Hello ARMA Members! What a great start to the ARMA year. We are off to a great start with the educational monthly workshops and luncheons. If you haven't been to a meeting lately, you will not want to miss January's session. Our January session is designed to be a motivational session to get you ready for the New Year. Start the year out right by attending our January workshop on Principle of Compliance by Laura Livingston and luncheon with a motivational speech by Gail Blount and a past ARMA Houston member.

If you missed the Golf Tournament earlier this month, you missed a great event. It was a little chilly, but the rain held off for most of the day and the event was a huge success for ARMA Houston. The Golf Tournament is one of our fund-raising events that allow us to provide funds to our outreach programs, so thank you to all that participated. Your contribution helps to support all of our community outreach programs and we appreciate your assistance. The Golf Committee did a great job and I’d like to thank Nancy Sparrow, VP of Community Outreach, Jennifer Walker-Ostertag and Bryan Hedges, Co-Managers of the event and all of the committee members and volunteers for making it a wonderful event. If you missed it, there’s always next year!

We have several events coming up next month that you do not want to miss. On Thursday, December 4, ARMA Houston is
President's Desk, cont'd from pg. 1...

Hosting our annual Holiday Social. This year it is being held at the Goode's Armadillo Palace at 7:00 pm. This is always a fun event for all of our members and guests. It's free to all members and $25 for guests. There will be food, silent auction items, and fun filled games. If you have not registered, do so today, it will be here before you know it. We do not schedule a monthly workshop or luncheon in December, but we do have a seminar on E-mail management presented by Tom Forsyth, CRM, on December 10 from 8:00 am – noon at the Murphy Exploration and Production facility. All registration information can be found on the ARMA Houston website calendar of events.

I hope to see you at one of the events before the end of the year, but if I don’t, I want to wish everyone a safe and happy holiday season.

Julie Prochnow
ARMA Houston Chapter President 2014-2015

End of Year RIM tips & tricks:

By: Houston Chapter Board of Directors

The end of the year is approaching fast, 2015 will soon be here! This is a great time to check off those important, but often forgotten, RIM tasks both at work and home:

RIM Tips:

- When hiring a scanning vendor, have the vendor scan a test box first so that you can:
  - See the quality of the scanned image
  - Make sure you have the correct fields identified that need to be indexed
  - Confirm with your vendor the level of indexing that is required so that you get an accurate estimate for the entire project
  - Confirm that your vendor understands what type of output (load file) you need to upload the scanned indexed images into your RIM system

- Use end tab filing systems instead of top tab filing in drawers for physical files. End tab shelving saves at least 30% space over drawer filing and reduces the need to shift files (eliminates drawer to drawer shifting).

- Use color coded end tab labels on physical files – this saves substantial time locating a file and refiling as well as almost eliminating misfiles.

- Work with IT to ensure ECM and RIM access lists are updated:
  - Remove leavers, add joiners, and check the right level of permissions is assigned
  - These are often overlooked during the year, and could be an issue during an audit or investigation

- Don’t forget those records that have event based retention triggers
  - Contracts, HR, and equipment/asset records may need inactive dates from the business added to your RIM system
  - Without periodic attention, many records risk over retention

- Seek and destroy duplicates – any duplicates

- Review policies and procedures for need of updating. Amend and then post to intranet and/or share with others as necessary.

- Purge email of extraneous stuff that was overlooked or neglected throughout the year, or that has transformed from being valuable to being disposable. Move worthy messages to a folder or save to a shared drive.

- Many employees use accrued vacation time in the final months so that they don’t lose the overage. Take advantage of the ensuing quiet time to clean up anything and everything that comes to mind. Little fires may have been burning for a long time, and putting them out can leave you with a feeling of having been productive. And that’s a great way to start a new year!

Personal Tips:

- Keep a running total of expenses (per category – including mileage) on an excel spreadsheet during the year. When you’re ready to do your taxes, it will be easy to enter business expenses on your tax form.

- In preparation for the tax season, organize, store, and purge personal paper and electronic records. As soon as the new paperwork arrives, you’ll be ready to file early.
ARMA International Conference San Diego 2014

From an Attendee’s POV
By: Jessica Harman, Global Marketing – Records Management Coordinator, Phillips 66

“...it's not if, but when they ask for your (maturity model) score.”

“Big data is at the heart of RM & RM is THE heart of big data.”

“Take control. Know what you have & what you need to manage.”

“Data Noise to one group of scientists is gold to another group.”

If you attended ARMA International in San Diego this past October, the quotes above are just a few phrases you would have heard. There were quite a few announcements made this year to help with the forward movement of the organization. During the opening session, Fred Pulzello announced two new educational scholarships: RIM Education Reimbursements - $750 and RIM Certificate/Certification Reimbursements - $500. More information can be found at http://www.armaedfoundation.org/grants_scholarships.html.

The opening session consisted of multiple speakers with TED style talks. A notable speaker was Rob Hamilton, whose discussion on Implementing Practical Information Governance and the associated “wicked problems” and how to solve them allowed for great humor and, as stated in the title, practical guidance. Here is a recap of the four steps I captured to help resolve these “wicked problems:”

1. Form a steering committee
2. Leverage company identity – what are you known for?
   a. Attach this to your IG proposal. How will your IG plan help you with your corporate identity?
3. Take action – use a traditional model, make a plan, and move forward.
4. Adopt a feed forward approach.

Rick Smolan closed the morning out with his excellent session “The Human Face of Big Data.” He helped us appreciate the fact that now our devices generate more data than we do, allowing our planet to develop a nervous system. His discussion on technology ranged from the impact of data and what can be analyzed and determined based on things such as a Friday night pizza delivery route, where criminals are raised, how satellites help cure polio, to the new magic carpet. Leaving the room, I truly felt that each of us does contribute to the overall nervous system of the planet and that we do leave a “trail of digital exhaust.” If you are interested in knowing more about the impact of data and how it was represented as the human face, you can find more information at http://thehumanfaceofbigdata.com.

From a Vendors’ POV
By: Amanda Stringer, Manager, Marketing and Community Involvement, Access Sciences

ARMA International: It’s all about the leads.

Exhibiting at ARMA International is always a treat. It’s a time when, as an exhibitor, you get to showcase your business to a captive audience for 2 days in an exciting atmosphere.

Access Sciences has exhibited at ARMA International for over a decade. We’ve been to Chicago, Las Vegas, Washington, D.C., Orlando, New Orleans, San Francisco, Baltimore, Vegas again, and to a couple other cities across the country. This ear, the international conference was held in San Diego, California.

Hosting a conference in a city as well known for its gorgeous weather as New Orleans is for Bourbon Street is a risky move, if you ask me. This professional development opportunity could quickly turn into a boondoggle with one less than interesting session. The attendees disengage and head out into the sunshine, leaving the exhibitors disappointed and with achy feet. From our home on the exhibit hall floor, however, it seems that the session coordinators for ARMA did a great job of recruiting qualified, informed speakers to deliver engaging sessions to the attendees.

As we greeted visitors in our booth on Sunday and Monday of the conference, we heard lots of positive feedback on how good the sessions were this year. The consensus was that the attendees were gathering lots of quality information to take home. And, as many attendees took a seat in our demo area to learn more about our service offerings and software solutions, we came away with some good leads for prospective business. And, as a vendor, that’s what these events are all about – the leads.

Vendors pay to be at events like ARMA International for the opportunity to get face to face with clients, to meet prospective new clients, and to network with industry colleagues and partners. Attendees pay to be at events like ARMA International for the professional development, the education, the networking, and perhaps to find a partner to help them solve their information governance and technology challenges. If attendees don’t spend time in the exhibit hall or otherwise take the opportunity to visit with vendors, the vendors will find other conferences to partner with to grow their business. And, I would suspect, ARMA International as we know and love it, would change dramatically.

So, coming from a vendor, thank you for taking the time to visit with us and the dozens of other exhibitors, too. With any luck, if you were an attendee at this year’s ARMA International, you came home with just what you were hoping to gather while in San Diego.

And, maybe even a bit of a suntan.
Maybe the chill inspired a dozen volunteers to come to ARMA Houston’s recent Harris County Archives workday. Maybe their inspiration was the opportunity to contribute to a worthy endeavor, maybe it was to meet other chapter members. Whatever the motivation, a company of twelve purged thirty-seven boxes of convenience copies, while archivist Sarah Canby Jackson, CA, consolidated the resultant, thinner files and re-boxed them into acid-free boxes.

Lively conversation and breakfast snacks added to the morning’s fun. Sarah later remarked on – more than once – the day’s productivity.

Just how fulfilling is volunteering at the Archives? One reliable volunteer, Judy Vasek Sitton, CRM, wasn’t able to participate this time around, yet still baked and delivered apple bread for the activity. Thanks, Judy!

Katherine Parr found the morning to be so gratifying that she agreed to assume the title and tasks of Archives Project Committee Manager. Thanks, Katherine!

Congrats Houston Chapter – ARMA International’s Chapter of the Year AND Website of the Year!
Attention Records Managers Extraordinaire...
ARMA Houston is looking for candidates for the Mavis Eppes Award

By: Pam Sankey, Immediate Past President

Do you know a records manager who has pioneered a ground-breaking project from initial thought to reality? Maybe YOU have pioneered a ground-breaking project from initial thought to reality yourself. If so, please nominate that person (or yourself) for the Mavis Eppes Award. We KNOW that the Houston Chapter has members of this caliber!

To submit a nomination for the Mavis Eppes Award, please complete the Mavis Eppes Application form and submit it to Pam Sankey, psankey@filetrail.com, by March 4, 2015. You can find the form on the ARMA Houston website on the Chapter Awards and Nominations page http://www.armahouston.org/?page=Awards_Nomination.

So...Who is Mavis Eppes?

Mavis Eppes, FAI, was the Director of Records and Information Management at Vinson Elkins Law Firm headquartered here in Houston. Her career spanned over 40 years at V&E, where she developed an exemplary Records Management Program. As described on the ARMA International Educational Foundation website, Mavis's dedication and drive to automate the records management functions and building state-of-the-art Records Management Programs made her a well-known and international leader in the records management industry. ARMA International consistently looked to Mavis to assist other law firms and professionals worldwide by answering questions, providing technical data, sharing policies and procedures, and training other Information and Records Managers. In 1990, Mavis was inducted into the Company of Fellows for ARMA International, which is the highest recognition award that can be achieved in the records management profession.

During her career, Mavis was instrumental in growing ARMA International through activities at both the local and international levels. Mavis was also instrumental in creating the Alice L. Haltom Educational Foundation and served many years on the ARMA International Educational Foundation Board of Directors. Mavis is recognized as an honorary member on both Foundations. Many professionals and students have benefited from her consistent generosity and her tenacity in leading fund raising initiatives to benefit others in the records management profession. In 2009, the ARMA Educational Foundation established the first annual Mavis Eppes FAI Excellence in Records Management Award Scholarship.

This year we want to award one of the Houston Chapter’s members the prestigious Mavis Eppes Award. Please consider nominating someone or applying for this award yourself.

We hope to hear from you!

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.
Q. As a records manager, what do I need to know about the new version of Federal Rules of Civil Procedure Rule 37(e)?

A. Both the current rule and the proposed rule deal with preserving information and sanctions that can be imposed when it is not preserved.

What changes are being proposed?

The amendments as a whole are aimed at reducing costs and delays in civil litigation. Instead of covering all types of discoverable information, the proposed rule is limited only to electronically stored information (ESI). It sets forth a standard where severe measures cannot be awarded without intent of bad faith.

According to Inside Counsel magazine, “The original objective in revising Rule 37(e) was to replace the differing treatment of preservation obligations and sanctions in federal circuits throughout the country with a uniform federal standard. Thus, the initial proposed amendment essentially rewrote the entirety of Rule 37(e). The proposed amendment was drafted to apply to losses of all types of discoverable information, created a uniform willfulness standard for sanctioning a litigant for spoliation, and listed a set of factors that a court was to consider when deciding whether to award sanctions for the loss of discoverable information.”

Since then, the set of factors that a court was to consider when deciding whether to award sanctions for the loss of discoverable information was removed. Also, instead of applying to all types of discoverable information, the scope now is only ESI.

Why are the changes needed?

Federal courts have differed greatly in the severity of penalties issued for loss of ESI. Because under the current rule companies don’t know what to expect, it is perceived that there is an overabundance of caution resulting in excess preservation. The hope is that more uniformity will result if the changes are approved and, as a result, companies will feel more confident in records preservation efforts and avoiding the risk of sanctions.

When will the changes take effect?

The changes have not yet been approved by the Supreme Court. If they are approved, and make it through Congress as expected, they will go into effect in December 2015.

For further information:

“Proposed amendment to FRCP Rule 37 addresses sanctions for failure to preserve ESI”

“Ending the Tendency to Over-Preserve ESI”

“Spoliation sanctions shift”

If you have a question for “Ask the CRM”, sent it to Courtney Stone at cstone@amocofcu.org.
What’s Abandoned Data Costing You?
By: Jim McGann, Index Engines

The average corporate turnover rate for employees is 15.1 percent across all industries, with some specific verticals experiencing as high as 30%. For an organization with 10,000 employees this can account for 1,500 to 3,000 people annually (Compensation Force: 2013 Turnover Rates by Industry).

When an employee leaves an organization the IT department will typically wipe or recycle their hard drive, containing their digital files and email, however, they neglect to clean and manage former employees’ data on corporate networks and servers.

For this scenario, a company of 10,000 looking at the conservative annual turnover of 1,500 employees, this could account for easily 60 TB of data that is abandoned in the data center each year. Over 10 years this explodes to beyond half a petabyte.

Abandoned data is unstructured files, email and other data owned by ex-employees that languishes on networks and servers. Gartner estimates that the 2013 average Annual Storage Cost per Raw TB of capacity is $3,212 (Gartner: IT Key Metrics Data 2014: Key Infrastructure Measures: Storage Analysis: Current Year, Dec. 2013). This can account for millions of wasted expenses each year.

Abandoned data consists of old working documents that have long outlived their business value: revisions of letters, old spreadsheets, presentations and aged email. However, a small percentage of this content can easily contain sensitive files and email. It is this small percentage of contracts, confidential email exchanges, client records and other similar documents, which adds a level of risk and liability for the corporation.

The bulk of the data is typically what is known as redundant, outdated and trivial content - or ROT - that is simply taking up space and resulting in unnecessary management and data center costs.

The following are factors you will need to take into account in order to understand the cost impact of abandoned data:

Risk and Liability:
The number one expense associated with abandoned data is the legal exposure created by not managing abandoned user data. The risk and liability inherent in sensitive data including client records, personally identifiable information (PII), or records required for eDiscovery or compliance can cost a company millions along with unwanted negative press and exposure.

Managing sensitive records is always a challenge; however, managing this content when the owner of the data is no longer an employee and no one knows it exists is an even more complex challenge. Think of the CEOs former admin creating a PST archive of their email and storing it on some obscure server. It is difficult to put a value on this exposure, but it is something that should be keeping your legal and compliance teams up at night.

Storage Costs:
In the example above 60 TB of abandoned data can exist on corporate servers each year for a company of 10,000 employees. At the same time this data is cluttering the data center, organizations are increasing their storage capacity at a rate of 40-60 percent annually. Reclaiming this capacity and cleaning up abandoned data, most of it can disappear tomorrow and no one would miss it, is equivalent to getting free storage capacity. Since most IT budgets are decreasing, this is an easy approach towards making every dollar count.

Backup and Disaster Recovery:
One of the hidden costs of not managing and controlling abandoned data is in corporate disaster recovery costs. The cost and resources required to ensure all data is backed up and protected is one of the more expensive line items on an IT budget.

Compressed backup windows, offsite storage costs and management of backup content all contribute to ever-growing data center resources. With abandoned data accounting for tens, even hundreds of terabytes, it has become a significant component to the expenses associated with disaster recovery. Assuming a conservative 15 percent of data that is backup up no longer has any business value annually and should be moved offline or even remediated, this can easily reduce disaster recovery costs and expenses by up to 50 percent on a server over five years old.

Management Costs:
Data is constantly migrated to new platforms or consolidated in order to streamline operations. Migrating and consolidating data is a constant and painful operation. It becomes even more painful when you know that much of the data no longer has value. If 30-50 percent of the data from a five-year-old storage platform is migrated to a new storage platform, or even the cloud, is owned by ex-employees, much of this effort is wasted.

Beyond a migration of data, day-to-day management of servers is a key task in any corporate data center. Reducing the volume of data under management will have a lasting impact on budgets and resources required to support the explosive growth of unstructured user data.
Untapped Knowledge:

When a knowledge worker leaves the organization and their content converts from active to abandoned data it instantly “disappears” into the network.

Since no one owns this content, even content that has long-term value to the organization, it can no longer be exposed and leveraged by existing employees. Research data, competitive analysis and historical reports all get lost and can no longer provide value to the organization.

The cost of not leveraging existing corporate knowledge can be significant. In today’s competitive market staying one step ahead is critical to maintaining and gaining market share. Arming your knowledge workers with all the data they need, including value added content generated by ex-employees, will help maintain leadership in the market.

Data Profiling:

Data profiling, also known as file analysis, uncovers abandoned data so it can be managed. Understanding what abandoned data exists is the first step in defining a data policy that can reclaim wasted expense and control long-term risk and liability of this unknown and unmanaged content.

In “Market Guide for File Analysis Software”, published September 23, 2014, Gartner recommends profiling data to gain a better understanding of the unstructured data environment and ROT including abandoned data, stating:

“Data visualization maps created by file analysis can be presented to other parts of the organization and be used to better identify the value and risk of the data, enabling IT, line of business, compliance, etc., to make more-informed decisions regarding classification, information governance, storage management and content migration. Once known, redundant, outdated and trivial data can be defensibly deleted, and retention policies can be applied to other data.”

Data profiling works by processing all forms of unstructured files and document types, creating a searchable index of what exists, where it is located, who owns it, when it was last accessed and, optionally, what key terms are in it.

High-level summary reports allow instant insight into enterprise storage providing never-before knowledge of data assets. Through this process, mystery data can be managed and classified, including content that has outlived its business value or that which is owned by ex-employees and is now abandoned on the network. This simple and analyst-recommended process helps organizations reclaim up to 40% of active data capacity and mitigates legal and compliance risks associated with unmanaged data.

Click here to register for the E-Mail Management Seminar!

Congrats to the newest CRMs!!

Arthur W. Allen, CRM, Anchorage, AK USA
Joseph A. Arambarri, CRM, Mission Viejo, CA USA
Karen E. Bjornseth, CRM, Grand Forks, ND USA
Margaret J. Boeringer, CRM, Washington, DC USA
Thomas E. Corey, CRM, Charlotte, NC USA
Rachel E. Desormes, CRM, Denver, CO USA
Sarah D. Mamer, CRM, Saskatoon, SK CAN
Emily J.B. McCarthy, CRM, Woodbridge, CT USA
Melissa Wallis, CRM, San Antonio, TX USA
Alexander L. Webb, CRM, Austin, TX USA

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 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.
Mark your calendars for Saturday, February 21, 2015 and plan to attend the 9th Annual Alice L. Haltom Educational Fund Annual Chili Cook-Off! Gates will be open to the public 10:30 am – 3:00 pm.

This is a fun family event and there are several ways to get involved. You can form your own chili cooking team and compete for the best chili in Houston. If you want to have your own team, contact Gayle Page at gpage@pacotech.com or go to the ALHEF website http://www.alhef.org for rules and registration forms.

If cooking is not your thing, you can help sponsor the event. Depending on the level of sponsorship, you can get entrance wristbands for up to 50 of your employees, family, and friends! Visit the ALHEF website for sponsorship information and forms.

There are also volunteer opportunities with the event. If you want to volunteer, contact Frank Lerma at 832-337-0255 or by email to frank.lerma@shell.com.

You and your family can just come out and spend the day with your ARMA/ALHEF friends, taste the chili from all the competing teams, and listen to some fantastic Bluegrass music by Cypress Creek featuring our own David Culbertson!

There will be a Memorial Social Circle where you can rest your weary feet. If you want to spend some money, interesting and unique items can always be found at the silent auction tent. Fun activities for the kids include a moonwalk, fishing game, and popcorn!

Whatever level of participation or sponsorship, this is your opportunity to be part of a fun-filled day and support the Alice L. Haltom Educational Fund. An alternative inclement weather date has been scheduled for Sunday, February 22, 2015.

We are asking for a $5.00 donation as admission to the event, and anyone twelve and under is free.

We look forward to seeing you there!

Location: Image Engine 7170 West 43rd Street, Houston Texas
John Montaña presents “Should Your Bucket Have Holes in It?”

By: Shirley Anderson

The Alice L. Haltom Educational Fund is pleased to announce that Montaña and Associates are presenting a seminar on the Big Bucket concept to benefit ALHEF! This seminar will be delivered by John Montaña, Brent Gatewood, and John Kain at Murphy Exploration and Production, 9805 Katy Freeway, Suite G200, Houston, Texas.

So what are your thoughts about the Big Bucket concept? Does it work? Or has it created other problems for your organization? What are the advantages? Disadvantages? Or maybe you haven’t decided this is the way to go. Montaña and Associates will discuss the structural impact of big buckets on your schedule, privacy laws, systems configuration limitations, application across multiple systems and other downsides to big buckets such as litigation and discovery. This experienced team will offer solutions to the challenges of the Big Bucket concept. When the seminar is over you will know where the holes are, how to repair them and get the most out of your bucket schedule.

Montaña and Associates is a full-service records and information governance consulting house whose award-winning team has partnered with scores of clients on hundreds of domestic and international records and information governance projects.

The cost to attend this event is $50 and includes breakfast and morning beverages. Registration information is posted on the ARMA Houston and ALHEF websites. Space is limited to 85 participants. CRM recertification credits are being requested, we anticipate this event will be approved for 3 credit hours. Check our websites – www.armahouston.org and www.alhef.org for updated information.
Member Spotlight:

25 things (you may not know) about

Courtney Stone

1) I’m the new editor of the ARMAdilla!
2) I’m a runner – I’ve done 4 half marathons, a Tough Mudder, and various shorter runs and obstacle runs.
3) I graduated from the University of Houston with a Bachelor of Arts degree in Communications – Public Relations and Advertising with a minor in Art History.
4) I’ve lived in 4 states – Texas is the BEST!
5) I earned the Gold Award in Girl Scouts.
6) I love reading.
7) I have 3 cats – Sylar, Dom, and Hobbes and a large dog, Tank.
8) I have a 4 year old daughter, Elayna, and 2 step kids, Emma – 10 and Nick – 13.
9) I am a CRM candidate.
10) I’ve worked at AMOCO FCU for 8 years.
11) I love summer, I’m a flip flops and shorts person.
12) Most of the time I drive a standard Jeep Wrangler.
13) I worked at a hardware store for a few months in college.
14) I love to sing in the car and don’t care when people catch me.
15) I’ve seen the movie Frozen at least a gazillion times.
16) I’ve always been fascinated by ancient Egypt.
17) I can snow ski but not water ski.
18) I’m an advanced scuba diver.
19) My dream vacation is a cruise through the Mediterranean.
20) I worked at Moody Gardens Hotel for 2 ½ years as the Catering Sales Manager for the SMERF market (Social, Military, Educational, Religious, Fraternal).
21) I’ve always wanted to go sky diving.
22) I have the best birthday ever – Cinco de Mayo.
23) I don’t like Ferris wheels.
24) I love road trips.
25) My favorite word is snarkasm.

If you want to be in the next Member Spotlight Email cstone@amocofcu.org
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-  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:

1/19-20/15 - RIMtech – Managing Electronic Records with MS SharePoint 2010/13