Howdy,

It's hard to believe the first quarter is almost over. Time flies when you are having fun. We are definitely having fun so far this year. One of the first events of the year was the ALHEF’s Annual Chili Cook-Off that was held on February 21. All proceeds for this event go to the education foundation. Each year ALHEF awards scholarships to assist students in tuition, books, etc and to sponsor registration to the ARMA Houston Spring Conference. Events like the chili cook-off support the efforts to assist individuals continue their education in records and information management. I'd like to thank all who donated money, volunteered their time and participated at this year’s ALHEF Chili Cook-Off; without you these events wouldn’t be possible. I'd like to especially thank Image Engine for donating their space for the event. The Friday prior to the chili cook-off, Montaña and Associates presented a wonderful seminar titled “Should Your Bucket Have Holes In It?” I think what we learned from this seminar is YES, but Montaña and Associates provided a lot of insight as to why. All of the proceeds for this event were donated to ALHEF. The event was held at Murphy Exploration & Production at no charge, so THANK YOU so much for allowing us to utilize your facility. I’m sure you’ve noticed on these past Sundays an interruption in your favorite Sunday shows to allow for awards shows, so that means it’s that time again for ARMA Houston to give out awards to the volunteers who support the chapter. You may or may not get an award this year, but please know the leadership appreciates everything you for the chapter. If you are not currently involved in the chapter, please contact one of the VPs to see how you can get involved. The slate for the 2015-2016 ARMA Houston Board of Directors has been published. Voting will be April 1, 2015 through April 30, 2015 via the website. Please watch the ARMAdilla weekly for the link to cast your vote.
President’s Desk, cont’d from pg. 1...
The Annual ARMA Houston Spring Conference is fast approaching. The conference theme this year is IG: The Future Is Now and will be held at the Norris Convention 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; all will assist you with your RIM endeavors. Please visit the ARMA Houston conference website to register for the event. I hope to see you there.

I look forward to seeing you at the next ARMA Houston event. If you need anything, please don’t hesitate to contact me.

Julie Prochnow
ARMA Houston Chapter President 2014-2015

Register by the End of March and Win a Gas Card!
Everyone registered for the Full Conference by the end of March is eligible to win one of three gas cards for $25 to $50! The drawing will take place at the Lunch Session on Wednesday during the Conference.

Click Here to Register!

Join hundreds of records and information management colleagues over two days of educational sessions and networking at ARMA’s largest regional conference. Attendees will have the opportunity to learn about the latest RIM tools and technologies from vendors in the Exhibit Hall.

This year’s Keynote Address “The ID, the Ego & IG. Elements of Information Governance” will be presented by Ilona Koti, MLS, MS IM, CRM, PMP, CDIA+, Director of Information, Privacy & Governmental Affairs at Crystalview Consulting Group.

Ilona Koti is a C-Level global subject matter expert with 19 plus years’ experience in libraries, information governance and privacy, technology, compliance, and project management encompassing Fortune 500 companies and world government. Ms. Koti is also a spokesperson and organizational liaison for The Information Governance Conference and responsible for building partner relationships, conducting outreach and activist for educational opportunities to promote Information Governance and the conference.

Every year we do our best to make the ARMA Houston Conference better. This year we are proud to present speakers from all over North America! Please take a few minutes to review the Conference Schedule on the next page.
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.

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Laura Livingston presented on the topic The Principle of Compliance: Foundation for Information Governance. While listening to her enlightening commentary on how to be realistic and the phases of acceptance, I documented the following lists to ponder on:

- Look to the past to help you find a roadmap, specific areas that will help you find opportunities:
  - Sanctions and/or fines in specific areas
  - Review the rewards or commendations
  - Shareholder resolutions for company
  - Look at what the competitors have done

- The hard truth:
  - There is no template, even if it is the same industry, organization size, etc
  - You should have a strategy, but be flexible and accept change
  - The only timeline you have is in your head…unless it isn’t
  - You may not get to finish creating your framework
  - You may fail

- At times it is necessary to have multiple personalities to ensure you can support your program:
  - Investigator – Identify why things are in the current state
  - Spy – Understand where your support comes from at all levels
  - Forensic Scientist – Autopsy the past programs to identify the pain points
  - Therapist – Listen! Listen! Listen! You will find what your users need
  - Salesman – Show them the value; don’t wait for them to find it
  - Evangelist – Show your passions, it is a good thing!

Apply for a Scholarship

Are you enrolled in college? Do you plan on enrolling for fall courses? If you answered yes, you could qualify for an Alice L. Haltom Educational Fund Scholarship. Each year, scholarships are awarded to qualified applicants specializing in programs leading to careers in records and information management. You could be a recipient!

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 various chapters of the Association of Records Managers and Administrators (ARMA), companies, individuals, and other organizations.

The Houston ARMA Chapter created the fund in 1985 to honor Alice L. Haltom, CRM, at her retirement for untiring efforts to improve the profession of information and records management during her career that spanned more than three decades.

Eligible students applying for the ALHEF Scholarships are required to complete the application form and provide three letters of recommendation from employers, instructors, or other qualified individuals who could attest to the applicant’s character. Applicants will also submit a 200-300 word essay and provide a copy of the most recent official school transcript. Applications must be post marked by May 1, 2015. Scholarship recipients will be notified no later than July 15, 2015.

In July 2014, the Board of Trustees for The Alice L. Haltom Educational Fund awarded $2,000 scholarships to sixteen individuals. For more information on ALHEF, how you can help, or how to apply for a scholarship, please visit the ALHEF website at http://www.alhef.org.
ASK A CRM:
RIM Program Keys to Success in a New Work Environment
By: Ryan Zilm, CIP, IGP, CRM

Q. I just started a job as the Records Manager for an organization that has a dysfunctional RIM Program. What are the best ideas or strategies to guarantee a successful rollout and adoption of a new program?

A. Here are four things I see as keys to success; build relationships, learn the business, check your attitude, know when to “fold ’em.”

Build Relationships:
This may seem elementary on the surface, but too many times I have heard the horror stories from fellow records professionals. The ones who stomp into a new workplace, identify everything wrong with the RIM Program, and bark orders at management and employees. This cardinal mistake can jeopardize the program and your reputation from the very start of a new job. Before jumping into action, take some time to get to know who the players are across the organization. Test the boundaries to understand where you should start any changes. By building relationships first and gaining trust, you can quickly identify the early adopters or potential pilot users to help with program changes. The best part is that the rewards from building relationships extend beyond simply those you connect with as they will speak to others in the organization and your credibility can spread like wildfire.

On a side note, be mindful in your selection of an internal network of peers. Be sure the people you have connected with are credible and well respected in the organization, which can be tricky.

Learn the Business:
Staying actively involved in both records management and industry specific changes helps in understanding the records of your organization and how they are utilized on a daily basis. I recommend creating a list of the organization’s practices and identify three areas you feel the least knowledgeable about. Then, identify the subject matter experts in your organization who support those three areas and schedule time for a 15-minute conversation with them. In just 15 minutes, you can continue building relationships and you can gain a better understanding of how you can support their department in the records management program. It never hurts to take a copy of the current retention schedule with you to those meetings (if you have one).

Check Your Attitude:
It is very easy for us to pick apart predecessors when walking into a new environment. We have almost all experienced those moments when you want to scream because you found out the records manager before allowed something to happen that would never be allowed under your own watch. I suggest taking comfort in knowing that there were most likely circumstances that prevented them from making a better decision and do what you can to assess and resolve it. The last thing you want is to be seen as the records manager who simply complains about things and does not rectify the situation. Remember, each day is a learning opportunity and no one person, CRM or not, knows everything about everything.

Know When to “Fold ’Em”:
There is a wealth of knowledge for all records managers to learn about best practices in the profession. Unfortunately, I strongly suggest you thoroughly assess the impact to the business before implementing any changes. Some industries would rather accept a higher risk of doing nothing or not doing something over spending time and money developing a records program. It happens all the time. The size, age, and other factors of an organization can bring about a case of “business practices trumping best practices.” Do not let it discourage you. Take the simple wins and move on. Try adding these obstacles to a list of items you want to address at a future date as the program matures.

The four things mentioned above will help you build a respect quickly, demonstrate your knowledge effectively, and ultimately give you the momentum needed to kick start a successful RIM program into action.
What do you think of when you hear Chili Cook-Off? Does competition come to mind? No way! That happens beneath the Silent Auction tent. For ALHEF, it’s about the chili! Not to mention the music, fun, laughter, games for the kids, items at the silent auction. On Saturday, February 21, ALHEF, the Alice L. Haltom Educational Fund, held the 9th Annual Chili Cook-Off. Each February since 2006, this group has gotten together to serve up chili. Now what brings this dedicated group of individuals together year after year to put together a Chili Cook-Off? It’s not just for the love of chili. All proceeds from the Chili Cook-Off fund scholarships for students pursuing careers in information management.

Where was the beautiful Texas sun? Saturday morning was breezy and overcast. About 8:00 am, the parking lot of Image Engine came alive with activity as the teams arrived for the day. Vehicles were driving up. Equipment was unloaded. Although they were busy, teams found time to socialize. Before long, the area was dotted with canopies. Fires were going and chili was in the making by 10:00 am. Eyes were on the sky to see if the cook-off would escape the rain. All in all, spirits were high and the teams were ready for a good time. The little kids had the bouncy house. The bigger kids had the Cypress Creek Band. Before long folks were singing and toes were tapping. Who can’t be in a good mood when you hear a fiddle and a banjo? There was chili to sample. Friends to see. A quick two-step. You ask if the chili was good. If your chili pot was empty at the end of the day, well…you had a pretty good batch of chili.

Beneath the Silent Auction tent, there was some friendly competition. It went something like this. Check the chili. Check the bid list. This went on ‘til the bitter end. And with good reason! There was something for everyone. Auction items included jewelry, rodeo tickets, a rocket alarm clock, solar energy items and a Zombie basket! There was no mercy when it came to the bidding. This serious group of bidders was relentless!

Meanwhile, back at the ranch, judges are tasting chili and ready to give out trophies! First place was awarded to the Texas Chili Cookers for their chili called Red Hot Pot. Chili Chili Bang Bang took Second Place for Image Engine. Third Place went to Newfield Records Breakers’ Chilly Weather Chili. Team Recall’s Recall Red received an Honorable Mention. People’s Choice Award went to the ever popular Blister Bellies Team from PacoTech, Inc.

Congratulations to all the Chili Queens and Kings!

The Chili Cook-Off begins with the ALHEF Board of Trustees. But it ends with chili teams, judges, sponsors for the cook-off, volunteers who donated time, auction items and everyone who attended. A very special thank you to our site sponsor, Image Engine, for the use of their facility. ALHEF thanks everyone who played a part in the cook-off. Through a collective effort, the Chili Cook-Off was a success. Take a bow!!
Chili Teams:
Matlock/Guzman – Texas Chili Cookers
PacoTech, Inc – Blister Bellies
Image Engine – Chili Chili Bang Bang
Allan Health – Old and In The Way Gang
Recall – Team Recall
Newfield – Records Breakers

Sponsors:

Site Sponsor:
Image Engine

Aiyee Sponsor:
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Doug & Christina Rollo/The Flash Foundation

Hot Sponsor:
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Mica Hanchey DMGS, LLC
Denise & Bruce Robertson
Information Network International
Pioneer Records & Information Management

Spicy Sponsor:
Debra & Louis Buzby
Beverly & Kimball McMahan
Jim & Janice Taylor
Tad Howington
Shirley Birch
Recall
Brenda & Jim Dixon
GRM Information Management

Voluteers:
Judging – Pam Sankey Miller
Kiddie Corner – D’Anderia Dunham
Registration – Kari Geerdes and Mica Hanchey
Site Logistics – Jim Dixon

Entertainment – Cypress Creek:
Jimmy Pike
Jackson (JR) Ray
Linda Kishbaugh
Jamie Jewel
Jordan Kishbaugh
David Culbertson

ALHEF Board of Trustees:
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Ask a Law Expert: E-discovery

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.

This month I did not receive questions from our readers, but I have noted some interesting developments regarding E-discovery, which continues to evolve at a faster pace than any other information governance issues.

I. Courts Beginning to Scrutinize Records Governance Issues More Closely

This past October, Judge Grewal of the Northern District of California issued a decision regarding the “ordinary maintained language,” a phrase also associated with “routine good faith business practices.” In Venture Corporation v. Barrett, Case No. 5:13-cv-03384-PSG (N.D. California, October 16, 2014), the court addressed a motion to compel a request for production of ESI ( Electronically Stored Information) “in a form or forms in which it is ordinarily maintained or in a reasonably usable form or forms.” Plaintiffs sought to produce the ESI on flash drive and by email, consisting of approximately 42,000 pages. The drive and email did not contain a custodial index, table, or other taxonomy information at all – just the folders of the files. The court found that this kind of production “did not square with the rules,” noting that

“If documents are not organized and labeled to correspond to the categories in the request, they must be produced as they are kept in the usual course of business.” (Emphasis added.)

The court then noted that Plaintiff “submitted no evidence that in the ordinary course of business they keep documents and ESI in folders as they were produced...At a minimum, the court would expect to see the documents and ESI kept by the name of the employee from whom the documents were obtained or at least which Venture entity had produced the documents.” The court hence ordered Plaintiff to “produce the documents and ESI as they are kept in the ordinary course of business.”

This case shows how courts are inching towards more scrutiny over how records and data are actually maintained in the ordinary course of business, including a look at key metadata fields such as filing systems and custodian data. According to the court, “this mean[s] that the disclosing party should provide information... [that] would include, in some fashion, the identity of the custodian or person from whom the documents were obtained, an indication of whether they are retained in hard copy or digital format, assurance that the documents have been produced in the order in which they are maintained, and a general description of the filing system from which they were recovered.” (Emphasis added.) Accordingly, the data has to be organized well before litigation is in the horizon. Otherwise, production of disorganized data may make the courts suspicious of what you are producing, and thus lean on you to produce even more data.

II. Duty to Preserve Information on Personal Non-Employer Devices

The court in Alter v. Rocky Point Sch. Dist., 2014 WL 4966119, at *10 (E.D.N.Y. Sept. 30, 2014) succinctly stated that personal non-employer devices are fair game, if they contain data relevant to the case at hand. Specifically, the court said,

“Defendants claim that they were not obliged to preserve work-related ESI which employees... utilized on their personal computers. However, to the extent that the School District employees had documents related to this matter, the information should have been preserved on whatever devices contained the information (e.g. laptops, cellphones, and any personal digital devices capable of ESI storage).” (Emphasis added.)

III. Some Words of Caution on Electronic Signatures

At least one court has illustrated a way that electronically signed document can be invalidated. In Ruiz v. Moss Bros. Auto Group, Inc., Case No. E057529 (Cal.App. 4th 2014, Dec. 23, 2014), the Court refused to enforce an employer’s electronically executed arbitration agreement. The court found that the employer did not present sufficient evidence to prove that the electronic signature on the arbitration agreement was “the act” of the employee. The Court confirmed that an electronic signature has the same legal effect as a handwritten signature; however, any writing must still be authenticated. Here, the employee argued that 1) he did not recall signing the arbitration agreement and 2) that the employer failed to show that the electronic signature was an “act attributable” to the employee. The Court found that the employer did not provide details on how to verify that the employee electronically signed the agreement in question. Although the employer did explain how each employee is required to log into the HR system with a unique login ID and password in order to review and electronically sign the agreement, the Court found that the employer did not explain how such an electronic signature could only be placed by the employee in this case.

This decision signals a new way for counsel to seek invalidation of arbitration agreements, and by extension other kinds of electronic agreements. At minimum, when it comes to arbitration clauses, parties should evaluate the manner and means by which they obtain electronic signatures, including assurances that such signatures can be uniquely verified and attributable to the signer if ever questioned in Court.

governance, records management and overall corporate compliance. He may be reached at John.Isaza@InfoGovSolutions.com or John.Isaza@RimonLaw.com

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# At Your Service Word Find

By: Nancy Sparrow

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## ALHEF
- Application as a Service
- Back End as a Service
- Cloud Video Encoding as a Service
- Communication as a Service
- Data Center as a Service
- Database as a Service
- Desktop as a Service
- EPayments as a Service

## Everything as a Service
- Infrastructure as a Service
- Log On as a Service
- Platform as a Service
- Security as a Service
- Software as a Service
- Storage as a Service
- Sync as a Service
- Unified Communications as a Service
- Video Conferencing as a Service

Answers can be found [here](#).

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Member Spotlight

Nellie Gray

1. First and foremost I am a Christian and I love God Dearly.
2. I worship and fellowship regularly at The Vineyard Church with some of the most wonderful people in the world.
3. I was born in Florida and raised on the East Coast.
4. I was raised in a single parent home with four brothers and one sister.
5. I have a Great Mother who is sweet and kind and possesses such Wisdom.
6. I've been married for 18 years to Noah and we have a blended family of six (four sons and two daughters) we are grandparents of too many to count (11)! 😊
7. We have pets named Boudreaux and Oreo and believe me they are well loved! 😊
8. One of my accomplishments while growing up in New Jersey is graduating from Essex College with a degree in Social Science.
9. While attending Essex College, I was selected Who’s Who in American Colleges.
10. As well as remaining on the Dean’s List all through my years of college attendance.
11. I love learning new skills
12. Some of the activities I love to do when not working are reading, singing, dancing, bowling, and roller skating.
13. Oh, by the way, I love driving, it relaxes me; yes, even in Houston, you can meet some very interesting characters while driving in Houston! 😊
14. Also like walking in the park, I like to pray and sing which helps to keep me calm and my mind clear! No, I do not walk around singing and praying loudly to disturb other nature lovers, I pray and sing softly to lift my spirits when I feel low.
15. I love working at and for TransCanada we have many benefits that are no longer available at some of the other companies
16. I work as an Admin Analysis 4 in the Document and Records Management department and I get the opportunity of working with Special Projects which is a wonderful continual learning experience.
17. I do volunteer work for my company which I have found to be fun and exciting.
18. In other moments of my life, I like to experience wonderful dining out of various cultural cuisines.
19. Also, I like going to movies and plays with family and friends.
20. Love meeting and talking with interesting people.
21. Since joining ARMA, I have enjoyed the pleasure of going to the workshops and luncheons.
22. I find that ARMA’s topic formats are very informative and nicely interactive in good taste.
23. I haven’t been to an ARMA conference yet because I am just starting with the organization.
24. I feel that since I enjoy learning new skill sets, and meeting and talking with people, ARMA is the place where I want to spend time doing these enjoyable things together with people who really care about their profession and the people who want to learn more about our profession.
25. Thank you ARMA Professionals for sharing your listening time with me, you could have chosen someone else but you chose me and that makes this professional woman feel very special. Thank all of you again and have a blessed and wonderful life. 😊
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:

3/25/15 – March Workshop and Luncheon
3/27/15 – CRM Study Group Meeting
5/27/15 – May Workshop and Luncheon