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# Connecticut Chapter Chronicle

A publication of the ARMA International Connecticut Chapter

February 2010

Volume V, Issue 5

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## PRESIDENT'S MESSAGE

Greetings ARMA members and friends,

2010 has started out as a year of challenges. Corporate America continues to reduce staffing and very few new or existing jobs become available. The RIM industry has not been immune, and many of our colleagues are in search of a job.

For those in this position, we urge you to check out the job postings on the ARMA International website as well as other ARMA Chapter websites, including ours. If you know or hear of a job opening, please inform our Webmaster, Carolyn Mariani and advise her if we can post it on our Chapter website.

Networking is key to finding another job, and our members are our best source of information.

While there are no guarantees today for us to be long-lived in a job, we should all be asking ourselves how to mitigate the risks of job loss. Performance may not always be the issue, especially when a company's viability is in question. One way is to consistently document and share your accomplishments, remain noticeably active on the job, don't complain, and if all else fails, prepare now for your next career change. Remember the old adage, "hope for the best, but prepare for the worst."

One clear way for mitigating risk with Records Management can be accomplished by having a sound RIM program that is enforced with education and policy. **GARP**®, the "*Generally Accepted Recordkeeping Principles*" that were introduced by ARMA International in January 2009, is a toolset that helps direct an organization in the development and maintenance of good recordkeeping practices. By tracking the key RIM principles of *accountability, transparency, integrity, protection, compliance, availability, retention, and disposition*, through 5 levels of progress, a maturity model can be developed to grow

the RIM program to the ideal state that is most relevant to your organization. But it is clear that having policy and procedures is not enough, you have to continually market your program to your company, have annual record clean out events, annual RIM training and most importantly an assessment to measure the success of your RIM program. The most successful companies with the least amount of risks are those that maintain a strong RIM presence in their organization.

This month we are privileged to have our new President-elect of ARMA Intl., **Galina Datskovsky, Ph.D., CRM**, to share with us information and documentation on **GARP®** and how to use the ***Maturity Model for Information Governance*** to implement a comprehensive and effective records management program in our organizations. Please be sure to join us on Tuesday, February 9 at the North Haven Holiday Inn, and take advantage of Galina's expertise as she was instrumental in developing this exciting document.

Thank's again to my Board of directors and everyone who contributes to Chapter activities so we can bring you the most relevant monthly educational meetings. Hope to see everyone on February 9...

*ARMAlly yours,*

**Anita Castora**  
President

**\*\*\*REGISTER NOW\*\*\***

## **FEBRUARY 9, 2010 DINNER MEETING**

### **The GARP Maturity Model: Is Your Organization Ready?**

*ARMA International's GARP ® principles represent the ideal RIM state of the organization. They are, however, not a means to an end, but rather an ongoing journey. This session will examine the various levels of the maturity model and how to evaluate and progress an organization along at the various levels to the desired state.*

**Galina Datskovsky, Ph.D., CRM**  
Distinguished Engineer and SVP of Architecture, CA  
and  
President-elect of ARMA International

**Held At:**  
Holiday Inn  
201 Washington Avenue  
North Haven, CT  
(203) 239-6700

**Schedule:**  
4:00-5:30 PM - Board of Directors Meeting  
5:30-6:00 PM - Registration/Networking

6:00-7:00 PM - Dinner  
7:00-8:00 PM - Educational Program

**Cost: \$40.00**

**Sponsored By:**



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## ... and Coming In March

**Our first ever "Membership Appreciation" Night, when we are setting aside time to network with current and prospective members and vendors to share information on RIM issues of the day.**

**Mark your Calendars now for Tuesday, March 16, 5:30-7:30 PM  
at the Crowne Plaza, Cromwell, CT.**

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### Monthly Financial Report

Fiscal Year 2010  
July 1, 2009 thru January 6, 2010

BEGINNING BALANCE 07-01-2009	\$14,641.30
YTD INCOME	6,747.15
YTD EXPENSE	6,598.77
ENDING BALANCE 01-06-2010	\$14,789.68

Ray Jansak  
Treasurer

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### Membership Report

#### SPECIAL OFFERING FOR FEBRUARY MEETING

We understand in these economic times that finances are tight. So, if you're thinking about

joining ARMA Connecticut, start the new year off right 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 February you must be a non-member of the CT Chapter and decide to join the chapter immediately following the February Meeting.* The cost to join the chapter is \$40.

We now have 98 members! Thank you all for your support of the Connecticut chapter.

Our raffle for the February Meeting will be a \$30 gift card from [www.ordermygift.com](http://www.ordermygift.com). Check out the great stuff available under the "variety" section.

Regards,

**Jim Merrifield**  
Director, Membership  
203-325-5069  
[jmerrifield@fdh.com](mailto:jmerrifield@fdh.com)

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## January 2010 Meeting Recap

DIAGEO Hosts Annual Member Panel Presentations

By Bill Ludkiewicz, CRM - Immediate Past President

**It** was a study in contrasts. On January 12, 2010 over 40 members and friends attended an all-afternoon affair at DIAGEO's gleaming North American corporate training facility in Norwalk, CT. We listened to five members present real-life records management issues and solutions they are experiencing at their companies. All presenters had a blank canvass and did a wonderful job of keeping audience interest levels high. Whoever said records management is a dull topic?

**Melissa Dederer, CRM** from Purdue Pharma started the program with an intricate process description of how to conduct a data mapping project. Often records managers and IT specialists are confronted with migrating structured databases and related systems. Data mapping is a precise process used to translate information from one location (the *source*) to another (the *target*).

**Jim Merrifield**, Records Manager at Finn Dixon & Herling LLP was our "small company case study" representative for the event. FD & H is a small law firm (42 attorneys) located in Stamford. In Jim's five year tenure with the firm he managed many positive changes in their RIM program. He covered the before and after, as well as the challenges, business drivers and lessons learned along the way.

**Holly Mazzeo** and **Matt Fisher**, hosts and presenters from DIAGEO, started the post break session. Holly manages a team of employees that maintains employee records across the Americas. The centralization of these records is a new process in the throws of implementation. (Holly will return your calls but please be patient!). Part of the centralization involves a software rollout and training. Matt Fisher is involved in records management compliance, including retention schedule development and implementation. His presentation covered how DIAGEO is managing records related to employees that leave the company. They call this the "leavers" process.

**Shari Perlstein**, Senior Manager in Worldwide Technology, Quality & Compliance at Pfizer, Inc. was a worthy anchor for the last session of the day. Pfizer was certainly the BIG BIG company representative for the day. In business over 150 years, Pfizer is the largest

research pharmaceutical company in the world. Shari estimates that Pfizer's worldwide information hoard is more than 5 petabytes, or 100 million file drawers! Becoming even larger by the recent acquisition of Wyeth, Shari explained how their changing enterprise presents even more complexity to a very substantial RIM challenge. Shari has teamed with Pfizer IT and other subject matter experts to develop an overall game plan to manage records and information. Shari gave us an overview of their methodologies and progress to date. They have a ways to go before they sleep...just like many of us.

*Thanks to all presenters in our panel. The extra effort and quality put into each presentation was well received and much appreciated. Any members interested participating in next year's panel, please contact any board member. --BL*

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## February Speaker Background

### Galina Datskovsky, Ph.D., CRM Distinguished Engineer and Senior Vice President of Architecture CA, Inc.

Dr. Galina Datskovsky is a Distinguished Engineer and Senior Vice President of Architecture reporting to CA's Chief Technology Officer and is responsible corporate wide architecture and design initiatives. She joined CA in 2006 with the acquisition of MDY Group International, where she served as founder and CEO. Galina is a Certified Records Manager (CRM) and is recognized around the world as an expert in records management and associated technologies, including the convergence of records and document management, email and physical records management, and federated records management. She has been widely published in academic journals and speaks frequently for industry organizations such as AIIM-The Enterprise Content Management Association, Association of Legal Administrators, Gilbane Conferences, The Association for Work Process Improvement, LawNet/ILTA and Cohasset Associates/MER. Datskovsky also serves on the board of ARMA International, a not-for-profit Information Management education organization. Prior to founding MDY, Galina consulted for IBM and Bell Labs and taught at the Fordham University Graduate School of Business and the Graduate School of Arts and Sciences at Columbia University. She received her CRM certification in 2004 and earned doctoral and master's degrees in Computer Science from Columbia University.

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*.....Reprinted from the February 2010 issue of the ARMA MetroNYC Chapter Newsletter*

#### **IN MEMORIAM - ALAN A. ANDOLSEN, CMC, CRM**

It is with profound sadness that we announce the passing of Alan A. Andolsen, CMC, CRM. As many of you know, Alan was taken ill in 2009, was in and out of the hospital and died on January 24, 2010. He is survived by his wife, Barbara, children, Daniel and Ruth; brother Lowell, and two grandchildren. He was the President of Naremco Services and the ICRM.

More important than his many professional achievements, Alan was a devoted member of the ARMA MetroNYC Chapter family. He was devoted to his family, the consummate professional, mentor and a dear friend to many of us. His loss cannot be measured in words



but his spirit of friendship and professionalism will endure. Alan, we will all miss you and thank you for your friendship and mentoring. May you rest in peace.

A memorial Mass will be held on Saturday, February 20th at 10am at St. Gregory the Great Church , 144 West 90th Street . The ARMA MetroNYC Chapter's Board of Directors invites you to join us as we pay our respects to the Andolsen family.

- Marcel Rodriguez, Immediate Past President, ARMA MetroNYC Chapter

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