Greetings ARMA Houston Members,
The ARMA Houston year is coming to an end and so is my year as President. It's been an honor to serve the Houston Chapter and I appreciate the opportunity to serve the chapter. Every end has a new beginning, which leads me to announcing the new ARMA board. The votes are in and here is the 2015-2016 ARMA Houston Board Members:

President: Tad Howington, CRM, FAI
Executive Vice President: Todd Brown
Vice President: D’Anderia Dunham
Vice President: Jason Bourg
Vice President: Richard Waters
Secretary: Kari Geerdes
Treasurer: Kimberly Norwood

Past President: Pamela Miller
Immediate Past President: Julie Prochnow

Congratulations to all of the new board members, I look forward to serving with you all.

This past April we hosted the ARMA Houston Spring Conference IG: The Future Is Now. The conference was held at the Norris Conference Center, Houston, TX, on April 21-22, 2015. The conference is an affordable means to gain education at all levels. The two day event is always an excellent event with education, networking and many vendors to visit in the exhibit hall and this year was no different. If you missed the conference this year, not to worry, you can plan to attend next year.

With the new ARMA year approaching, that means new opportunities to volunteer and support your chapter. The volunteers are what support this chapter and make it possible to provide the level of education to our membership. In order to continue to do so we need all the help we can get. Please consider volunteering for the upcoming
President's Desk, cont'd from pg. 1...
ARMA year. Contact a VP or one of the board members to get involved. I look forward to seeing you at the next ARMA Houston event. If you need anything, please don’t hesitate to contact me. It’s been a pleasure serving as your president. I really appreciate the opportunity and the honor.

Julie Prochnow
ARMA Houston Chapter President 2014-2015

By: Todd Brown

Another successful ARMA Houston Conference has come and gone. This past April 21st and 22nd, ARMA Houston held its Annual Spring Conference. This year’s event was marked by a couple of firsts:

- Over 50 speaker submittals from all across the U.S. and Canada
- Over 400 total attendees

We hope you were able to experience the event as a registered attendee, volunteer, speaker, exhibitor, or sponsor. Our incredible team of volunteers spent months preparing for the annual 2 day event and efforts paid off for attendees and exhibitors alike.

As a reminder for ARMA Houston members, conference presentations are available on the ARMA Houston website: www.ARMAHouston.org. Once you log in as a member, you can find the presentations from our amazing speakers under Professional Development>Presentations.

Reserve the Date
ARMA Houston Annual Spring Conference
April 19th – 20th, 2016

ARMA Houston thanks our Conference Volunteers

Vice President, Conference: Todd Brown
Manager, Conference Arrangements Committee: Amanda Brown
- Committee Members: Dave Ebbers, Mike Hughes, Ken May, Sabrina Nicholson, Melanie Ransom
Manager, Conference Exhibits Committee: Stephen Best
- Committee Member: Finesse Haverly
Manager, Conference Programs Committee: Ryan Zilm
- Committee Members: Tad Howington, Beverly McMahan, Judy Sitton

Manager, Conference Registration: D’Anderia Dunham
- Committee Members: Glendora Armstrong, Charlotte Collins, Brenda Clements, Kanada Hardy, Reggie Lewis, Eduardo Ortiz
Manager, Publicity Committee: Pam Sankey Miller
- Committee Members: Stephen Best, Amanda Brown, Jason Bourg
Manager, Conference Sponsorship Committee: Laurie Harris
- Committee Member: Stephen Best
In order to offer the event to attendees at an affordable price, our Sponsors and Exhibitors subsidize the conference and make this possible.

**ARMA Houston thanks our Conference Sponsors:**

**Platinum Sponsors:**

![Iron Mountain](image1.png)

![Doculabs](image2.png)

**Gold Sponsors:**

![Access Sciences](image3.png)

![Gimmel](image4.png)

![Recall](image5.png)

**Corporate Sponsors:**

![Perram](image6.png)

![Pacotech](image7.png)

**ARMA Houston thanks our Conference Exhibitors:**

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*On behalf of ARMA Houston, we hope to see you at the Annual Spring Conference next year!*

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**ALHEF AWARDS SPONSORSHIPS**

Congratulations to Karen Henderson, Ed Slayden and Diane Walker. ALHEF awarded sponsorships to these three individuals to attend the 2015 ARMA Houston Annual Conference. Although they were busy attending session, we managed to get them to pose for a picture in front of the ALHEF booth during one of their breaks.

Each sponsorship recipient is required to submit an article based on their conference experience. Article should be based on what is learned at the sessions, networking experience, information gained from vendor exhibits, etc. Watch for their articles in the ARMAdilla!
ARMA Houston Workshop & Luncheon Highlights

By: Jessica Harman, CRM, CIP, Global Marketing – Records Management Coordinator, Phillips 66

February Workshop

David Culbertson delivered the “Principles of Destruction” for the workshop audience. After providing a nice review of the definition for the principle of destruction from the Generally Accepted Recordkeeping Principles, he helped us to discern the types of services that are available for users for their destruction needs and the methods for destruction based on media and object type. An item that was of particular interest was the waste paper facts showing how the economy is impacted based on the export of the by-product from the destruction of paper and which countries were most likely to purchase.

Another aspect of his presentation was in regards to the National Association of Information Destruction (NAID). NAID is the standards setting body for the information destruction industry. More information can be found in regards to the history and purpose of the NAID Certification at this link: http://www.naidonline.org/nitl/en/cert/history-purpose.html.

February Luncheon

Judy Sitton delivered the stirring conversation on the “Non-Technical Side of Big Data” for our luncheon. During this discussion we defined the characteristics of Big Data with the three and seven Vs as noted below:

- Volume, Variety and Velocity
- Veracity, Variability, Visualization, Value

Please note there were no Zzz’s during this discussion. Judy kept this light and interactive with most of the audience speaking to the trends, value, and what they see as an issue and/or concern. This discussion was quite interesting as it seemed that most of the input had to do with the personal side of Big Data and the impact to the consumer and how their data is used. A room full of Information Managers discussing the lurking data that is kept on each consumer with real world examples of collection points. It makes you wonder: what am I contributing to the realm of data in my name, aren’t we all a consumer? If you weren’t thinking about your personal digital footprint before the session, you were upon leaving.

March Workshop

Jim Dixon kicked off the March Workshop with the “Principle of Integrity” and how it fits into the life of a Records & Information Management professional. We reviewed the definition of The Principle and then the word integrity.

Jim helped us to understand the basic concept, going back to the root meaning of the word to help us explore the possibility of how to apply. Once we were all firmly grounded in the meaning and intention of the workshop we were able to move into how this principle directly correlates to the record keeping environment. The most memorable aspect of his presentation was the new word picture that he delivered to us so we could visualize how the integrity principle should have a binding affect. If you are interested, take a look at the presentation which can be found online at www.armahouston.org.

Join the Information Management Professionals of ARMA Houston

One of ARMA’s strengths is its ability to bring together people with the common purpose of managing information in today’s world while protecting information of the past. Established in 1956, ARMA’s 10,000 plus members from 30 countries are from every level of the profession and every type of organization. Like with anything, the more you give, the more you get. So, get involved with ARMA Houston! Join a committee. Come to lunches. Bring a friend or colleague to an event. Membership information can be found at www.armahouston.org, click Membership.
ASK A CRM:
Spring Cleaning - 5 Tips to Organize and Tidy Your Office
By: Ellie Myler, CRM, CBCP, Corporate Records Manager, CITGO Petroleum Corporation

Q. Should I spring clean my office?
A. Yes!! Here are 5 tips for spring cleaning your office.

Spring cleaning...Visions of Cinderella pop in my head, happily cleaning and singing with her crew of happy animal friends, shaking out carpets, tossing things in the trash, scrubbing floors, and polishing banisters. So how do we achieve this kind of thing in a corporate office? More easily said than done, but chances are, those people in the offices who need it the most may pass on this without understanding the true benefit of why they should do this. The benefits of doing this require a whole other article so let’s not digress. There are a number of ways to work this but consider doing a friendly “intervention” with others from the group to get some smiles all the way around. The trick is to set this up as a “service” for them, then help them through all stages of the work, keep them focused, and reward them once the task is done. Here are 5 tips to get going on this for your organization.

1. **Timing is Everything:**
   Pick a time that is interruption and meeting free. For some, Fridays are good as it is the end of the week; most people are focused on the weekend and less likely to call last minute meetings. If Friday doesn’t work, the next drastic step is to do this on a weekend, but usually weekends are not ideal as people are resting from the work week and catching up on family activities. Whatever the day, get in the spirit, wear jeans, order some pizza, and crank the tunes. Give yourself and your team at least 2-8 hours to completely focus on the tasks at hand. If visitors wander into the office without official business, greet them, ask them what they need and then encourage them to move on. The last card here is to explain what is being done and ask them if they would like to help with the spring cleaning efforts. That usually gets them moving right away 😊

   Typically, when you do this kind of project, you will think about all the other projects that need to be done, especially when going through old emails. Resist the urge to start doing a whole new project and thereby finding yourself in left field and abandoning the spring cleaning efforts. Remember stay focused, keep conversations short, and resist the urge to check your email and phones for new messages while you work. Give yourself 2-8 hours that goes into the evening but finish what you start so you don’t come back to a half cleaned office the next day.

2. **Look Around Your Office:**
   Take a look and see what sticks out. Are there any eye sores? Cluttered areas, piles of paper, things scattered on the floor? What about the walls and other display areas? While everyone likes to make their space their home as we do spend most of our waking hours there, be selective about what you display. If you don’t have much space, get rid of excess to make room for the things you really need. You need to be choosy about what to keep here, and some items are better kept at home than in the office, especially when you are trying to free up some energy in the room.

   One rule of thumb I like to follow from Marie Kondo’s “the life-changing magic of tidying up” is this: “Does the thing spark joy for you? If not, discard it.” This includes items that are broken, have no purpose, and do not add value to you being productive during the day. Trust me; I have hauled out my own personal collections of water fountains, fish bowls, mood lights, trinkets, and other accessories that really didn’t help me stay focused on my work. Easy wins are throwing away old food containers, trash, empty boxes, and other debris cluttering up your work area and taking up valuable real estate on your desk. Pick up things from the floor where they may be able to get scattered and/or lost and place them in appropriate storage areas. Other sayings you may have heard of include: “Have a place for everything and keep everything in its place” (Benjamin Franklin) and “Out of sight, out of mind.” Use these when you educate and train folks on keeping them motivated to stay engaged. The art of letting go can be difficult for folks but in some ways by performing this, one feels freer from obligations and can reach for new goals when not being weighed down by the past.

3. **Sort and Group into Happy Families:**
   I know, this sounds corny, but think of it like a grocery store, the business will not operate optimally if the cashiers are in the back of the store, the groceries are all scattered about and ingredients are not grouped together. Offices can be creative spaces but try to group like things together and I don’t mean stacking all paper in one corner of the room 😊

   Tackle loose documents and stacks of paper. Decide what to toss and what to keep. Make sure to follow your company’s retention schedule and if you don’t have one, well, that is a subject for another rainy day. Start with the floor first, your desk, and then move into the file drawers and cabinets. Get rid of outdated documents, convenience copies, and items that you do not need to act upon or file. Create an action file to keep track of daily incoming documents and place it on your desk in a visible area where you can act on it daily. So...“What about that
Ask a CRM, cont’d from pg. 5…

paperless office?” While most information is generated and stored electronically, some still use paper as a way to convey information that is not easily demonstrated or portable in electronic format. While the goal is to be more paperless, we have to control and manage ALL of it.

4. **Make a Home for All Items:**
   
   Each item on your desk and in your office should have a home assigned for it. Decide what goes where, keep note-taking supplies in one area and designate zones for your computer, phone, office supplies, and working files. Organize your desk so that you can have important things within arm’s reach. Use desk drawer organizers to contain small items and use the walls to post important reminders. Mount organizers on walls to contain items that take up desk space. If you have overhead bins or bookcases, use them to store books, binders, and reference documentation.

5. **Decorating and sustaining Your Newly Organized Office:**

   Once everything is organized and put away, take some time to personalize your surroundings. Keep it simple and remember that if the item doesn’t spark joy for you, get rid of it. Always have windows and open spaces unblocked to let the outside in and let energy flow freely. Visitor chairs should always be free and ready for sitting in, not for storing things on. Keep personal belongings out of sight. A word on trinkets and knickknacks...dare to be a minimalist and remember that we are not our stuff. The old adage of if it has been stored in a box, in the attic, garage, or closet and you haven’t used it in a year, let it go. Also, some items that you part with may be useful to someone else, so check out if things can be donated and/or recycled.

   Maintain clean space on your desk to layout and review new documents and projects. This also creates an enhanced environment to receive visitors. Eat lunch away from your desk when possible to not only give you a break but to keep bugs from moving in on the crumbs they love. Once the day is over, prepare your action items for the next day and clear the decks. Return items back to the locations and wipe down the desk if it has gotten messy.

   Organizing and keeping things tidy will help your state of mind, spark more creativity without unnecessary items taking up space, and let you work more productively throughout the days. A clean office also represents a safe and professional environment that is a priority for most organizations. Finally, once everything is done, reward your participants in creative ways. For one of my clients, I took his whole family to dinner after we left the office late on a Friday evening but when he came back the next Monday, he was admired by many for his improved office space.

**Disclaimer:** This article was presented as part of the 2015 ARMA Houston ARMAdilla Newsletter. The content presented in this document is for informational purposes only. The opinions expressed in this document and those of the presenter do not necessarily represent the official position of CITGO. References to other resources including links are for informational purposes only. Providing these links does not necessarily indicate CITGO support or endorsement of the site/s. CITGO is not responsible for the content or accessibility of any of the links or resources listed.

Ellie Maier is the Corporate Records Manager for CITGO Petroleum Corporation. She has been in the field for 26 years and has published articles and received the “2007 Britt Literary Award” from ARMA International. She is a Certified Records Manager, Certified Business Continuity Professional and holds a Change Management Certification. She currently serves as the ICRM Committee Manager for the Houston ARMA Chapter and leads CRM workshops, discussions, and study groups.

**ALICE L. HALTOM EDUCATIONAL FUND CELEBRATES 30 YEARS!**

This year, we celebrate the 30th anniversary of the Alice L. Haltom Educational Fund. The Alice L. Haltom Educational Fund was established in 1985. In the past ten years, the fund has awarded almost $250,000 in scholarships to qualified applicants. Scholarships are awarded to college students specializing in programs leading to careers in records and information management. In addition to scholarships, sponsorships are given each year to attend the ARMA Houston Annual Conference.

Every July, scholarships are awarded to qualified recipients. But did you ever wonder who is Alice L. Haltom? Why is a scholarship awarded in her name? Alice L. Haltom was one of the first true pioneers in our industry. The Houston Chapter of ARMA created the Fund in 1985 to honor Alice L. Haltom, CRM, at retirement for her untiring efforts to improve the profession of information and records management during a career that spanned more than three decades.

Who was Alice and what did she contribute to our industry? In May 1996, Alice L. Haltom was featured in the Member Spotlight. More than one line is needed to describe an individual who had such an impact on Information and Records Management. Alice is portrayed as a professional, an educator, a mentor, and more. In honor of the 30th anniversary of the Alice L. Haltom Educational Fund, please join us in remembering Alice L. Haltom. Here’s to you Alice!
It is hard to imagine the total dedication and constant positive contribution Alice Haltom made to the profession of records and information management and to ARMA for almost 40 years. She was known to many as the First Lady of ARMA. The Houston chapter is proud to call her our own.

Alice L. (DeVers) Haltom, 76, passed away on March 7, 1996. Funeral services were held in Houston, Texas, March 10. The graveside services and interment were held March 11 at the Grapeland City Cemetery in Grapeland, Texas. ARMA Houston held a memorial service April 15, at Rothko Chapel in Houston.

Born and reared in Palestine, Texas, Alice and her husband, George, made their home in Houston in the early 1940s. Alice and George were parents to their three nieces. George died in November 1989. They had been married 47 years. George frequently accompanied Alice to ARMA activities.

In 1959, Alice Haltom was Charter Member of a local filing organization that became the Houston ARMA Chapter in 1962. She held virtually every chapter office, many several times. In addition to chairing or serving on numerous region and international level committees, she held most offices, including the Region V Vice-Presidency twice. She was the ARMA International President when the Annual Conference was held in Houston in 1977. She attended at least 30 International Board meetings. Alice served on several special committees that have guided ARMA’s development; she was a member of the committee to merge ARMA and AREA and chaired the committees to select ARMA's headquarters site in Prairie Village and to select its first Executive Director. She served on the President’s Reorganization Project – Archives and Records Task Force in Washington, D.C. Alice traveled over 200,000 miles, more than eight times around the world, on ARMA business.

Education was very important to Alice Haltom. She was instrumental in establishing an associate degree program in Records Management at North Harris County College. She worked with countless high schools, colleges and universities in various locations to promote records management education. Alice was a popular speaker for many ARMA conferences, seminars and workshops.

Alice was honored as the first recipient of the Houston Chapter Member of the Year award. In her home is a wall covered with the hundreds of plaques and certificates representing awards and honors bestowed upon her. Among the most cherished is the Distinguished Achievement Award, ARMA International’s highest, which she received in 1980. At the annual conference in 1984, ARMA International honored her with a special award for her lifetime of quality contributions to the association and the profession. The one that pleased her the most was the creation of the Alice L. Haltom Educational Fund which provides scholarships and grants to deserving students in the field of information and records management. The Houston Chapter of ARMA honored Alice by establishing this fund upon her retirement in 1985.

Alice was also very active in the ICRM and received its Award of Merit. She served as Vice President of Examination Administration from 1980-82.

Her entire 37 year professional career was with Tenneco Inc. A groundbreaker in areas other than records management, Alice Haltom was the first woman to be promoted to manager and was also named as Tenneco’s first Outstanding Woman of the Year. The records management program Alice initiated at Tenneco has been recognized as one of the most outstanding in the world. Thousands of people were inspired by tours of the department and lectures from Alice about the importance of records management, participating in ARMA and sharing educational information.

Hard work, attending to business and attention to detail were hallmarks of Alice Haltom’s work ethic. And when the work was done-singing, dancing and enjoying a good joke with friends, business associates and colleagues was equally important.

Alice Haltom did all this with grace, compassion, fierce determination, a sharp edge of professionalism, zest for life and a wonderful sense of fun. She was a role model who personally challenged thousands of us and left us better prepared to do our jobs with confidence and new insight.

Alice gave us guidance and watched us grow. We are the children of her heart. All of us have been touched by Alice Haltom. She was a founder, path breaker, innovator, leader, mentor, teacher and friend. It just won’t be the same without Alice.

Good-bye, dear friend. We love you.
ARMA Houston CRM Study & Networking Group

By: Pam Miller (CRM?)

Ellie Maier, CRM, CBCP and Tonia Schneider, MSI, CRM hosted the CRM Study and Networking Group meeting in the private meeting room at La Madeleine restaurant on Friday, March 27, 2015. Congratulations to the CRM candidates in attendance embarking on the journey of becoming a CRM!

The group enjoyed lunch while discussing details about test centers and tips for taking the CRM tests. Ellie emphasized that it is very important to be well rested, well nourished, and focused the day of the test. Tips were also shared for which books to purchase for studying for the CRM test. More advice was shared about testing for part 6.

If you are considering becoming a CRM candidate or are already a candidate, you may want to attend the ARMA Houston CRM Study and Networking Group. Courtney Stone, one of our newest CRMs commented, “I wouldn't have gotten my CRM if it weren't for this group. Not only have I learned in the meetings, but I was also able to make connections with others who are testing. Having people I could reach out to for assistance was everything!”

For more information about ARMA Houston’s CRM Study and Networking Group, contact our ICRM Committee Manager, Ellie Maier:

Ellie Maier
CITGO Petroleum Corporation
Corporate Records Manager, IT
emyler@citgo.com
832-486-4066

Congrats to the newest CRMs!!

Kathy R. Clark, CRM, Plain City, OH
Robert N. Cleveland, CRM, Bakersfield, CA
Robert W. Duncan, CRM, Wheaton, IL
Theresa L. Evenson, CRM, Westminster, CO
Susan M. Gleason, CRM, Shelton, CT
Mark A. Grysuik, CRM, Etobicoke, ON, Canada
Jessica G. Harman, CRM, Bartlesville, OK
James Havens, CRM, Normal, IL
Danielle L. Hontz, CRM, Chicago, IL
Joseph J. Lutz Jr, CRM, King of Prussia, PA
Murali K. Shanmugasundaram, CRM, Houston, TX
Paul N. Simonoff, CRM, Washington, DC
Courtney M. Stone, CRM, League City, TX
John M. Wiesinger, CRM, Whitefish Bay, WI
Ryan M. Zilm, CRM, The Woodlands, TX

If you are interested in becoming a Certified Records Manager (CRM), consider attending the next CRM study group session December 5 at La Madeline. Click here for more details: http://www.armahouston.org/events/event_details.asp?id=521368. You will also want to join the ARMA Houston CRM Study & Networking Group on the ARMA Houston website. To join, visit www.armahouston.org, click on the “Membership” tab, then click on “Join a Group”. Select the CRM Study & Networking Group. Visit the ICRM Website to find out all the details about becoming a candidate, examination schedules and other information about becoming a CRM. The CRM is a “Certification” not a “Certificate” and the ICRM (Institute of Certified Records Managers) is the international certifying organization of and for professional records and information managers.
Ask a RIM Law Expert: Personal Email

By: John Isaza, Esq., FAI

This month I have been inundated with questions about the Hilary Clinton personal email account issue, while she was Secretary of State. Following are my responses to some of the questions I have received from media news outlets.

I. Are personal emails discoverable in court?

Yes. A few courts have already broached this issue. For instance, in Stengart v. Loving Care Agency Inc., Case No. A-3506-08T1 (NJ Sup. Ct. Appellate Div., June 26, 2009), the defense sought production of Stengart’s email communications with her attorney, which she had written from the office computer of the very employer she sued. The court ruled that the employee’s personal email communications with her attorney, through her work computer, were not discoverable because her employer permitted some personal use of office computers for personal matters. If the employer policy had forbidden personal use of office computers, the outcome could have been very different.

In another case, Lake v. Phoenix (Ariz. Ct. App., No. 07-425, 1/13/09), the court noted that courts in Arizona have distinguished between “public records” and all other records created as a result of government employees’ activities. The issue of public records is a close cousin of the discoverable records issue in litigation. In either scenario, the personal email of an employee is not necessarily discoverable or public record. It all depends on context of the communication and the jurisdiction where it occurred.

Such context presented itself in O’Neill v. City of Shoreline, 2010 WL 391347 (Wash. Oct. 7, 2010). There the Supreme Court of Washington held that emails sent to a government official’s private email home account were considered were considered subject to Washington’s Public Records Act (“PRA”). On September 14, 2006, Diane Hettick, a private citizen, sent an email to Lisa Thwing, a private citizen, containing criticism of the Shoreline City Council (“the Council”). Thwing forwarded that email to herself and then to Shoreline Deputy Mayor Maggie Fimia. The email to Fimia (the Mayor) was unsolicited and was received “at home on her personal computer.” However, Fimia took the extraordinary measure of reading the email out loud at a city council meeting. As a result, the Court held that an email sent to a personal home computer, but discussed at a city council meeting, is a “public record” and should have been disclosed in response to a request under Washington’s Public Records Act.

Typically this is discovered during routine audits. However, audits may be infrequent or recommendations from audits may be ignored. Therefore, for some organizations it takes an embarrassing event to bring attention to the issue. At its core, the biggest problem arises with the ever increasing use of personal devices in the workplace, such as mobile devices, or alternatively for those logging into work from their home computers or laptops.

The issue of BYOD (“Bring Your Own Device”) to work has been on the radar of most large organizations for the last three to five years. Organizations are definitely trying to set policies around BYOD, but they are succeeding only to varying degrees. Presumably, the BYOD policy will stress that personal email accounts are never to be used for personal business. Unfortunately, in practicality this can be a challenge. When a device has multiple accounts attached to it, one can easily foresee the user erroneously sending a work-related email from a personal account. Once that happens, the recipients may reply to all, and the stage is set for a breach in the BYOD protocol.

III. What are some good tips for a company to prevent use of personal emails or applications for business purposes?

This goes to the core five sections of the BYOD policy, and the related procedures and guidelines. The key areas for a BYOD policy to cover include: 1) guidance on acceptable uses of personal devices to transact official business; 2) a list of the types of sanctioned devices (e.g. iPad, iPhone, etc.), and rules of engagement with IT; 3) logistics such as whether the company will reimburse for usage of the personal device; 4) a security section that addresses encryption and other features that must be enabled to protect the data in the event of a loss or breach; 5) a section on risks, liabilities and disclaimers to help protect the organization against the employee misuse of the device.

Armed with the BYOD policy, other organizational documents (e.g. Password, Cloud Computing or Social Networking Policies) could get into the specifics of training and auditing the policy for compliance, as well as the frequency for these.

IV. Who is at fault for user violation of email protocols?

Ultimately progress and the competition to stay on top are at fault. The adoption of technology has far outpaced the ability of organizations to keep up with them, including the State Department or any others in the government or private sector. Consumers and customers demand the immediacy facilitated by technology, so people, processes and procedures take a back seat in favor of adoption. In those instances, those in charge of the roll out of the program are at fault for not paying attention to system failures.

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Ask a RIM Law Expert, cont’d from pg. 8…

All that said, a corporate leader confronted with a systematic policy failure, coupled with high level (customer) demands to keep up with technology, faces a losing battle. The key is to strike a balance between controls and business needs. Few organizations have figured this out, so unfortunately for the State Department this could be a catalyst for more attention devoted to the change management and processes involved before the adoption of technology.

John Isaza is a California-based attorney, CEO of Information Governance Solutions, LLC and law Partner at RIMON, PC, a twenty-first century law firm that includes a specialty in electronic information governance, records management and overall corporate compliance. He may be reached at John.Isaza@InfoGovSolutions.com or John.Isaza@RicomonLaw.com

Alice L. Haltom Educational Fund Says Thank You!

By: Shirley Anderson

On Thursday, March 5, guests gathered at Theatre Suburbia in anticipation of the premiere performance of MURDER BY NATURAL CAUSES

Doors opened to the public at 7:00 pm. Drinks and snacks were available prior to curtain call. There was plenty of time for socializing before the 8:00 pm performance. Two very interesting items were donated for the silent auction. It was an evening of entertainment and intrigue. Everyone had a great time and commented they would come back to see another play.

Will Arthur pull the trigger and shoot Allison? That’s the question we were all asking each other when the lights went out and the performance ended at Theatre Suburbia. The night was full of surprises as an unfaithful wife plotted the murder of her husband. There was love. Maybe. There were lies. And lots of them. There was conspiracy. The audience was guessing ‘til the very end. Actors were well rehearsed as they convincingly fooled the audience.

Theatre Suburbia is located in Northwest Houston and is celebrating their 54th season. This volunteer playhouse offers a wide variety of shows with tickets being reasonably priced. There is a show for everyone. Even kids! Theatre seating is limited to 100 guests. For more information visit www.theatresuburbia.org.

ALHEF would like to extend thanks to Theatre Suburbia and the cast and crew of Murder by Natural Causes for their continued support. Theatre Suburbia has demonstrated support of ALHEF by opening their doors once again for a benefit performance. The first performance event took place in 2013. Thank you for the time contributed to the performance and for being so attentive to every detail of the evening. Most of all, thank you Theatre Suburbia for another successful fundraiser.

Every contribution deserves recognition. As usual, we have that group of contributors who are not in the spotlight. These individuals arranged the event, bought tickets, donated auction items or contributed in some way to the fundraiser. Thank you.

All proceeds benefit the Alice L. Haltom Educational Fund.
It’s in the Cloud

O D T W K O W G T F Z S Y D D T M S
X S S D D R N K T E E M C X C S B T
M E E Q A D O L S P V O N X D O Q D
L C W T R T L W I I F R A A I H E D
B U E W A U A H T N R P D S M K F N
A R I C H R S B S E E S N D D X U M
K I D J K R O A A C N S U B R K O P
O T J E E I T B I S E E D K X F M U
Q Y G N Q A R H A H E C E U C T R M
O F W D D V T P D L L C R T R I E P
O O C L I E N T D H L A O O E D M Z
R W I U R H C R X T J O P Z 2 B O Y
S M G N E G A R O T S X C Z A H T W
W G E D U O L C O F E L Q C G R E X
F T Y I N T E R F A C E E K S L A S P
T S K O X F I E M Q Y U W V J L J T
S K V K Q C Q R E U P A T J F C B
K X E S Z P Z U K P L B P B U G F

Find the terms in bold, below, hidden in the grid above. They may be diagonal, horizontal, top to bottom, bottom to top, left to right, and right to left.

ACCESS
CLOUD
DATABASE
INTERFACE
ONLINE
REMOTE
SLA

BACKUP
COLLABORATE
EXPORT
INTERNET
OWNERSHIP
RISK
STORAGE

CLIENT
DATA
HOST
NETWORK
REDUNDANCY
SECURITY

Answers can be found here

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Member Spotlight

Erin Corken, Esq.

1) Was an attorney.
2) Was a Federal District Court Law Clerk out of law school at the District of Arizona in Phoenix.
3) Favorite Movie: currently The Bourne Identity, but it changes.
4) Love tennis and golf.
5) Passionate about e-discovery.
6) Leads the EDRM Metrics Budget Calculators Group.
7) Disney fan.
8) Runner
9) Avid reader, mostly non-fiction.
10) From Cincinnati, Ohio.
11) Have never been married.
12) Crochet.
13) Amazing Race fan.
14) Was a talent agent in between undergraduate and law school.
15) Was a radio disk jockey.
16) Was an audio engineer on local morning newscasts and for a television game show.
17) Have been to Wimbledon.
18) I sleep well on planes.
19) Listen to audiobooks.
20) Love Bahama Buck’s Thin Ice.
21) Love jello.
22) Favorite restaurant: Ted’s Montana Grill (or anywhere I can get Bison).
23) Read spoilers and look up endings of books and movies before reading or watching.
24) Can fold a fitted sheet.
25) Read one chapter of the bible every night over the phone with my grandpa.
The ARMAdilla is the official newsletter of the Houston Chapter of ARMA International.

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Special thanks to this edition’s contributing authors. We are looking for quality content to share with our members. If you would like to write for the ARMAdilla, please contact the editor.

Calendar of Other Upcoming Events:

6/24/15 – June Workshop and Luncheon
7/22/15 – July Workshop and Luncheon
10/5-7/15 – ARMA Live! 60th Annual Conference & Expo