From the President’s Desk
By: Tad Howington, CRM, FAI
ARMA Houston President

Recognizing the Bad Leader Within
“Coaches who can outline plays on a blackboard are a dime a dozen. The ones who win get inside their players and motivate.”
—Vince Lombardi

While in Austin a few weeks back, I ventured in to one of my favorite independent bookstores and true local icon, BookPeople. Armed with my tall non-fat latte I began a leisurely stroll down the aisles browsing for nothing in particular, but for everything in general. Soon I found myself in one of the far corners of the building gazing at shelf after shelf of management books relating to Leadership. “How to be an effective leader,” “traits of positive leadership,” “becoming a leader” and other such repetitive topics screamed out to me. Sensing the battle for my attention could take an ugly turn, I scurried on to the more soothing confines found down the Biography aisle!

Killing time until I was to meet a friend for lunch, I took a just published Lincoln biography to an open table and sat down to look it over a bit before making my purchase.

As cosmic luck would have it, there on my table was a business journal with a cover article titled “How to Spot a Bad Leader.”

Huh? Bad leader? We all know one when we see one. But what traits specifically make a bad leader? This different take on leadership definitely grabbed my interest and Lincoln was placed to the side while I scanned this intriguing article.

I wish I could say there was something earth-shattering in what I read. Alas, nothing came across as an “AH HA” moment. For a business journal, the article seemed written by a 9th grade English student. Simplistic ideas coated with self-important sounding words. Back to Lincoln I ran.

Driving back to Houston the next day, I started thinking…which always gets me into trouble. I thought about the many leaders I have had the opportunity to work with over the years and tried to figure out what basic traits separated those I deemed “good” from those I would just as soon forget. How did I stack up? If we can identify the bad leadership traits we recognize and deplore, can we, as potential leaders, make the necessary corrections within ourselves and

Continued on the next page...
President’s Desk, cont’d from pg. 1…

become the motivating leader we desire to be?

With apologies to David Letterman and the author of the business article I had come across, here is my attempt at a “Top Ten” List for Bad Leadership Traits:

1. **Too much love for self.** A bad leader puts himself above others and would rather protect himself than the interests of the organization he serves.

2. **Poor self-management.** If you can’t manage yourself, how in the world do you expect to manage anyone else? Enough said.

3. **Poor communication.** A bad leader rarely communicates his or her goals, expectations, or vision. He or she assumes a lot and expects others to follow along with a true sense of direction. We all know what happens when you “assume.”

4. **Lack of accountability.** A poor leader rarely, if ever, admits mistakes. Rather, he or she may try to deflect accountability to another group or individual, thereby creating some decided hostility within the organization.

5. **Reacting poorly to criticism.** A strong leader must be open to criticism. Granted, some criticism may be unwarranted, but in general, criticism taken in the right way can be a wonderful learning experience and opportunity for growth.

6. **Too much focus on the big picture.** OK, how many times have we heard the saying “all talk and no substance?” The ineffective leader can be incredibly brilliant with big ideas, but gives little thought to how those ideas will be implemented. Dream big!! But you have to wake up and turn those dreams into reality!

7. **Unethical behavior.** Beware of those who practice, support, or turn a blind eye to unethical behavior. In fact, run in the opposite direction and report such behavior to the appropriate person within your organization.

8. **Rule focused.** Yes, we have to have rules, policies, and procedures to operate. Yes, we must follow them. But sometimes rules can be gently bent without breaking to accommodate a larger good.

9. **Little concern for colleagues or co-workers.** A poor leader may focus only on the organization itself and forget that the organization is made up of individuals who have desires, needs, and aspirations of their own. Without paying attention to individuals, the organization will suffer in the long run. Lack of motivation, poor morale, and lack of loyalty have been the ruin of many a company.

AND FINALLY...

10. **Lack of interest in learning.** In today’s rapidly changing business environment, learning is an absolute necessity. New ideas, new products, or new ways of looking at the world around you are certainly important keys to success within any organization. Learning is a life-long endeavor. To ignore this simple fact is to bury your head in the corporate sands of complacency.

I certainly do not pretend to be an expert on leadership and this list is nothing more than some ideas I have read, digested, modified, and retooled within the context of my years of working with all sorts of leaders. There are many other traits of a poor leader which may be considered. But to be effective, we must first turn a bit introspective and look within to learn how to be a good leader.

Tad Howington
ARMA Houston President 2015-2016

---

ARMA Houston Library

By: Theresa Boutotte

The ARMA Houston Library is here to serve you. We have recently expanded our selection with the following books:

- Big Data Governance: An Emerging Imperative by Sunil Soares, 2013
- E-Discovery: An Introduction to Digital Evidence by Amelia Phillips, Ronald Godfrey, Christopher Steuart, and Christine Brown, 2014

You can view our entire collection on the ARMA Houston website (armahouston.org) under Professional Development/Chapter Library. You will find checkout procedures and the list of resources available to you. This is a benefit of your membership, so take advantage of the opportunity.

You are responsible for picking up and returning your materials OR I may be able to bring them to you at a monthly ARMA luncheon.

Hope to hear from you soon.
ARMA Houston Annual Conference Volunteers Needed

By: Pam Miller, Past President

Are you interested in volunteering for the ARMA Houston Spring Conference? We NEED volunteers in the following areas:
- Arrangements
- Exhibits
- Programs
- Publicity

If you are interested, please contact D’Anderia Dunham at DAndria_Dunham@murphyoilcorp.com.

Save the Date!

Need help convincing your Manager to send you to Conference? Click on the following link for some helpful advice from Jody Urquhart: http://www.idoinspire.com/blog/bid/62124/How-to-Convince-Your-Boss-to-Send-You-to-a-Conference.

Join hundreds of records and information management colleagues over two days of educational sessions and networking at ARMA’s largest regional conference.

- Four educational tracks
- ICRM Credit
- Registration fee includes Chapter Meeting Luncheon Wednesday, April 20th
- Exhibit Hall – vendors will be featuring today’s information management tools

Registration opens soon!

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.
The Alice L. Haltom Education Fund exists for the purpose of furthering education in the field of information and records management. It is supported by contributions from various chapters of ARMA International, companies, individuals, and other organizations. ALHEF could not exist without its generous supporters.

Thank you to all the Friends of Alice 2014-2015

**Friend $25-$50**
- Jennifer Bolden
- Frank Lerma
- Nancy Sparrow
- Donna Waters

**Benefactor $50-$100**
- Anonymous
- Bertha De la Torre
- DocuLabs
- File Trail
- Kris Hlozek
- Julia Howington
- Susan Hubbard
- Sandy Miller
- Sarah Oldrin
- Sheryl Polk
- Julie Prochnow

**Sponsor $100-$250**
- Jim & Brenda Dixon
- Friends of ALHEF
- GRM Information Management
- Allan Heath
- Iron Mountain
- Newfield Exploration Company
- Gayle Page & Ned Denney
- Janice & Jim Taylor

**Associate $250-$500**
- Access Sciences Corp
- Mica Hanchey DMGS, LLC
- Information Network International
- Beverly & Kimball McMahen
- MDS Communication, Inc
- Pam Sankey Miller
- Pioneer Records & Information Management
- Recall
- Denice & Bruce Robertson
- Judy Sitton
- Ryan Zilm

**Patron $500**
- Shirley Birch
- Debra & Louis Buzby
- Tad Howington
- Image Engine
- Teresa Matlock
- Montaña and Associates
- PacoTech, Inc
- Nancy & George Ramirez
- Christina & Doug Rollo
- Theatre Suburbia

Is your Randalls card linked to ALHEF?

To add ALHEF to the Randall's Good Neighbor Program for charitable giving, go to the Service Desk and designate ALHEF #5318, it will automatically record your purchase for the organization.

ALHEF needs your help to raise money for scholarships for RIM and IG professionals.
August Workshop and Luncheon Recap

By: Sharon Ramsey

Morning Workshop

Prior to the August luncheon, Tad Howington, an Information Governance Manger at Kinder Morgan and our ARMA Houston President, presented a practical workshop for implementing a step-by-step Information Governance (IG) strategy. Tad’s recommended definition of IG is “an accountability framework that includes the people, processes, policy, and technology to ensure the effective management of all information regardless of media or format in order to enable an organization to efficiently achieve its strategic goals and business programs.”

First, he explained that you must build a foundation. This foundation begins with a vision statement of what you are doing and illustrates what you want your program to look like in the next 3 to 5 years. Also craft a mission statement to reflect the “why” part of your vision statement i.e. to develop a program that meets compliance requirements, etc. Second, establish strategic goals that fit your organization, build upon the vision and mission statements, and include the components, resources, and policies that make the project manageable. Third, implement the program, and finally, audit or re-adjust.

One of the most important pieces to your IG strategy is people. It’s imperative to identify the right executive support and stakeholders in your company and the appropriate vendors so that your initiative will be successful. When people have a vested interest, they will work to make the project succeed. Include a cheerleader from every department i.e. IT, Audit, Compliance, HR, Legal, etc. Everyone must understand the key issues for why the organization needs IG – issues such as mitigating risks, maintaining compliance, developing a consistent RIM program. Create an IG advisory team that will assist in the establishment, communication, and facilitation of policies, procedures, standards, and requirements throughout the company.

Luncheon Presentation

During the August luncheon, Glen Sanderson, a Certified Records Manager at Calpine Corporation, and Ryan Cook, a Calpine Auditor, gave an informative presentation on the importance of auditing your records program. In addition to the step-by-step process to conduct the audit, we were amazed by some delightful magic tricks. Penn and Teller would have been proud.

Glen began the presentation with an amusing slide showing that auditors are perceived differently be everyone. An audit is a survey, benchmark, investigation, and examination conducted to validate if current policies, procedures, and standards are being followed and to provide business advice to ensure compliance and business efficiencies. There are several types of audits that can be used from quick flash audits or surveys to in-depth reviews that address processes, policies, internal controls, or misconduct.

The IG maturity model on the ARMA International website is based on the Principles and provides a guide to determining where your organization is and where it is trying to go. As you continue to implement your program, you will be able to show the tangible benefits of the IG program such as reallocation of e-storage space, reduced e-storage purchases, reduced off-site physical storage costs, etc. and the intangible benefits such as less information lost, less time to locate information, reduced time to perform governance tasks, etc. Tad reminded us to be flexible and adjust as strategies and people change. Ensure proper change management and be open to learning from others’ experiences.

The first phase in the auditing process is to develop a plan. This plan will establish the project’s scope and analyze areas of risk. Glen presented a risk-risk control matrix that measures probability and impact to determine the risk level for each identified issue. Areas with higher risks should be addressed first.

The second phase in the audit is the fieldwork necessary to determine the effectiveness of the program. One-on-one sessions are scheduled with the business department personnel to ask questions and view processes. Open communication between the business department and the auditor is essential to accurately assess the program and prevent writing up issues that really aren’t problems. Ryan explained how auditors develop checklists to help them capture answers and results and to ensure that the audit covers the necessary steps.

Return to Front Page.
The third phase in the auditing process is the reporting. This step begins by conducting a closing meeting with the business department to review and agree to the findings. Then, a report is issued to management that begins with an introduction of why the program is being audited and the background for the audit. Key issues are identified as to scope and risk, findings are discussed and remedies recommended. Scorecards or graphical views of responses may be included to show completeness. Within a relatively short time, about a week, management should provide their written response which is incorporated into the report and includes the responsible person and timeline for correcting issues.

The final audit phase, follow-up, is important to verify that changes have been made to address any issues. Glen and Ryan explained that audit can be your biggest advocate in helping you implement a good records program.

Thank you to our presenters for sharing their time and expertise. Be sure to check out the workshop and luncheon topics each month and take advantage of the valuable training your ARMA Houston membership provides.

ARMA Houston Donation Drive for the Ronald McDonald House - Houston

The Ronald McDonald House at Houston’s Texas Children’s Hospital is a 20-bedroom house that supports the charity’s mission to improve the health and wellbeing of children by providing a home-like environment for families of children receiving intensive care treatment. Their vision is to provide programs and services that strengthen families during this difficult time. By contributing to ARMA’s Donation Drive, you are not only changing the lives of a child and their family but also improving our community and the world. Thank you for your help!

Please bring items like these to the ARMA Houston monthly meeting.
We will have a donation box to collect the items.

### Travel Size Toiletries
- *Shampoo
- *Conditioner
- *Lotion
- *Deodorant
- Toothbrushes
- Toothpaste
- Mouthwash
- Floss
- Razors
- Shaving Cream
- *Feminine Products (sanitary pads)
- Tissue
- *Contact Solution
- *Contact Cases

### Office Supplies
- *Black or Blue Pens
- *White Copy Paper (8½” x 11”)
- Multi-Color Sharpies

### Cleaning Supplies
- Dishwasher Soap
- Individual Hand Soap Dispensers
- *Baby Laundry Detergent (Dreft or dye and fragrance free)
- Fabric Softener Sheets
- Dishwashing Liquid
- Disinfectant Wipes
- *Kitchen Counter Disinfectant

### Kitchen Supplies
- *Paper Towels
- *Napkins
- *Chinet Brand Paper Plates
- *Styrofoam/Paper/Plastic Cups
- Ziploc Bags (gallon & quart size)
- Ice Tea Makers

*Denotes frequently used items
**AKS A CRM:**

Networking and Professional Development

By: Ryan Zilm, CRM, CIP, IGP Records Program Manager, Newfield Exploration

**Q.** What value can I show to management to make a case for Records Management?

**A.** Here are 10 business reasons you can give to management to support your case for Records Management:

1. **You improve efficiency and productivity.**
   Information retrieval is enhanced with corresponding improvements in office efficiency and productivity.

2. **You support management decisions.**
   Records Management can help ensure that employees and executives have the information they need.

3. **You reduce operating costs.**
   Recordkeeping requires administrative dollars for filing equipment, spaces in offices, and staffing to maintain an organized filing system.

4. **You safeguard vital information.**
   A vital records program preserves the integrity and confidentiality of the most important company records.

5. **You ensure regulatory compliance and minimize litigation risk.**
   Helping ensure reasonable regulatory compliance through corporate responsibility and reducing liabilities associated with proper preservation and disposition of records.

6. **You control the creation and growth of records.**
   Creation control (limits the generation of records or copies) and records retention (for proper disposition of records) can stabilize the growth of records in all formats.

7. **You assimilate new technologies and techniques.**
   Use of records management forms and innovates processes.

8. **You better support distributed workforce.**
   The Company can obtain and assemble pertinent information quickly for business planning purposes throughout multiple locations simultaneously.

9. **You preserve the history of our company.**
   The company creates records documenting activities of the company, which may become useful for future decisions and planning.

10. **You foster professionalism in the company.**
    Perceptions of customers, the public, and employee "morale" are vital to the company image.
Texas Legislature Adopted Rules 2015

By: Michelle Manukonda, ARMA Committee Manager, Regulatory and Legislative Affairs

As a service to the RIM Community, ARMA Houston has reviewed the below legislative updates as being of special interest to records. The list focuses mainly on law enforcement updates. It is not a complete list and only shows a small portion of the regulation to allow the reader to determine if they need to review it in detail. To access excerpts of these notices, please go to the ARMA Houston website at www.armahouston.org.

Additional resources can be found by checking the following websites:

Texas Administrative Code at http://www.sos.state.tx.us/tac/
Texas Register at http://www.sos.state.tx.us/texreg
Texas Municipal League at http://www.tml.org/

Legislative Updates – Records Specific

H.B. 2134 (Burkett/Hall) – Public Information Request: provides that, if a request for public information is sent by email, the request may be considered to have been withdrawn if a request from the city for clarification, discussion, or additional information is sent by email to the address from which the request was sent (or another email address provided by the requestor) and a response is not received within the period established by state law. (Effective September 1, 2015)

H.B. 2633 (Hernandez/Perry) – Motor Vehicle Accident Information: provides, among other things, that: (1) the release of information about a motor vehicle accident to a “person directly concerned in the [motor vehicle] accident or having proper interest therein,” includes the release to: (a) a person involved in the accident; (b) the authorized representative of a person involved in the accident; (c) a driver involved in the accident; (d) an employer, parent, or legal guardian of a driver in the accident; (e) the owner(s) of the vehicle(s) or property damaged in the traffic accident; (f) a person who establishes financial responsibility for a vehicle involved in the accident; (g) an insurance company that issued a policy covering the vehicle; (h) an insurance company that issued a policy to cover any person in the accident; (i) a person under contract to provide claims or underwriting information to certain persons; (j) a radio or television station that holds an FCC license; (k) certain newspapers; and (l) a person who may sue because of death resulting from the accident; and (2) certain redacted accident reports may be requested by any person. (Effective immediately)

H.B. 263 (Miles/Huffman) – Juvenile Records: requires a juvenile court to order the sealing of the records in the case of a person who has been found to have engaged in delinquent conduct as a juvenile if two years have elapsed since the final discharge or last official action in the person’s case. (Effective September 1, 2015)

S.B. 108 (Whitmire/Thompson) – Juvenile Offenses: provides that: (1) records of a person under 17 years of age may be expunged if the person was acquitted of the offense; (2) for the purposes of offenses under the Education Code, a child means a person who is a student and at least 10 years of age and younger than 18 years of age. (Effective September 1, 2015)

H.B. 1036 (E. Johnson/Whitmire) – Police Officers: requires: (1) the attorney general to: (a) create an electronic form for reporting by police agencies any officer-involved injury or death; (b) post the reports on its website; (c) compile the officer-involved death or injury reports annually; and (d) create a form to report peace officer injuries and deaths; and (2) that, within 30 days of an officer-involved injury or death, a report of the incident be submitted to the attorney general. (Effective September 1, 2015)

H.B. 2162 (Simmons/Campbell) – Burglar Alarms: makes numerous changes to the current law governing how cities respond to burglar alarms. Specifically, the bill provides that the current law provisions governing burglar alarm response apply only a city with a population of less than 100,000 that is located wholly in a county with a population of less than 500,000. It creates a new statute that applies to every city that does not meet the bracket above.

H.B. 3791 (Geren/Hinojosa) – Intoxication Arrest Videos: requires that a police department release to a person stopped or arrested on suspicion of DWI a copy of any video of the stop, arrest, field sobriety tests, and all other interactions with the officer. (Effective September 1, 2015)

S.B. 273 (Campbell/Guillen) – Concealed Handgun Signs: provides that: (1) a state agency or a political subdivision of the state may not provide notice that a concealed handgun license is prohibited from entering or remaining on a premises or other place owned or leased by the governmental entity unless license holders are actually prohibited by state law from carrying a handgun on the premises; (2) a state agency or a political subdivision of the state that improperly posts notice is liable for a civil penalty of: (a) not less than $1,000 and not more than $1,500 for the first violation; and (b) not less than $10,000 and not more than $10,500 for the second or a subsequent violation; (3) a citizen of this state or a person licensed to carry a concealed handgun may file a complaint with the attorney general that a state agency or political subdivision has improperly posted notice; (4) before a suit may be brought against a state agency or a political subdivision of the state for improperly posting notice, the attorney general must investigate the complaint to determine whether legal action is warranted; (5) if legal action is warranted, the attorney general must give the chief administrative officer of the agency or political subdivision charged with the violation a written notice that gives the agency or political subdivision 15 days from receipt of the notice to remove the sign and cure the violation to avoid the penalty; (6) if the attorney general determines that legal action is warranted and that the state agency or political subdivision has not cured the violation within the 15-day period, the attorney general or the appropriate county or district attorney may sue to collect the civil penalty, and the attorney general may also file a petition for a writ of mandamus or apply for other appropriate equitable relief; and (7) a state agency or political subdivision may only prohibit a concealed handgun licensee from carrying in a meeting room where a governmental body that is subject to the Open Meetings Act is meeting. (Effective September 1, 2015)

S.B. 158 (West/Fletcher) – Body Cameras: provides, among other things, that: (1) a law enforcement agency in this state may apply to the office of the governor for a grant to equip officers with body cameras if
Texas Legislature Adopted Rules, cont’d from pg.8...

the agency employs officers who: (1) are engaged in traffic or highway patrol or otherwise regular stop or detain motor vehicles; or (b) respond to calls for assistance from the public; (2) the office of the governor create and implement a matching grant program for body cameras; (3) a local law enforcement agency must match 25 percent of any grant money; (4) a law enforcement agency that receives a grant from the Department of Public Safety to provide body cameras to its officers or that otherwise operates a body worn camera program must adopt a policy and training program for the use of body cameras; (5) a body camera policy must include when and why an officer may choose to activate or not activate a body worn camera; (6) it is a crime for a law enforcement officer to release a video from a body worn camera without receiving permission from the law enforcement agency; (7) a member of the public must provide certain information when requesting information recorded by a body camera; and (8) a law enforcement agency must follow certain procedures related to the release of information regarding body camera recordings to the public. (Effective September 1, 2015, except the requirements for departments already operating a camera system has until September 1, 2016 to implement a body camera policy and training program)

Congrats to the newest CRMs!!

Natalie H. Austin, CRM, Atlanta, GA
Patty Baldacchino, CRM, San Diego, CA
Seth T. Beim, CRM, North Plainfield, NJ
Liam C. Cannon, CRM, Oxford, PA
Trudi Wright, CRM, St. Catharines, ON, Canada
Ruth E. Edele, CRM, Boston, MA
Katherine C. Goodwin, CRM, Cambridge, MA
Penny Izlakar, CRM, Burlington, ON, Canada
Theresa Jackson, CRM, Waterloo, ON, Canada
Erica K. Johnson, CRM, Redwood City, CA
Peyyi W. Lu, CRM, Houston, TX
Jerry M. Lucente-Kirkpatrick, CRM, Goodyear, AZ

If you are interested in becoming a Certified Records Manager (CRM), you will 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: Email-Gate

By: John Isaza, Esq., FAI

This is part of a syndicated column I have created for ARMA chapters. My column is devoted to answering information governance, records management, privacy and related legal questions from Chapter Members or sharing my thoughts on current hot topics. As you read my column, please note that although I am an attorney specializing in these areas of law, these are only my opinions. My opinions should not be construed as legal advice. Kindly consult with an attorney for more formal advice.

For this column, I am revisiting Hilary Clinton’s Email-Gate, as the plot has continued to thicken over the management of her email accounts while Secretary of State. As I reported to national new media outlets last March, the act of email comingle is something that may dog her campaign. As predicted, recent reports now reveal that she may have destroyed several emails that could have been relevant to the Benghazi affair, arguing that they were personal in nature and not relevant to the investigation.

**Could Mrs. Clinton go to jail for destruction of emails?**

Even if there were NO relevant emails amongst the ones she ordered destroyed, the appearance of impropriety alone is a problem. Besides that, there is a pending Federal investigation of the Benghazi affair, which now brings to the forefront sanctions under Sarbanes-Oxley for knowing destruction of information relevant to a pending Federal investigation. Should her opponents ever raise the issue, Mrs. Clinton could be facing jail time or millions in sanctions under the little utilized 18 USC Section 1519 (Destruction, alteration, or falsification of records in Federal investigations and bankruptcy), which states:

> “Whoever knowingly alters, destroys, mutilates, conceals, covers up, falsifies, or makes a false entry in any record, document, or tangible object with the intent to impede, obstruct, or influence the investigation or proper administration of any matter within the jurisdiction of any department or agency of the United States or any case filed under title 18, or in relation to or contemplation of any such matter or case, shall be fined under this title, imprisoned not more than 20 years, or both.”

Fines could be in the millions, and the specter of 20 years in jail is nothing to sneeze at. The questions thus becomes, to what extent can you destroy information if you know it is not relevant to the investigation? Should you, instead, preserve the information to avoid the appearance of impropriety as is happening to Mrs. Clinton?

For Mrs. Clinton, she chose to delete the “personal emails,” and I suspect she hopes people and the courts will forgive her. She basically applied the old adage of “don’t ask for permission; ask for forgiveness.”

In an MSNBC interview on September 4, that is pretty much what she said,

> “At the end of the day I am sorry that this has been confusing to people and has raised a lot of questions but there are answers to all these questions...I should have had two accounts, one for personal and one for work-related.”

Mrs. Clinton argues she did nothing wrong, which could be the case as best practices have evolved tremendously during the past couple of years, after she left her post. She argues that “it was allowed and fully above board. The people in the government knew that I was using a personal account.”

Ultimately these are risk-based decisions that organizations with multiple legal holds have to entertain on a daily basis. Questions to ponder include whether the organization can delete say disaster recovery tapes, even if there is pending or threatened litigation. To that questions I would simply ask, “how sure are you that the disaster recovery tapes were purely for disaster recovery, and not your de facto records management system?”

**What are some best practices in encouraging – or compelling – the deletion of old emails?**

All these issues go to the core tension between records management and the need to dispose of expired data. If the information exists, it is discoverable if it is relevant to the subject matter of the lawsuit or investigation, even if it is merely anticipated or foreseeable litigation. Therefore, it behooves the organization to dispose of needless emails and data before litigation/investigation hits or becomes credibly probable.

If the organization has a retention schedule, and the “record” has expired, then it should be disposed immediately in accordance with the retention policy, unless of course the expired record is subject to a legal hold at the time. Otherwise, the organization opens itself up for liability and discoverability of emails that could be read out of context. The real trick for organizations is to determine which emails are a “record” that must be retained per the policy, versus all other non-record data that can be disposed at any time as long as it is not subject to a legal hold.

**Are there any Cyber Security repercussions for comingling personal and work accounts?**

Attempted breaches of mobile devices are on the rise, especially considering that most mobile devices include email accounts. In the first quarter of 2012, for instance, McAfee Labs recorded over 8,000 mobile malware strands, with the vast majority seeking to penetrate Android systems. This was a 400% increase over the previous year. Against this backdrop, the seriousness of a potential breach is palpable, especially in the case of a head of state or corporate officer accessing personal emails in a mobile device, which could have less secure connections than official state business accounts.

If one account in the State Department is hacked, would it put all the people at the State Department using the server at risk?

Not necessarily. The security risk depends entirely on the type of hacking, the target, its breadth, content accessed, etc. In the instance of the Hilary Clinton private emails, for instance, if her personal email account was hacked, the chances of that event putting the entire State Department at risk would be nominal, if at all. Hacking into her email

**Return to Front Page.**
**Ask a RIM Law Expert, cont’d from pg.10...**

account does not necessarily mean access to her complete rolodex of contacts, though damaging nevertheless to the extent any of her contents could be discerned from her email account. It would depend on how she configured her account, and what kind of integration they gave her with other devices such as her laptop, office computer, iPad, and cloud based servers, if they were in play.


John Isaza is a California-based attorney, CEO of Information Governance Solution, 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](mailto:John.Isaza@InfoGovSolutions.com) or [John.Isaza@RicomonLaw.com](mailto:John.Isaza@RicomonLaw.com)

---

**ALHEF Honky Tonk 2016!**

By: Shirley Anderson

So what do you do after work? How about meeting some friends for a Happy Hour? Come join us! ALHEF is hosting a HONKY TONK HAPPY HOUR in 2016! And we want everyone to be there.

Our famous Chili Kings and Queens deserve a rest this year. No one has to cook. No set up. No clean up. ALHEF wants to offer you some pre-rodeo fun. There will be food, a live band, games, and drinks. And what would an ALHEF event be without a silent auction? The only competition at this event will be at the Silent Auction Booth. Who knows what items will show up on the auction block? You’ll have to come to find out. There will be something for everyone!

Boots & Bling! Dillas and Diamonds! Our event has a western theme. The stars at night will be big and bright when the ALHEF HONKY TONK helps us get into the rodeo mood. You can mingle with friends, bid on auction items, chow down on some grub, drink some suds (or not), and listen to great music provided by the Cypress Creek Band. While you are having a good time you can exchange some tall tales about your time on the trail. Sorry, no mechanical bull. There will be a saloon (translates into bar) of course. Cookie (the cook) will be serving up some grub. Western attire is not required for this event. What is required is that you come and plan to relax and have fun. Two rules. No cussin’ or spittin’!

The Alice L. Haltom Educational Fund exists for the purpose of furthering education in the field of information and records management. It is supported by contributions from other chapters in the Association of Records Managers and Administrators (ARMA), companies, individuals, and other organizations. In additions to these contributions, we have a major event to raise funds for the organization. Through your contributions to the organization and participation in these events we are able to award scholarships to qualified applicants.

Mark your calendars! Doors to the ALHEF Honky Tonk Happy Hour will open at 5:00 pm on Thursday, February 11, 2016. Event will close at 8:00 pm. ALHEF HONKY TONK is located at 1735 Nina Lee Lane, Houston, TX 77018. Donation to this event is $20 per person. Interested in being a sponsor for the ALHEF HONKY TONK? Visit the ALHEF website [www.alhef.org](http://www.alhef.org) for detailed information or sponsorship information for this event. Tickets will be on sale soon! Remember...don’t squat with your spurs on!

You can make a one-time donation or a monthly automatic gift to support the Alice L. Haltom Educational Fund. Visit our website [www.alhef.org/contributions.htm](http://www.alhef.org/contributions.htm) and click on our Pay Pal link to donate today.

---

**Return to Front Page.**
The Principles

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.

ACCOUNTABILITY
COMPLIANCE
EXECUTIVE
PROTECTION
SECURITY

AUDITS
DISPOSITION
INTEGRITY
RELIABILITY
STORAGE

AVAILABILITY
DOCUMENTATION
LAWS
RETENTION
TRANSPARENCY

Answers can be found here

Return to Front Page.
Member Spotlight

Hiwatha “Dray” Harper

1) I was born and raised in Houston, Texas.
2) I love sports – I played Football and Basketball in school.
3) I enjoy volunteer work and feeding the homeless.
4) My 1st job was working at Jack in the Box in High School.
5) I’m a people’s person – love to meet new people.
6) I have a background in IT, but have worked in customer service, Materials coordination, Quality, and Records Management.
7) I’ve been to Africa twice.
8) I love old custom cars.
9) I have 3 kids: girl 14, boy 9, and girl 1 year old.
10) I met my wife initially when I was 16, we didn’t start to date until I was 19, then we got married 7 years later. We just celebrated our 5 year anniversary.
11) I am always up for a new challenge in life.
12) I love to travel.
13) I have been in Records Management for only 6 months, but I love it.
14) I am all things TEXAS!! Astros, Texans, Rockets, Comets, Aeros, Dynamo!
15) My wife’s dad sung with The Drifters.
16) My 1st name Hiwatha – means Indian Chief.
17) I used to Gospel Rap in my younger days – I’ve had songs played on the radio around the US.
18) I’m learning to play golf.
19) I’m running my 1st 5k at the end of October (bucket list item).
20) I love to workout – Health is Wealth!
21) I’m the baby of my family – I have 2 older brothers and 1 older sister.
22) I’m addicted to FOOD TRUCKS.
23) I’ve worked offshore on 2 different rigs in 2012.
24) I started building computers at the age of 12.
25) I love to listen to symphonic classical music while in traffic.
The ARMAdilla is the official newsletter of the Houston Chapter of ARMA International.

ARMA Houston, P.O. Box 1391, Houston, Texas 77251

Editor: Courtney Stone, CRM - cstone@amocofcu.org

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:

10/28/15 – October Workshop and Luncheon
11/12/15 – Fall Seminar, Trust and Change: Project Management for Electronic Records Project
11/18/15 – November Workshop

2015-2016 ARMA Houston Chapter Board of Directors:

President: Tad Howington, CRM, FAI - tad.howington@kindermorgan.com
Executive Vice President: Todd Brown - tbrown@accessssciences.com
Treasurer: Kimberly Norwood - Kimberly.d.norwood@accenture.com
Secretary: Kari Geerdes - kgeerdes@imagineengine.net
Immediate Past President: Julie Prochnow, ermm - jprochnow@pacotech.com
Past President: Pam Miller - pmiller@filetrail.com
Vice President-Meetings: Skai Shadow, erms, IOAP - skai.shadow@shell.com
Vice President-Conference: D’Anderia Dunham, CRM - danderia.dunham@murphyoil.com
Vice President-Communications: Jason Bourg - Jason.bourg@bhpbilliton.com
Vice President-Membership: Richard Waters - rwaters@velaw.com
Vice President-Outreach and Fundraising: Frank Lerma - frank.lerma@shell.com
Vice President-Education & Professional Development: Beverly Harris, MBA - Beverly.a.harris@conocophillips.com

Return to Front Page.