more on page....

Congratulations are in order to our Chapter and to Carolyn Mariani, CRM, Director of Publications, for the Newsletter of the Year Award in the Large Chapter Category!!!! Carolyn was also honored as the CT Chapter Member of the Year. Read more on page 9.

Here are some key International Awards for Northeast Region

Congratulations:

- Connecticut Chapter* for Winning the "Newsletter of the Year" Award in the Large Chapter Category
- Northern New Jersey Chapter* for winning "Website of the Year" Award in the Large Chapter Category
- Metropolitan NY Chapter* for winning "Website of the Year" in the Very Large Chapter Category
- Connecticut Chapter Member of the Year - Carolyn Mariani, CRM

Vendor Sponsorship: We are still looking for sponsors for the 2009/2010 business year. You can support the Chapter with an ala carte or full package: to: Sponsor meetings, e-blast to membership, vendor directory listing, and logo recognition and links on our chapter website. For more information, please contact Carolyn Mariani at cmariani@rdg.boehringeringelheim.com or 203-798-4424.

Chapter Awards:

ARMA announced a new open membership award: **Chapter Member of the Year for non-Board Members.** This is an opportunity to be recognized by your peers for your involvement and support of the chapter. Join a committee or a project! Contact any Board member.

Committees/Projects:

We are always looking for additional help on our Education Scholarship Committee, Chapter Member of the Year Project Committee, Bylaws Committee, Membership Committee, and Program Committee. Please share your talents with us as we work together for the Chapter and to be there for our MEMBERS. We would love to have you join us!

November 17 Educational Meeting

Maureen Bazan, Northeast Utilities, will be sharing her experience installing an imaging system when she gives her presentation entitled "RIM & Imaging Program Case Study". This presentation will be helpful to others planning to install an imaging system or doing research on how to do it. Maureen is a dynamic speaker and very knowledgeable about this activity. On a personal note, it has been nine months since the installation of an imaging system at American Eagle Federal Credit Union and we are still learning and developing best practices. This is a meeting you won't want to miss!

Hope to see you there...

ARMAlly yours,

Anita

PS- Bring canned goods and items for Thanksgiving as the CT ARMA Chapter will be making a donation to the CT Food Bank.

A Notice to all our Vendor Members

The Connecticut Chapter of ARMA International is pleased announce its sponsor and advertising program for the 2009-2010 season.

Consider subscribing to the full sponsor package, with options to purchase key elements of the program separately. The sponsor rate schedule is as follows:

| ITEM | COST |
|---|------------------|
| Sole sponsor of a monthly educational meeting, including a website Home page announcement and 1 meal ticket for the event. Includes table space for your brochures/handouts and 10 minutes to speak about your products and services prior to the guest speaker's presentation. | \$300.00 |
| Listing in a new RIM vendor directory found on our chapter website: ARMAConnecticut.com | \$ 350.00 |
| Single E-mail blast of your message to our exclusive chapter member distribution list. | \$ 500.00 |
| Total if purchased separately | \$1150.00 |
| Total package price | \$1000.00 |

Our membership continues to grow, which is a testament to the value members place on attendance at meetings and relationships developed in the process. If you are a vendor in the records and information management marketplace, please consider supporting the Chapter by participating in this program.

This season's educational program calendar is being finalized now. Solo meeting sponsors will be reserved on a first come, first served basis, so reserve your spot early!

Please contact Carolyn Mariani, Director-Publications, Advertising and Promotions at (203) 798-4424 or by email to carolyn.mariani@boehringer-ingelheim.com to sign up.

New at the ARMA International Bookstore

Contracted Destruction for Records and Information Media

These guidelines were published and made available at the ARMA International Conference. Members of the Project Workgroup included Daniel Bayha, Uta Fox, Ronald Hedges, JD, and Kim Mayberry. The **Leader for the Project Workgroup was Anita Castora, CRM**, current President of the ARMA Connecticut Chapter.



Fiscally Speaking

By Ray Jansak, Treasurer

Fiscal Year 2010 Monthly Financial Report

July 1, 2009 thru October 12, 2009

| | |
|------------------------------|--------------------|
| Beginning Balance 07-01-2009 | \$ 14,641.30 |
| Total Income | \$ 1,567.27 |
| Total Expenses | <u>\$ 2,816.62</u> |
| Ending Balance 10-12-2009 | \$ 13,391.95 |

MEMBERSHIP REPORT

SPECIAL OFFERING FOR NOVEMBER MEETING

We understand in these economic times that finances are tight. So, if you're thinking about joining ARMA Connecticut, come on down and enjoy a FREE meeting on us. That's right FREE, we will pay for your meeting (\$40 value)!! This is an excellent way for you to network with persons in your region as well as stay up to speed with the latest developments in the Records & Information Management (RIM) industry. In order to be eligible for this special offering for November you must be a non-member of the CT Chapter and decide to join the chapter immediately following the November Meeting. The cost to join the chapter is \$40.

We now have 100 members! Thank you all for your support of the Connecticut chapter.

New members for the month of October

Michael Clark – EDDIX LLC

Samantha Davison – AEFCU

Ronald Hedges – Ronald Hedges LLC

Chuck Rondinone – Databank

Doreen Smith - AEFCU

Our raffle for the November Meeting will be two \$30 dollar gift cards from www.ordermygift.com. Check out the great stuff available under the "variety" section. See you all on November 17th.



Regards,

Jim Merrifield
 Director of Membership
 (203) 325-5069
JMerrifield@fdh.com

Board Meeting News

On Tuesday, October 20th, the ARMA Connecticut Board of Directors had their regularly scheduled meeting. The group discussed chapter website upgrades, potential charitable donations during the holiday season, survey results from September's meeting, and overall chapter programming. We are just starting to plan a networking event to bring more variety to our programs.

To encourage students and retirees to attend our chapter meetings, the Board has now enacted reduced pricing. If you are a **student or retired ARMA Connecticut Chapter member**, regular chapter meetings will cost you only \$25 to attend!

I hope to see many of you at our November meeting.



Regards,

Chapter Secretary
Holly Mazzeo, MLS
Vice President, Secretary

ANNUAL CANNED GOODS DRIVE

A Message of Seasonal Sharing and Caring

It's that time of year again! Cool weather approaching, bags & bushels of apples to pick, and the beauty to behold when one is leaf peeping. It is also the time of year when we are reminded of all we have to be thankful for and to share our good fortune with those who may be struggling.



In these hard economic times, please take time out this Thanksgiving to remember those who may have fallen on hard times. The ARMA Connecticut Chapter will be collecting non-perishable foods during our November 17th meeting. Please help those in need this Thanksgiving and bring what you can. Sometimes the smallest gesture makes the biggest impact. We take much for granted and many are without food and shelter. This Thanksgiving give thanks by giving back to those in need.



Bring what you can and you will receive a raffle ticket for your donation. Any and all donations are greatly appreciated.

A Very Special Thank You for Caring...

MJ DeFeo

Director—Awards & Special Events



AIEF Raffle is Still Going

Please contact Anita Castora if you want to participate.

This first part of this raffle was for prizes presented at the ARMA International Conference in Orlando. The second drawing will take place in May 2010 when **3 free San Francisco Conference registrations that will be awarded.**

The stubs which were not drawn in Orlando will stay in the running for the free registrations. We hope you will keep buying tickets at chapter events right up to that drawing in May, 2010.

CRM CORNER

By Carolyn Mariani, CRM

Are you ready to advance your career? Are you planning to become a CRM? Are you currently enrolled in the process and would like help in studying for the exams?

ICRM Exams are held 4 times a year, during the first week of February, May, August and November at Pearson Vue testing locations throughout the country. Check out the ICRM website www.icrm.org for more information on applying. **The Next Exams are scheduled for February 2020. Parts 1-5, February 1-5; Part 6, February 4. Registration is open 1/18/2009—1/28/10.**

Test Yourself:

(from Part 4— Records Appraisal, Retention, Protection and Disposition)

A records retention and disposition schedule should:

- a. Assist in the disposal of all files whose primary value has expired
- b. Identify permanent retention of all files having secondary values
- c. Help stabilize growth of an organization's records by providing destruction of records to offset growth of new records
- d. Provide for the permanent retention of all files needed for legal purposes
- e. Be reviewed every five years to ensure its accuracy

See the answer on page 7

ARMA International 2009 Conference—A Recap

by

Anita Castora, CRM

The ARMA International Conference is an educational opportunity that reminds me of an accelerated college program. The conference is fast-paced and very intense. All the activities revolve around RIM best practices from around the world so it is a very interesting and colorful in content. The conference has everything you could ask for when it comes to RIM education and cutting edge technology. ARMA does a great job of keeping our energy and interest level high by making it fun with some celebrations and a few parties. The Canadian party is the best and not to be missed! All of this in just a few short days!

The conference includes a wide variety of educational formats such as classroom style sessions, poster sessions, a vendor show, vendor technology demonstrations, keynote speakers, panel discussions and more. It was interesting to note that there were **over 20 presentations** given by members from the **Northeast Region** on multiple RIM topics. One of my favorites was **Jason Stearns, CRM**, from the Metro New York Chapter who gave a dynamic presentation called "**Marketing Your RIM Program.**" I also enjoyed the **Poster Sessions**, which were actual posters set up showing processes, workflows, etc. and hand outs on a table with the Records Manager available to speak with people and answer questions. I picked up some new ideas on process workflow development.

The "**Technology in the Spotlight**" panel discussion featured RIM vendors from CA, IBM, Iron Mountain and Oracle. The discussion focused on the new technologies that are available in the RIM profession, some strategies for surviving their implementation, and the RIM tools that are now available that can make our lives easier and less costly. Cloud computing, social networking and their associated privacy and security issues were discussed, as well as where the future of RIM is heading.

During the **Sedona Conference Session**, one discussion centered around how to develop a business case and the return on investment (ROI) report for information asset management, and a lively discussion by the audience ensued. The key point made was that Records and Information Managers need to confront C-level executives and raise their awareness of information management as an asset. We need to impress on these executives that they should view good records management as a tool for leveraging asset value instead of being simply a compliance cost center.

One **Educational Workshop** I enjoyed was "**Creating a Change Management Strategy**", which provided fundamental components on how to position RIM tools within an organization to help transition to the new technological future.

The conference ended with a bang when **Randy Kahn** gave the closing Keynote Address- "**Better, Faster, Cheaper**" that explored the importance of defensible RIM programs and industry best practices that guide global RIM initiatives and truly build what Randy describes as an *Information Warrior*. And we cannot forget all the tchotchkes I brought back for my staff, along with a lots of new ideas to use in my organization.

I am thankful for the wonderful opportunity to attend the ARMA International Conference! Of course, meeting up with old friends and colleagues and making new friends makes it an event that makes you want to attend every year.

ANSWER: c.
CRM QUESTION

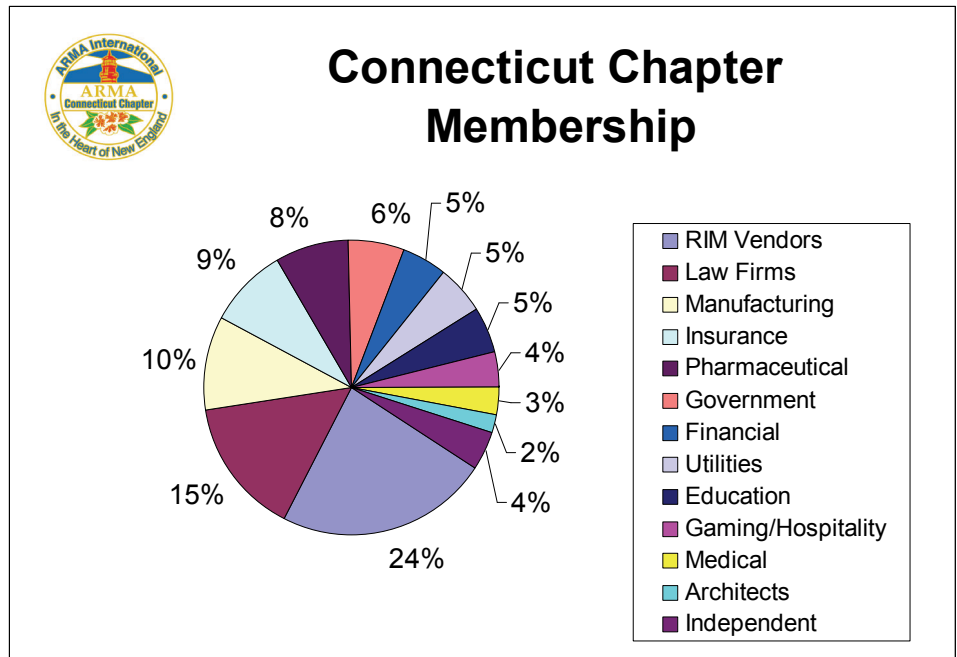
Chapter Membership Remains Strong

By Bill Ludkiewicz, CRM

Despite economic forces that have reduced budgets, caused layoffs and delayed RIM projects, your chapter membership remains strong. With 100 members and in ARMA International's terms, we have moved from "medium" to "large chapter" designation. We continue to experience some turnover but new members are joining in slightly higher numbers. This is a fortunate situation that we attribute to a relatively healthy and diverse local economy, the support of our existing members and the hard work of your chapter leadership.

We are always looking for ways to add value and keep things relevant and interesting. Please do not hesitate to come forward and give us your suggestions or TIME. Giving your time as a volunteer or board member will give you more opportunity to build your skills in leadership and knowledge of the RIM business. You will expand your network of friends and professional associates that may prove invaluable.

Recently our Membership Director, **Jim Merrifield** provided me a list of chapter members and where they work. Here is a graph of how our membership breaks down by industry. About 76% of our members are practitioners that work in a wide variety of industries. Hopefully some non-members will read this and realize that we have members that do what they do and have industry-specific experience and are willing to help.



Our remaining base of member (24%) is a strong contingent of vendors that offer a large array of RIM goods and services. ERM systems, physical storage solutions, disaster recovery, imaging, records disposal, RFID, record management consulting and recruiting and much more is available from our Connecticut vendor-members!

Joining the Connecticut Chapter is easy...just make sure the Connecticut Chapter is designated on your initial (or renewal) membership application. There is a \$40.00 charge for Connecticut Chapter affiliation. Visit ARMA.org or contact Jim Merrifield jmerrifield@fdh.com if you have questions or need help.

ARMA Connecticut Chapter Wins

Newsletter of the Year Award in the Large Chapter Category

Carolyn Mariani is the 2009/2010 ARMA CT Chapter Member of the Year and most recently was recognized by ARMA International Conference in Orlando in the large chapter category the “Newsletter of the Year.” Congratulations to a job well done!

Carolyn’s career began as a Law Librarian with several law firms moving among Baltimore, Boston, NYC, then to CT. She joined ARMA in 1985 when she took over Records for Union Carbide by chance, as most of us tend to do. This gave her an opportunity and challenged her to reinvigorate their RM and Information Security program working for Internal Audit. What a way to get broke in! She is currently the Senior Associate Director currently heading the Information Management Group at Boehringer-Ingelheim Pharmaceutical in Ridgefield, CT.

Under Carolyn’s leadership, Boehringer-Ingelheim has an innovative and efficient RIM program and is in the process of expanding their ERMS from paper to include electronic records. They have developed a good, strong relationship with Legal and IT to implement key policies like Email Policy and Information Lifecycle Management that includes archiving of electronic records to manage electronic records.

Carolyn has been on the ARMA CT BOD since 2006 when she took on the role of Director of Publications. As the Director of Publications, Advertising and Promotions, she also serves as editor of the chapter newsletter. She has improved content, written articles and is very dedicated to always creating a quality newsletter as evidenced by the amazing newsletters that we have today.

She originates from Baltimore MD, where her family still lives and makes her home with her husband in Newtown, CT. In her spare time, Carolyn likes to garden and landscape on her 20.6 acres.



Click below for

[Directions to the Crowne Plaza Hotel, Cromwell](#)

100 Berlin Road, Cromwell, CT

(860) 635-2000

**TAKE I-91 N OR S TO EXIT 21.
TURN LEFT OFF THE EXIT.
HOTEL IS ON THE LEFT**

2009 Emmett Leahy Award Announced

Excerpted from the Press Release of

Dr. Luciana Duranti
Chair and Professor, Archival Studies
The University of British Columbia

During the Annual Business Meeting of the Institute of Certified Records Managers held On October 14, 2009 , the Emmett Leahy Award Committee announced that **Mariella Guercio** received the 39th Emmett Leahy Award for Outstanding Contributions to the Information and Records Management Profession.

Named after Emmett J. Leahy, the Emmett Leahy Award is presented annually to recognize an individual whose contributions and outstanding accomplishments have had a significant impact on the records and information management profession. The Emmett Leahy Award is differentiated from other awards in the information and records management profession in that an awardee's individual contributions must have moved the profession in a significant direction it would not have otherwise moved without the awardee's direct, personal contribution. Other awards recognize contributions such as membership in a professional organization, demonstration of industry service, authorship of papers and presentations which are all commendable and meritorious. In the case of the Emmett Leahy Award these are not necessarily a threshold requirement for Emmett Leahy Award consideration.

The Emmett Leahy Award Committee selected **Mariella Guercio** as the 39th recipient of the Emmett Leahy Award because of the impact her work has had on the management and preservation of electronic records. Currently the Chair of the Master of Records Management and Archival Science Program, Vice President Technology, and Provost at the University of Urbino, Italy, Guercio has had a major impact on records and information management in Italy, Europe, and around the world:

- Over the past decade and a half she developed innovative records systems for organizations in the public and private sectors, from banks to utility companies, and from regional and city administrations to insurance companies.
- In 2000, while serving on an Italian Parliamentary Committee drafting legislation regulating public offices, she persuaded the Committee to include in the legislation a requirement to establish a records management office, staffed by a records management professional with graduate education in records and archives management, in each department of every level of government. This requirement has had a profound effect on professional records managers and the institutions they serve.
- In 2003 Guercio designed and developed an entire graduate level program on Electronic Records Management and Preservation that is delivered by four universities, and was adopted by the European Commission as the foundation of a European Master's Program in Electronic Records Management and Preservation.
- Since 1999 Guercio has delivered records management training to more than 2800 records managers, archivists, and administrators through continuing education courses along with presenting courses on archival science, records management, digital preservation, and archival description to more than five hundred graduate students while directing more than 70 graduate theses on life cycle records and information management.

2009 Emmett Leahy Award cont'd

Guercio's impact on the records and information management profession extends far beyond Italy. She participated in the drafting of Model Requirements for Electronic Records Management (MoReq 1 and 2) for the European Commission; has had a leading role in influencing the European Union Cultural Affairs Committee and the Forum for Information Society to incorporate records management and preservation of electronic records into their programs; has been a co-director of digital preservation projects for the European Commission Electronic Research, Preservation and Access Networks (ERPANET) and the European Union Cultural, Artistics, and Scientific Knowledge for Preservation, Access, and Retrieval (CASPAR); and has shared her knowledge, skill, and experience in records and information management around the world through workshops, presentations, and lectures on records management and the preservation of digital records. In addition, she has published three books and numerous articles in scholarly and professional journals on records management, archival education, and electronic records preservation.

A recurring theme in Guercio's highly visible academic, public, and private records and information management endeavors has been an emphasis on the responsibility of records professionals to articulate to the citizenry at large and to those who govern that accountability and transparency, democracy and justice depend on good records, which in turn require a highly educated community of trusted professionals to manage these records throughout their life cycle. This is a global emphasis that has no geographic or political boundaries.

We congratulate Ms. Guercio and honor her dedication to the Records Management profession, and look to her as an example of what we all could be in our profession.

About the Emmett Leahy Award

The Emmett Leahy Award is the highest award for individual accomplishment in the information and records management profession. Given in honor of Emmett Leahy, the renowned and legendary pioneer of information and records management, this award annually recognizes an individual whose contributions and outstanding accomplishments have had a major impact on the records and information management profession. Selection of the award recipient is made by the Emmett Leahy Award Committee that is composed of the last ten winners of this prestigious award. The Emmett Leahy Award is presented at the annual meeting of the Institute of Certified Records Managers that is held concurrently with the ARMA International Annual Conference. Past winners have included users, educators, archivists, records managers, and consultants - both within the United States and internationally. The expenses of the Emmett Leahy Award Committee are underwritten by the Huron Consulting Group as part of its commitment to promoting and recognizing excellence in records management.

The Emmett Leahy Award Committee is an independent entity and is not a part of the Institute of Certified Records Managers, ARMA International, or Huron Consulting Group. The selection of the annual Emmett Leahy Award recipient is the exclusive responsibility of the Emmett Leahy Award Committee.

For more information visit www.emmettleahyaward.org.

Archiving E-mail is Topic at October Educational Meeting

By Bill Ludkiewicz, CRM – Immediate Past President

The second educational meeting of the new season was held October 20th at the Holiday Inn in North Haven, Connecticut. We kicked off the evening with our traditional raffle drawing that was skillfully



managed by Membership Director, **Jim Merrifield**. Gift Certificates of \$30.00 were presented **Will Davis** and **Nigel Johnson**. Did you know that Jim, Nigel and Will all work for Finn Dixon and Herling.

Jim Merrifield has assured us that there were no improprieties in the drawing.—Editor



to

Our Director of Publications and Newsletter Editor, **Carolyn Mariani** recently returned from the annual ARMA International Conference held in Orlando. At the awards ceremony it was announced that the Connecticut Chapter won the Newsletter of the Year Award. Congratulations Carolyn! Congratulations to all those that have contributed to the newsletter production each month. Please visit armaconnecticut.com/newsletters to view current and past issues of the *Connecticut Chapter Chronicle*.

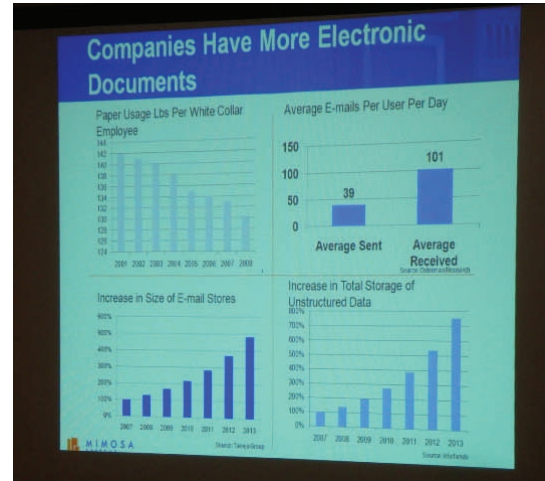


Bill Tolson, of Mimosa Systems was our featured speaker. Bill is the director of legal and regulatory solutions marketing for Mimosa, developer of electronic archiving software.

Bill started his presentation by framing the issues of managing e-mail. While he estimates that e-mail is 75% of all corporate intelligence; companies are plagued with e-mail issues of regulatory compliance, storage cost, privacy, business productivity and new discovery rules. Did you know that e-mail is the most requested record in an electronic discovery event? Many companies fall short of optimum e-mail management because they design impractical policies and rules for mailbox management.

“Eight Tenets” of Effective Document Retention Policies were put forth by Bill Tolson as a framework.

1. Understand your retention requirements
2. Understand why your employees use data
3. Create a “Common Sense” retention schedule
4. Build and test a legal hold process
5. Train employees
6. Enforce retention policies with audits and punishments
7. Have counsel review policies annually
8. Document everything



Managing e-mail by use of an e-mail archiving system can be effective. Bill explained that an archiving system is a separate environment where e-mail is retained for a specified period, in its native format, and is accessible and searchable.

In concluding his presentation, Bill Tolson emphasized that **perfect** policies and discovery processes do not exist. Don't get stuck on defining perfection at the expense of execution!

A copy of Mr. Tolson's presentation has been posted to the chapter's web site. Go to the Links and Archives page <http://www.armacconnecticut.com/links.html>



ARMA Connecticut Chapter—2009-2010 Meeting Calendar

| Date & Time | Topic | Presenter | Location |
|-------------------------------|---|---|--------------------------------|
| 2009 | 2009 | 2009 | 2009 |
| 15-Sep-09 5:30-8:00 PM | Vital Records Record Appraisal 101 (sponsored by Bay Path College) | Jason Stearns, CRM New York Life Insurance | Crowne Plaza Cromwell, CT |
| 20-Oct-09 5:30-8:00 PM | E-Mail Management | Bill Tolson Mimosa | Holiday Inn North Haven, CT |
| 17-Nov-09 5:30-8:00 PM | RIM & Imaging Program Case Study Sponsored by  Imaging Solutions, Inc. | Maureen Bazan Northeast Utilities | Crowne Plaza Cromwell, CT |
| December | Happy Holidays | No Meeting | |
| 2010 | 2010 | 2010 | 2010 |
| 12-Jan-10 11:30 AM-4:30 PM | Member Panel | Kevin Glick Jim Merrifield | DIAGEO Norwalk, CT |
| 9-Feb-10 5:30-8:00 PM | GARP (Generally Accepted Recordkeeping Principles) (sponsored by Iron Mountain) | Galina Datskovsky, PH.D.,CRM CA | Holiday Inn North Haven, CT |
| 16-Mar-10 | TBD | TBD | TBD |
| 13-Apr-10 5:30-8:00 PM | BCP & RIM | Mike Shandowsky SunGard | Holiday Inn North Haven, CT |
| 18-May-10 5:30-8:00 PM | RIM & Technology Today | John Montana | Crowne Plaza Cromwell |
| 15-Jun-10 3:00-7:30 PM | Tour Mark Twain House President's Social & Awards Dinner | N/A | Hartford, CT |

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