To the Outgoing Board: I would like to take this opportunity say “Thank You” to all of the 2016-2017 ARMA Houston Board of Directors:

- Richard Waters, Executive Vice President
- D’Anderia Dunham, VP of Conference
- Courtney Stone, VP of Communications
- Ciro Flores, VP of Member Education and Professional Development
- Carlos Larios, Treasurer
- Julie Prochnow, Past President
- Beverly Harris, VP of Membership
- Pam Miller, VP of Chapter Meetings
- Kimberly Norwood, VP of Community, Outreach and Fundraising
- Jennifer Bolden, Secretary

Working with this group of individuals was an amazing personal experience for me. The members of our Houston Board each lead busy professional and personal lives. I truly appreciate their time, energy, creativity, commitment, and passion for the Houston Chapter. These chapter leaders serve as role models for the rest of us and the Houston chapter membership has greatly benefited from their service.

To the Incoming Board: I wish each of you every success for the 2017-2018 year. Leverage what you learned from new Board members in 2016-2017 and continue to evolve the Houston Chapter. Thank you to our new board members, Michelle Manukonda and Glen Sanderson, for assuming a leadership role in our Chapter. Our new ARMA Houston 2017-2018 Board of Directors will be inducted at the upcoming June luncheon.

To All ARMA Houston Members: I have one last request as President of the Chapter – please share ideas, donate time, and lift other members up. I encourage you to get involved in the Chapter in any way you are able. Regardless of the amount of time you are able to give the Chapter, every contribution adds to the smooth functioning and ongoing success of our organization. By volunteering to serve the ARMA Houston Chapter, you will, without question, feel a sense of accomplishment and make a difference in the lives of others.
The 2017 Spring Conference opened with a fast-paced and rigorous look at the risks presented by the ongoing disruptive and aggressively persistent evolution of technology today. This keynote session was given by Galina Datskovsky and Frank Maas reminding members to stay ahead of user preferences for working with their mobile devices. Galina, current CEO of Vaporstream, discussed the latest considerations in protecting information assets and recognizing when privacy was a particular issue, given the increase in regulations worldwide related to the right to remain forgotten.

The audience was invited to actively participate, looking at three cases involving personal device usage. For each one, we compared our input with what the judge actually decided in each situation.

The message was clear: secure all end points as well as data repositories, because corporate data is only as safe as the weakest link in the corporate infrastructure. Moreover, technologies are available now to enable the mobile workforce with more convenient and efficient ways of working with familiar devices and apps. So it is the responsibility of the organization to ensure corporate data is protected in this continually changing environment.

Moreover, the drive to simplify workflow and automate every stage of the customer experience means that we have a role to play in understanding the compliance requirements and ensuring they are met for all content, including messaging and texts. Records and information managers are an essential part of the team to ensure confidential and private information is protected and accessible only by those who require access.

While automated security solutions are critical for consistent protection, Galina also emphasized the importance of training all employees in both company policies for using mobile devices as well as the directives around information management to understand their part in a successful framework of governance.

The conference sessions that followed were well-targeted at these challenges. Jayne Bellyk of the Hess Corporation and long-time ARMA member commented how well the 2017 program provided “a good balance between the practical and conceptual.”

First-time conference attendee Gerardo Rochin, Records Manager for Spring Independent School District, was very impressed by the breadth and relevancy of the conference program. He is going to look into membership of ARMA because of his two-day experience.

The monthly ARMA lunch seminar which always takes place at Spring Conference was given by Jan Hargrave on non-verbal communication to another packed and lively audience. The closing plenary session looked at the Valero case study on e-mail management a few years on from when it was presented at the Houston ARMA conference last time. An equally engaged, but slightly smaller crowd listened carefully to Wendy McLain and Ashley McKay. This was a timely report from a real-world implementation and it promoted some good dialogue. Leaving this session, Tonya Schneider of Cheniere Energy summed up the two-days of conference this year as “very, very relevant” and I join her in giving the Houston Chapter Conference Committee a huge shout-out for providing such a great educational event on our doorstep.
This past month I had the opportunity to attend the ARMA Houston Conference, courtesy of ALHEF. I had previously attended this conference, albeit four years ago, so I was eager to find out more about the current trends and developments in the Records and Information Management (RIM) field. The conference started out on a most intriguing note—the keynote address explored privacy and security concerns related to mobile devices. The speakers, Galina Datskovsky and Frank Mass, addressed current events that involved personal devices and legal issues while involving the audience for a truly interactive experience.

Next, I attended sessions that I thought would help enrich and inform my current work as Records staff at a law firm. I found Dave Foley’s presentation on an Accountability Framework for a RIM program quite helpful for those of us trying to explain to everyday users why RIM is important and necessary, and how to get these users to share our views. Next, I attended the session on “Auditing Your Records Program”—it provided some truly enlightening information, since I have never experienced or prepared for an audit.

The following day I attended the session on “Project Management for the RIM Professional.” I found this quite informative, since we all have projects we must complete in our jobs, and we may not always have the skill set or knowledge of how to get from one point to the next. During lunch, I was delighted to hear the talk from Jan Hargrave on non-verbal communication. The fact that she mentioned several behaviors that I had really never noticed or considered made her speech especially interesting. After hearing her experiences and tips, I know many of us felt self-conscious about the way we carried ourselves!

Finally, the closing session on email management trials and successes at Valero provided a fascinating, if all too familiar, look at one organization’s attempt to educate users and gain control of their email organization. I followed this session into the Energy Industry Roundtable, which provided a glimpse into the world of oil and gas standards and their plans for the future, discussed in an informal setting. All in all, my experience at the ARMA Houston Conference gave me a chance I otherwise would not have had to participate and observe in current conversations and advances in the RIM field, while interacting with other likeminded professionals.
ARMA Houston and RIM Vendors: A Winning Combination!
The ARMA Houston Spring Conference: A Journey Not a Destination
By: Sharon Ramsey, Records Specialist, Hines

The theme for this year’s conference was Innovate. Collaborate. Succeed. With the many workshops on Records and Information Management (RIM) fundamentals, RIM impacts in today’s environment, best practices, current trends, new technology, and vendor insight, conference attendees could travel through a wealth of information to help them augment their RIM programs while obtaining continuing education for themselves.

In the opening session, I learned how important it is for companies to have a technology policy. Galina Datkovsky of Vaporstream and the Honorable Frank Mass (Ret.) of the Electronic Discovery Institute, discussed how technology in the 21st century is changing continually, aggressively, and disruptively. Cabs are being replaced by new services such as Uber and Lyft. Airplane engines are generating data on when they need maintenance. Texting is becoming the new email. Mobile apps and social media are replacing traditional forms of communication. In one legal case, privacy issues were questioned when a nurse texted patient photos to a burn unit to determine if treatment was necessary. This patient’s private medical information was now on multiple people’s devices—unsecured. By 2020, Gartner reported that 85% of businesses will have a Bring Your Own Device (BYOD) or Corporate Owned Privately Enabled (COPE) program in place so people don’t have to have multiple devices. In another session, Russell Stalters, CEO of Clear Path Solutions and Haystac board member, warned attendees that its “Not if, But When You Get Hacked” which is also the title of white paper he wrote on using file analytics to manage and reduce information risk. With the mixing of corporate activities on personal devices and everyone in the Cloud, companies need to establish technology policies and implement security such as software to wipe devices remotely, encrypt data, obscure images, prohibit screen shots, etc. to protect sensitive information.

Throughout the conference, networking events, breaks, breakfast and lunch times provided opportunities to team up with other professionals to exchange ideas and experiences. The Alice L. Haltom Education Fund (ALHEF) silent auction allowed attendees to help others by raising money for scholarships and sponsorships. The vendor exhibit hall was a great place to wander and discover new industry partners. Later, the vendor drawings and door prizes transitioned the day’s mood to a more relaxed, light-hearted time and the social at Hotel Sorella’s Monnalisa Lounge was a perfect conclusion to the first day of learning and making new friends.

One of the main objectives of the conference was to help people succeed and increase their expertise. In Christian Liipfert’s presentation on Information Governance (IG), I learned a simpler way to understand and approach the big IG problem. Since no one person is responsible for it, establishing a policy and a corporate owner can help companies minimize information risks. Building common support for a successful IG program can be accomplished by identifying fellow travelers, understanding the information they manage and recognizing the challenges they face. In PacoTech’s vendor spotlight session, Julie Prochnow and Jennifer Bolden explained how Business Continuity Plans (BCP) are a critical piece in IG and define how to operate in the wake of a disaster. They provided several interesting case studies where PacoTech helped put this type of plan in place after a flood, developed retention schedules in response to legal requirements, reduced storage by discovering unknown records from various mergers, and created an entire document managing system from equipment selection to policies, procedures, and workflow processes. RIM professionals can earn several certifications to demonstrate their expertise and the conference provided exam prep workshops on two of them. I attended an informative and encouraging workshop that Sandy Miller, CRM, CIP, IGP of Cheniere Energy, led on the requirements for the Information Governance Professional (IGP) certification.

I’m very thankful to ALHEF for sponsoring my conference journey. As I embark on my new RIM career, I’m inspired by the professionals I met, well-informed with the knowledge and advice I received, and optimistic about a future in something that I’m passionate about.

Is Your Randalls Card linked to ALHEF?
ALHEF needs your help to raise money for scholarships for RIM and IG Professionals. To add ALHEF to the Randall’s Good Neighbor Program for charitable giving, go to the Service Desk at your store and designate ALHEF #5318. It will automatically record your purchases for the organization.

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Community Outreach & Fundraising

Superheroes

When you see the word SUPERHERO, what comes to your mind? Superman. Super Woman. Batman. Captain America. Spider Man! Wait a minute….. When I see the word Superhero I think ….. Donors! Contributors! Sponsors! Final Bidders!

Who needs a Superhero when ALHEF has all of you!!! You did it again! ALHEF raised almost $2,200 at the Spring Conference! A superhero is someone who comes in and saves the day! That is what each one of you does when you donate an auction item, place a bid or leave the auction carrying that coveted auction item. Okay! Put on that superhero cape!!!! To all of my Superheroes……. Here’s a BIG SUPERHERO THANK YOU!!!!

ALHEF held a 2-day Silent Auction on April 25th & 26th at the ARMA Spring Conference 2017. I had the opportunity to meet several new members. And I got to visit with some members I don’t see very often. Were you able to attend? If you were there, I hope you enjoyed yourself!! If not, you missed a great event.

What happened at the auction? What did we have? Were you the highest bidder? Thanks to my donors we had an assortment of auction items. Some of the auction items led us to the whimsical world outdoors to enjoy the beauty of nature or spend some time in the garden. We had baskets that inspired us to travel or take a walk on the beach. Some of the auction items focused on fitness, relaxation and beauty. Other auction items encouraged us to enjoy time with family (kids), cook or fire up the pit. Texas-themed auction items are always very popular. Interesting wall hangings made a few of us want to redecorate.

I say this every year. There is something for everyone at an ALHEF auction. This year was no different. Here are some of our unique items. We had a beautiful hand-made cross from Russia. Colorful petunias planted in a wine box got some deserved attention. In addition, we also had six beautiful silk Asian prints. Now, what auction item had the most bids? The most sought after auction item receiving the most bids was the Butterfly Solar Stakes. There were two runner up auction items…….The Garden Rocker Seat and the Squirrel Proof Bird Feeder with a bag of bird seed. Congrats to the final bidders on these items!

Continued on next page
Money for scholarships. This is what we work toward all year long. All proceeds from events go to benefit The Alice L. Haltom Educational Fund. Through your generous donations, ALHEF can continue to award scholarships to college students specializing in programs leading to careers in records and information management.

ALHEF awarded a total of $32,000 in scholarships to sixteen qualified applicants in July 2016. ALHEF was able to award these scholarships because of generous donations received from ARMA Houston, our contributors/sponsors, fundraising events and the auctions held during the year. In addition to college scholarships, ALHEF also provides two sponsorships to ARMA’s spring conference each year.

Don’t forget The Alice L. Haltom Educational Fund is a non-profit Texas Corporation and contributions are tax deductible (IRS approved 501c3). 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/donate and click on our Pay Pal Link to donate today. Do you shop Amazon? When customers shop on AmazonSmile (smile.amazon.com), the Amazon Foundation will donate 0.5% of the price of the eligible purchase to the charitable organization selected by customers. ALHEF is also registered on Randall’s Good Neighbor Program for Charitable Giving. Add ALHEF to your Randall’s card by going to the Service Desk and designate ALHEF #5318. Your purchase will automatically be recorded for the organization.

Thank you for your continued support. Your generous donations make ALHEF a success. ALHEF thanks you today. Our scholarship recipients will thank you in July!

Just a reminder…..Don’t tug on Superman’s cape!!!

ALHEF Conference Sponsorship

This Year Alice L. Haltom Educational Fund sponsored two ARMA Houston Chapter members to the 2017 ARMA Houston Conference. The recipients of this award were Kathryn Brooks with Latham & Watkins LLP and Sharon Ramsey with Hines. Both women provided essays on why they wanted to attend. The Board of Directors was impressed with their expressed desire to learn, stay current, network, add value to their employers and hopefully have some fun with their attendance. Each will write a short article on their experience which will be published in the ARMAdilla.

Congratulations Kathryn and Sharon. We hope the conference experience met your goals.
Volunteering at the Harris County Archives

By: Sabrina Nicholson, Records and Information Management Services, Ernst & Young LLP

The Harris County Archives is tasked with maintaining the county’s rich history. They care for vital documents such as property, marriage licenses, certificates, birth and death records, court documents, etc.

Several of our ARMA Houston information management family and friends participated in a volunteer opportunity on Saturday morning April 29, 2017. We manually indexed court documentation capturing case numbers and dates to help sort out the history of the county. Most of the documents we reviewed were from the 1930’s. While working, we networked and discussed our work as well as whatever topic came to mind. The best way to bond with our Houston information management family is by working together and we definitely did some bonding. We enjoyed noting how the speech and terms have changed over time, as well as how the documents deteriorated. We also enjoyed noting the word, “affray,” which we don’t hear often today. It means “an instance of fighting in public place that disturbs the peace.”

What happens to a rubber band from 1935?

A Special Thank You for our April 29th Volunteers:
Sarah Jackson (Harris County), Nancy Sparrow (Fort Bend County), Ann Ebrahimii (Houston ISD), Michelle Manukonda (SLPD), Sabrina Nicholson (EY), Donna Vitek (Sabrina’s Mom – Retired), Beverly McMahan, Keith Detamaso, Elena Tanner, Michael Patterson, and D’Anderia Dunham (Murphy Oil Corp).

It is a worthy experience; please let Michelle Manukonda know if you are interested in volunteering in the future. All volunteer efforts take place Saturday morning for four hours twice a year. We highly recommend it, as time flies while chatting with friends.
ARMA Houston Website Quick Tip: How to Change Your User Name

From the Webmaster, Glen Sanderson, CRM

Typically, your username is your membership number which can be difficult to remember. Wouldn’t it be great to be able to change your user name to something that you can remember easily? Well, you can!

On the ARMA Houston website, go to

1. Profile Home, then
2. Manage Profile (You can also go directly to the Manage Profile page from the Home Page.)

3. When you click on the “Edit Bio” option, you will be taken to the screen with all of your personal account information.

4. On Username, click (change). You can then change your login to something memorable.

Don’t Forget to Listen to the Session of the Month at www arma.org

For detailed instructions on how to bring up the sessions, look in the October 2016 ARMAdilla.

May 2017 Session of the Month:
CF14-4017 Which Certifications Are Right For You?

June 2017 Session of the Month:
CF15-4248 Succeeding with Rules-Based Electronic Records Management

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New ARMA Houston Event Setup Form

From the Webmaster, Glen Sanderson, CRM

Do you have an event for the ARMA Houston Chapter that needs to be set up on the website? A new form will help speed up the event creation process.

Click on ARMA Houston Chapter Event to take you directly to the form that provides the website administrator with all of the information needed to have that event setup.

Alternatively, if you are on the ARMA Houston website, you can locate the form under the About Us tab. Click on Administration and Forms to find the ARMA Houston Chapter Event Setup Document in the list.

ARMA Houston Event Setup Information
Please fill out this information prior to an event being setup. This will speed up the process and reduce any rework.

<table>
<thead>
<tr>
<th>Event Setup</th>
<th>Event Name</th>
<th>Enter event name here</th>
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<tbody>
<tr>
<td></td>
<td>Start Date</td>
<td>Enter Start date</td>
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<td></td>
<td>Start Time</td>
<td>Enter Start time</td>
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<td>End Date</td>
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<td>End Time</td>
<td>The &quot;Event End Time&quot; is used for the purpose of generating an iCal file. Calendar applications (such as the calendar inside Microsoft Outlook) will use the event end time inside an iCal file to calculate the duration of an event.</td>
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<td>Event Date for Display</td>
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<td>Event Basics</td>
<td>Contact Name</td>
<td>Enter the contact person's name</td>
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<td>Contact Phone</td>
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<td>Location Name</td>
<td>Location and address is needed so that a google map is created</td>
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<td>Event Description</td>
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<td>Event Description (Long)</td>
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<tr>
<td>Registration</td>
<td>Enable online registration?</td>
<td>Yes ☐ No ☐</td>
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<td></td>
<td>Allow registrants to RSVP</td>
<td>Yes ☐ No ☐</td>
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<td></td>
<td>Make registrants/RSPV list visible</td>
<td>Yes ☐ No ☐</td>
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<td>Must register by date?</td>
<td>Enter the cutoff date</td>
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<td></td>
<td>Maximum number of registrants allowed to register</td>
<td>If there is a limit to the number of people that can register? If so provide that number</td>
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<td>Tickets</td>
<td>Please provide Ticket prices</td>
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<td>Members</td>
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<td>Non Members</td>
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<td></td>
<td>Any special discounts</td>
<td>Example is an Early Bird discount</td>
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<td>If an early bird discount please provide date for stopping the early bird discount</td>
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<tr>
<td>Pictures (JPEG or PNG format)</td>
<td>The optimal size for the images is 585 pixels wide by 290 pixels high. It is recommended that you crop and/or resize your images to 585x290 before providing them.</td>
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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.

As 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 and click Membership.

Round 'Em Up!

March Workshop Recap

Case Study: "From Paper to Electronic - How One Company Did it Using Only Internal Resources"

Presented by: Courtney Stone, CRM, IGP
Records and Retention Manager, AMOCO Federal Credit Union

By: Sharon Ramsey, Records Specialist, Hines

The Good, the Bad, and the Ugly...that's what Courtney told us about AMOCO FCU's conversion to electronic records. Sudden branch expansions and environmental factors prompted them to turn toward digitizing their records. In 2005 with the addition of six branches, a centralized location for records was just not working anymore. Also, the records center, located at the original branch, was in an area prone to hurricanes, floods, and catastrophes from oil, gas, and chemical plants. This combination did not bode well for paper.

With only a small budget to work with and no additional staff, Courtney began the process to remove the paper. Everyone had a part to play in the new, digital world. Each branch was now responsible to scan their current and historical documents to folders where the system would grab those items and bring them into the repository. At the same time, AMOCO FCU also implemented a digital signature system. This was an education process because some people still wanted to sign paper or didn't trust that the systems would work.

Courtney highlighted four main lessons learned that hopefully will help others when they embark on a similar project.

1. DO NOT do this without a RIM expert who understands what needs to be done and how to make a project plan to accomplish the goal.

2. No budget, scope, or project plan made the tasks difficult. A retention schedule must be determined so that records can be stored or disposed according to a plan. Early in the process, some permanent records were destroyed when one mandate from upper management said “shred everything.” Not a good strategy unless you have reviewed the files and determined if they can be destroyed.

3. Many hands made for really bad work. With so many people scanning, some employees were not conscientious about the quality of their scanning and documents would be scanned wrong or unreadable.

4. Audit, audit, and audit. You cannot over-audit. Quality Control indexing is very important to prevent errors. If you don't have Optical Character Recognition (OCR) built into your records system, digital filing can be harder than paper filing. System access should be restricted to certain employees.

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ASK A CRM

By: Judy Vasek Sitton, CRM

Q. What are biometric identifiers and why are they important to information governance?

A. Biometric identifiers are measurable characteristics—either physiological or behavioral—used to distinctively label and describe individuals for identification purposes. The identifiers impact information governance professionals in two ways: for access control and authentication and because of records sensitivity.

Access Control and Authentication

Biometric authentication is used to accurately identify people. That impacts access control to physical or electronic record systems and also provides authentication for records throughout their lifecycle. Since the identifiers are unique to individuals, they are purported to be more reliable in verifying identity than token and knowledge based methods.

Record Sensitivity

The capture of biometrics creates records that contain specific, personally identifiable information. The systems that capture, manage, and store biometric information are subject to evolving regulation that concerns itself with privacy protection, retention times, and ultimate use and disposal of the information. A 2016 article titled “Developing Laws Address Flourishing Commercial Use of Biometric Information” published in Business Law Today by the American Bar Association provides a good overview of the regulations, including those in the Texas Business Code, that address this issue:

https://www.americanbar.org/publications/blt/2016/05/08_claypoole.html

You may also want to review NIST Special Publication 800-76, “Biometric Data Specification for Personal Identity Verification,” which contains specifics for acquiring, formatting, and storing fingerprint images; templates for collecting and formatting facial images; and specifications for biometric devices used to collect and read fingerprint images.

Types of Biometrics Used for Personal Identification

The types of biometrics being used and collected for personal identification are varied and now include multimodal biometrics. Not all of the following biometrics is applicable today for records authentication but this list will give you a good idea of the types of information being collected.

Chemical Biometrics

- DNA matching

Continued on next page
Vascular Biometrics
- Vein recognition -- vascular patterns of an individual's palm/finger/back of the hand used as personal identification data
- Eye vein recognition
- Finger vein authentication

Some patient identification systems link the biometric palm vein pattern of the patient to their medical record in registration or EMR systems to stop duplicate medical records and prevent medical identity theft and fraud.

Visual Biometrics
- Ear shape identification
- Eye—Iris recognition
- Eye—Retina recognition
- Eye—Vein recognition
- Face Recognition
- Fingerprint recognition

Systems collecting these biometrics claim to operate effectively in complete darkness or brightly lit rooms. Some applications include: TV ratings, online student testing, sleep deprived driver detection, online banking, online gaming and cellphone e-commerce.

Behavioral Biometrics
- Walking style or gait identification
- Typing / keystroke recognition—using how a person types for establishing identification

Auditory Biometrics
- Speaker Voice Verification/Authentication—verifying a speaker’s voice against a template
- Speaker Voice Identification—determining an unknown speaker’s identity by comparing against multiple templates

Note: There is a difference between speaker/voice recognition—recognizing who is speaking—and speech recognition—recognizing what is being said.

Olfactory Biometrics
- Identifying a person by odor or scent

I’m not certain that I want to know how these records are stored, but the scent is captured via an e-nose.

Visual/Spatial Biometrics
- Finger geometry recognition
- Hand geometry recognition
- Footprint geometry recognition

Visual/Behavioral Biometrics
- Signature recognition

If you are not aware of how biometrics is currently being used in your business, find out. Now is the time to become familiar with what is being collected and the laws that govern how biometric information is captured, managed, shared, stored or destroyed.

ARMA International Membership Campaign
Do you know somebody who should be an ARMA member?

When you successfully encourage a colleague to become an ARMA International member, you will not only pass along the benefits of membership to that person, your efforts will be rewarded with a $50 (U.S.) Amazon gift card.

Click Here for referral card
ARMA Houston Chapter Awards

By: Julie Prochnow, Immediate Past President

Each year the ARMA Houston Chapter recognizes members who volunteer and really make a difference. We appreciate all our members and volunteers, but some stand out above the rest for their service. This year the following members were recognized for the special award categories:

- **Chapter Member of the Year:** Glen Sanderson, CRM
- **New Member of the Year:** Joe Garcia
- **Spirit of Education Award:** Shirley Birch
- **Award of Excellence:** Sharon Ramsey
- **President’s Award:** Julie Prochnow, ERMM
- **Ambassador Award:** Todd Brown
- **Award for Distinguished Service:** Paul R. Scott, CA, CRM
- **Mavis Eppes Award:** Harris County Archives

On behalf of the Harris County Archives, I would like to thank ARMA Houston for the 2016-2017 Mavis Eppes Award. The support from ARMA Houston both in the past and the present has been critical for the archives in its ability to fulfill its mission. It is a relationship we deeply value.

Sarah Canby Jackson, CA
Harris County Archivist

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We would also like to recognize our Committee Managers and Committee Members who spend many hours on chapter administration, program preparation and events for our members.

**Committee Managers:**
Alisha Pryor
Beverly Harris
Brenda Clements
Carlos Larios
D’Anderia Dunham, CRM
Ellie Maier, CRM, CBCP
Frank Lerma
Gayle Page
Geoff Marolda
Glen Sanderson, CRM
Jennifer Bolden
Joe Garcia
Judy Vasek Sitton, CRM
Julie Prochnow, ERMm
Kanada Hardy
Kimberly Norwood
Michelle Manukonda, CRA
Nancy Sparrow
Pam Miller
Sharon Ramsey
Skip Cain

**Committee Members:**
Aja Vickers
Alisha Pryor
Beverly McMahan
Brenda Clements
Charlotte Collins
Ciro Flores
D’Anderia Dunham, CRM
Elena Tanner, CRA
Glendora Armstrong
Jennifer Bolden
Jim Dixon
Joe Garcia
Judy Vasek Sitton, CRM
Julie Prochnow, ERMm
Kris Hlozek
LaShonda Couvson
Maria Torres
Mica Hanchy
Nancy Sparrow
Sabrina Nicholson
Sarah Emes, CRM, IGP
Sheryl Polk
Shirley Birch
Stacy Faught
Tad Howington, CRM, FAI
Teresa Matlock
Yul Hollingsworth

Thank you very much for your hard work and dedication to the ARMA Houston Chapter!
Congratulations to
the Newest Certified Records Managers (CRMs)

Janet Foster-Penn  TX  Bryan Quinn  IN
Jami Guthrie       SD  Larry Reitz   MD
Jeremy Haia        GA  Marshall Rinek MN
Rolland Hogue      FL  Ruben Vargas AZ
Lacey Imbert       TX  Kevin Vagen  MA
Olaf Krop          CA  Josiah Wilkinson OH
Nathaneal Pauley  IL  Natalie Windle WA

And
the Newest Certified Records Analysts (CRAs)

Christopher Austin MN  Leroy Jack III GA
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Lauren Heller      NY  Emily Speight Canada
Kyle Hjelmstad     MN  Douglas Stewart CA
Debra Hoffman      OH  Jessica Tanner OK
Tracy Jones        TX  Yvonne Wathen KY

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Member Spotlight

25 things (you may not know) about

James Hoyt

1. I was born and raised in Houston, Texas.
2. I am an Eagle Scout in the Boy Scouts.
3. Matthew McConaughey and I have the same birth-
day (November 4th).
4. In high school, my friends and I had a rock band that
played in our school talent show.
5. We spent many hot summer days playing music in
my parent’s garage.
6. I play guitar, piano, and the trumpet.
7. I started playing the trumpet in middle school band.
8. I also did marching band in high school.
9. I’m currently attending the University of Houston for a
Bachelor’s degree in Computer Information Systems.
10. I am on pace to graduate Spring 2018.
11. I cracked my heel once; it was quite painful.
12. I have visited 11 states including Texas – Alabama,
Arizona, California, Colorado, Florida, Louisiana,
New Mexico, Nevada, and Utah.
13. My girlfriend and I went to New Mexico over Spring
Break this year and we went skiing. I fell several
times and scraped up my hands.
14. I would like to visit all 50 states at some point.
15. I would also really like to travel the world; I have only
visited Mexico.
16. I was recently transferred over to IT as an Application
Analyst.
17. It is exciting to get to work on the other side of the
help desk tickets and to see the IT from the inside.
18. My friends and I have gone to Austin City Limits the
past two years and are planning to go again this
year.
19. My favorite sport is basketball.
20. Although, I do love to watch the Texans as well.
21. I volunteer at the Houston Food Bank when I get the
chance.
22. My favorite food is definitely burgers, but I also really
like pizza and Tex-Mex.
23. I am a natural night owl that sometimes hates having
to wake up early every morning.
24. My favorite holiday is Thanksgiving, for the food.
25. I built my own PC and am planning on building
another.
Crossword Puzzle Fun: Duty to Comply

Answers can be found here

Across
1. A corporation's duty is to comply with the _________.
4. The Code of Conduct is your _________.
7. Steer conversations with others away from records and toward _________.
9. An additional duty that managers have with others.
10. A duty an employee has when they see a deviation from policy or procedure.
11. One of the fiduciary duties of a director to avoid conflicts.
13. What did Christian encourage us to change in order to understand why people aren't complying?

Down
2. Another word for someone’s personal freedom to do what they want.
3. A person who holds a legal or ethical relationship of trust.
5. A Code of Conduct exists to reduce _________.
6. Another word for governance.
8. Who is responsible for Information Governance?
12. The legal word for negligence.

Christian Liipfert, Counsel at Scharf Banks Marmor LLC
Christian brings over 35 years of legal expertise with a focus on information governance, including strategy, policy and procedures, corporate duties, records management, e-discovery preparedness, defensible deletion, privacy, security, and knowledge management. In addition, Christian has extensive experience in the areas of corporate compliance, crisis management, and emergency response. Christian has a blog (currently titled infogovnuggets.com) and a Twitter feed under CLiipfert where he picks a news story or two (or four) each day that describes an aspect of information governance or information management. Christian taught for MBAs on Information Governance and Information Management at Rice University’s Jones Graduate School of Business in 2014 and 2015. He is a JD, Summa Cum Laude, Law graduate from the Washington College of Law at American University.

If you attended the May Luncheon, you'll enjoy this puzzle featuring ideas from Christian Liipfert’s delightful presentation.
Calendar of Upcoming Events:

6/28/17   ARMA Houston Workshop  10:00 am - 11:00 am, Hess Club  
Presenter: Adele Carboni, CRM, PMP  
Topic: What is your Records Management ROI?

ARMA Houston Luncheon  11:30 am - 1:00 pm, Hess Club  
Presenter: Doug Allen, Strategic Account Executive at Tyler Technologies  
Topic: Installation of Officers and RIM Presentation Speaker

7/6-8/17   Southeast and Southwest Regions Leadership Conference  
DoubleTree New Orleans, 300 Canal Street  New Orleans, LA  70130

The ARMAdilla is the official newsletter of the Houston Chapter of ARMA International.

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

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