ARMA International “Roadshow” Education Event

Coming March 4 & 5!

The GLA Board is a pilot Chapter for ARMA International to host a Roadshow Educational SharePoint event here in March! Details of educational session can be found on Page 4.

SharePoint® Records Management Certificate: Solutions for EDRMS Success

Bill Benedon Honored at September Meeting

A GLA Chapter member since 1956, Bill Benedon was honored at the September 2012 meeting. See full story on Page 7.

Holiday Party Toy Drive a Success!

The Holiday Party held Maggiano’s at the Grove on December 12, 2012 included a successful toy drive for Toys for Tots! More photos Page 6.
From the President

Welcome to the first newsletter of the 2012-2013 ARMA year!

We’re well into the year and if the chapter meetings we’ve had thus far are any indication of the kind of year we’ll have, we’re off to a great start. Highlights of the first half of the year include a tribute to Bill Benedon, a founding father of the GLA chapter and the first Fellow of ARMA International (FAI), “The State of Change in the Profession” presented by April Dmytrenko of Huron Consulting and Wendy Shade of Iron Mountain, and in the spirit of giving, the annual holiday event resulted in over 70 toy items donated by our membership for Toys for Tots. Not to mention, we raised $200 to benefit the American Red Cross (ARC) Hurricane Sandy Relief, thanks to the generous raffle donation of Sunkist/Fruit Growers and just a few short weeks ago we had our 2 day CRM prep seminar that was free to the GLA membership.

I am excited about the second half of the year. 2013 will bring great educational meetings, workshops, and seminars such as:

- “SharePoint Records Management Certificate” workshop hosted jointly by the GLA chapter and ARMA International in March
- “Preservation of Archival Records in Your Organization” held at the Ronald Reagan Presidential Library and Museum, facilitated by the Central Coast and Bakersfield chapters, in March
- GLA Spring Conference in April

Please check back to the calendar of events, posted on www arma-gla.org for details as they arise.

I am also happy to announce that we have a full board of directors for the first time in many years. Although there aren’t any open board positions at the moment, if you are still interested in volunteering, we also have a volunteer committee. All are welcome to join.

I look forward to seeing you all at our meetings and events. Please do not hesitate to contact me with any questions, comments, and/or feedback.

Sallie Yang
President

Editor’s Corner

This is the first official GLA Newsletter for the 2012-2013 ARMA year. Since I assumed this role a tad late, please accept my apologies for the gap in the issues between the last issue and this one.

I would like to thank Laurie Carpenter for her guidance and thanks in advance to everyone who will be contributing.

I have some thoughts regarding potential new sections. The possible sections include (and some you will find in beta in this issue):

- RIM Book Reviews
- New Members / New Member Spotlight
- Activities in other Chapters
- Spotlight on ARMA International Educational Webinars

To contribute an article or make suggestions about content, please email me at: newsletter@arma-gla.org

Lorrie DeCoursey
GLA Upcoming Events!

February 14—AIIM Collaboration and Content Management at NASA/Jet Propulsion Laboratory

Join the AIIM LA Chapter and learn how collaboration and content management contributed to NASA/JPL’s success of the Curiosity Mission. 10 am—3:30 pm, Hilton Pasadena. Click for more information.

February 20—GLA Chapter Meeting — Marketing Made Simple

San Antonio Winery Speaker: Laurie Carpenter, CRM Lunch Meeting 11am-1pm

Are you looking for ideas to motivate participation and excitement in your RIM program? The good news is that you don’t need to be an expert or have special training to market your program. Anyone can do marketing. This session provides you with some quick, easy, fun, and effective methods for promoting your RIM program. Spark your imagination with ideas to take back to your organization.

Laurie Carpenter, CRM, is the Director, Records & Information Management at The Walt Disney Company. Laurie has more than 20 years of experience in Records and Information Management (RIM) in a range of industries and is a frequent facilitator on marketing RIM, electronic content management systems, and records management basics. She has facilitated at both the local and national level for organizations such as ARMA International, Barnett International, and the Institute for International Research. Laurie has served in many roles for ARMA including Chapter President, webmaster, newsletter editor and education director and has served on several ARMA International Task Forces and Committees. She is the Regent, Certification Maintenance for the ICRM.

Register at: http://arma-gla.org/

March 4 & 5 — ARMA Intl. “Roadshow” Event!
8:30 am to 5:00 pm — SharePoint® Records Management Certificate

March 20—Reagan Library Tour, Reagan Library with Inland Empire & Central Coast Chapter. 10am / Lunch

May 20—Chapter Meeting
Speaker Cheryl Young, Venue -TBD, Lunch 11am-1pm

April 12 — GLA ARMA Conference, 8am – 4pm Breakfast and Lunch. Maggiano’s at The Grove

June 19 -- End of Year Dinner and Auction,
Venue – TBD, 6pm-9pm
“Roadshow” Education Event Coming to GLA!!

SharePoint® Records Management Certificate: Solutions for EDRMS

Coming March 4 & 5 - Hosted by ARMA International!

Learn how to successfully implement large and complex Electronic Document & Recordkeeping Management Systems in this comprehensive and interactive full-day workshop delivered by Bruce Miller, author and world leading expert in electronic recordkeeping. This is a technology-neutral methodology applicable regardless of EDRMS product. Session will provide special highlights on SharePoint.

Work through a detailed 12-Step EDRMS Methodology and receive your copy of an EDRMS Project Modelling Tool to facilitate successful implementation.

Learn how to produce an effective project Roadmap for stakeholders. Discover how to avoid common implementation mistakes and overcome common barriers to user adoption. Learn how to produce a detailed EDRMS Project Plan.

Participants will gain insight into core electronic recordkeeping concepts and principles. This workshop is highly interactive using a hypothetical 1000-person organization as a working model where participants walk through typical project roadblocks and problems that must be overcome.

If you’ve seen ARMA International’s videocast of Bruce’s methodology, this workshop provides the depth you need to launch your successful project.

Learning Objectives:
Upon completion of this workshop, participants will be able to:
- Discover if SharePoint 2010 can meet your recordkeeping requirements
- Learn what DoD 5015.2 certification means to your organization
- Develop a detailed EDRMS roadmap and project implementation plan
- Identify and avoid repeating common EDRMS implementation mistakes
- Overcome limitations of the EDRMS software
- Achieve full user adoption
- Estimate budget and resource requirements
- Meet measurable recordkeeping targets
- Apply best practices for the implementation of electronic recordkeeping solutions

Who Will Benefit:
All EDRMS project stakeholders will benefit from this workshop, including records management professionals, IT managers and specialists, project managers and senior management.

Session Schedule:
Day 1
8:00 AM - 4:00 PM
Day 2
8:00 AM - 12:00 PM

Laptops are welcome but not required. All materials will be provided at the beginning of the workshop on a CD including:
- Presentation materials
- Project management and budgeting tool
- Supplemental documents and recommended reading materials

Topic covered in this session
- EDRMS – Introduction and Overview Essential elements of an EDRMS Project. Key objectives.
- EDRMS Project Implementation Realities: Real-world obstacles and barriers to success.
- Electronic Recordkeeping Fundamentals: What you need to understand about the science of electronic recordkeeping. Key concepts, principles, and measures.
- SharePoint 2010: How to achieve genuine recordkeeping with SharePoint 2010
- The EDRMS Model: Understand the various elements of an EDRMS project as a “machine” and learn its components and how they are interdependent. Understand the different records flows and how to effectively harness them.
- Implementation Fundamentals: Review fundamental principles and tenants common to all EDRMS projects, including common implementation mistakes.
- The 12-step methodology: A comprehensive walk-through of the EDRMS Implementation methodology, covering the three stages of Policy, Procedure, and Technology.
- Roles and Responsibilities: Examine needed changes in the roles of IT and RIM professionals.
- EDRMS Project Management Tool Track: required resources and costs with a project modeling tool, using a hypothetical 1,000-person organization.
Annual GLA ARMA CONFERENCE

WHERE
Maggiano’s Little Italy at the Grove

Educational Sessions
Panel Session
Vendor Exhibits
Networking
Breakfast & Lunch

SAVE THE DATE!!!

DATE
FRIDAY, APRIL 12, 2013

TIME
8:00 am to 4:00

Be a Sponsor?
Contact Rosemary!
Holiday Dinner!
Toys for Tots Drive

Held December 12, 2012 Maggiano’s at the Grove
This is part of a syndicated column I have created for ARMA chapters, including the Greater Los Angeles Chapter of ARMA Newsletter. My column is devoted to answering information governance, records management and related legal questions from Chapter Members. As you read my responses, please note that although I am an attorney specializing in these areas of law, these are only my opinions based on very limited knowledge of the Member’s particular circumstances. My opinions should not be construed as legal advice. Kindly consult with an attorney for more formal advice. This month we received a lot of questions. However, due to the space limitations of this column I saved some of them for my next column in January.

Janie Wait, of the Wyoming Chapter, asked:

**What are the legal ramifications of keeping your records in the Cloud?**

The legal ramifications vary from industry to industry or by geography. For instance, the legal industry has a lot of hurdles to overcome to keep records in the Cloud. There are state bar requirements and ethics requirements that compel due diligence regarding the Cloud provider and commensurate protection of the data. Similarly, global organizations must heed foreign privacy requirements that govern disposition of personally identifiable data. Public Cloud providers may claim ownership of your data, and therefore you could lose control over its disposition. Finally, some industries like the financial sector, or foreign countries, may require that the data reside in a certain location or within the borders of the country. Such requirements need to be examined for your organization before going in the Cloud.

Jennifer Best, of the Metro NYC Chapter, asked:

**Is Information Governance really the new Records Management or is there more to the story?**

Information Governance is the area of specialty of my partner at Rimon, Douglas Park. He had this to say:

“Information Governance is broader than Records and Information Management (RIM). Information Governance differs from RIM for three reasons: the rise of Big Data, the digitization of information, and the storage of information in the cloud. These differences give rise to new issues of security, privacy, compliance, and data usage. In-house counsel and corporate boards increasingly recognize they must understand and address information risks.

The biggest difference, however, is that a properly designed Information Governance program allows organizations to use the three factors mentioned above for business advantage. Examples of such advantage include using information to enhance marketing initiatives, financial forecasts, operations, and strategic plans. Because of the implications for shareholder value, corporate boards should be involved in Information Governance.”

Information Governance is the new moniker used in the technology arena to encompass the entire lifecycle of information that traverses an organization, some of which includes Records. In sum, Wikipedia defines it as:

“an emerging term used to encompass the set of multi-disciplinary structures, policies, procedures, processes and controls implemented to manage information at an enterprise level, supporting an organization's immediate and future regulatory, legal, risk, environmental and operational requirements.”
Linda Buss, of the Mile High Denver Chapter, asked:

I would like to see a discussion about how to manage records that are distributed across an organization in different repositories: SharePoint, shared directories, hard drives, removable storage. What are the legal implications and risks for managing in this manner?

Indeed, Enterprise Content Management Systems (ECM) and SharePoint, for instance, are attempting to address this “distributed data” issue. That said, not every organization can afford an ECM system or the latest technological solution. This means the organization must resort to managing the data with policies and systematic auditing for compliance. The key is for the organization to set realistic policies. For instance, to avoid the sanctions mentioned below, organizations should prioritize a legal hold policy and procedures which should be designed to stop the disposition of any Information (including Records) that may be relevant to pending or anticipated litigation or investigations. (Notice I am capitalizing the word “Information” which could be defined as “records, data, content, and physical artifacts of the Company.”) Beyond legal holds, the organization needs to truly consider the risks associated with allowing removable storage, shared directories, etc. All need to be robustly managed via proper Information Governance principles.

In terms of risks, you need look no further than the recent DuPont v. Kolon Industries (E.D. Va. August 31, 2012) case. In addition to a $919 million verdict and a 20-year product injunction stemming from Kolon’s spoliation of electronically stored information (ESI), Kolon along with certain executives and employees now face criminal charges for their theft of DuPont’s trade secrets. The criminal indictments stem from the findings in the civil litigation – including the finding that Kolon executives and employees spoliated the ESI evidence reflecting the theft of trade secrets.

Jennifer Best, of the Metro NYC Chapter, asked:

Can predictive coding technology be effectively re-tasked to address email management?

As some of our readers may know, Predictive Coding is also known as Computer Assisted Review (CAR), depending on the vendor touting it. It is typically used to identify relevant records and information during the course of the e-discovery process. The basic premise behind it, as I understand it, is that computerized algorithms can be used to sort our relevant data in whatever format (e.g., unstructured data such as emails and WORD files, or structured data such as that in SAP systems), without requiring a pair of human eyes to review every single piece of data. The algorithm runs based on a combination of mathematical probabilities with key documents and key terms fed into the system by a human being at the beginning of the process. The question of how much data to feed it at the outset needs to be agreed upon by the participating parties. The object is for the algorithm to interpret the likelihood that matching documents are responsive. Several Federal judges have already warmed up to the concept, in my opinion out of frustration with the lack of success using the traditional key word search and other human review methodologies. The leading case is Da Silva Moore, et al v. Publicis Groupe & MSL Group, 2012 U.S. Dist. LEXIS 23350 (S.D.N.Y. Feb. 24, 2012), issued by Federal Magistrate Judge Peck. In his written opinion Judge Peck acknowledges that this case "appears to be the first in which a Court has approved of the use of computer-assisted review."
With the above summary of the technology as a backdrop, it is possible to foresee how Predictive Coding or CAR can be re-tasked to address email management (see also my response to the below question). Indeed, the technology is very helpful in sorting out responsive documents or data for e-discovery purposes. In fact, the technology could be applied to regulatory requirements and therefore identify the first cut of possible records. The same could be said for “training” the technology to find other possible non-regulated records based on previous records fed into the system. However, the end user may still need to determine whether the different “hits” constitute the ultimate “record” as opposed to the drafts leading to the record or even distinguishing copies of it (both of which should be considered non-records). To put it another way, the technology could assist in interpreting all the data that could potentially constitute a “record,” but at this stage it may not be able to make the distinction between mere responsive data versus the ultimate record. That said, the same way probabilities could be applied to responsive documents in e-discovery, technology may be able to assist organizations apply probabilities to emails that constitute records, assuming some leeway on the part of the overseeing authorities.

Anonymous, of the Great Northwest Region, asked:

**How are you advising your clients to deal with Dark Data?**

Dark Data is the most recent moniker for all the data sitting in your enterprise systems, which Elizabeth Gaines of SAP describes as follows: “It’s that neglected data that accumulates in log files and archives that nobody knows what to do with. Although it never sees the light of day, no one feels comfortable destroying it because it might prove useful someday.” Downloaded October 30, 2012 from [http://blogs.sap.com/innovation/big-data/what-is-dark-data-020004](http://blogs.sap.com/innovation/big-data/what-is-dark-data-020004). In short, it is legacy data.

In terms of what I advise my clients, I will repeat what I preach on a regular basis: *The Records Retention Schedule is your first line of defense, coupled with your Legal Holds policy and procedure.* My thinking is that the RRS defines what you call a record within the organization, so that all other data or non-records can be disposed of at will. Organizations must apply robust records retention to only the “records,” so that they are free to dispose of all other data within a set time period (say up to 18 months). Naturally, this time frame will vary from organization to organization. Overarching all of this, of course, is the Legal Holds process, so that any data that is relevant to pending or threatened litigation is sequestered to avoid spoliation.

The above should be the go-forward approach. However, for true legacy systems where the organization does not have a clue what may be contained in old backups or other tertiary systems, the answer is not as simple. This could be a good scenario for applying Predictive Coding technology to sort out not only data that could be relevant to pending or threatened litigation, but also to sort out possible records. Depending on how many hits you get from the latter, organizations at least will have an informed approach for determining what should or should not be destroyed. If the amount of data is too overwhelming to determine possible records, then a documented decision to destroy data that exceeds say a long statute of limitations period may do the trick. For instance, Kentucky and Ohio have a 15-year statute of limitations for breach of contract. Perhaps destroying Dark Data that is older than 15 years, and NOT SUBJECT TO A LEGAL HOLD, could be a start. The risk decisions could vary from organization to organization, but the above is where I would start the dialogue towards destruction of Dark Data.
Honoring Bill Benedon

September 2012 Meeting Review

Review By Penny Kaufhold

The October meeting, held at Maria’s Kitchen, downtown Los Angeles, honored a man who has been an integral part of the ARMA community for over 55 years. William Benedon, CRM, FAI, has been a member of the Greater Los Angeles Chapter of ARMA International since 1956! Throughout his career he has received numerous honors, including:

- ARMA International Records Manager of the Year Award,
- Distinguished Service Award,
- The first Fellow of ARMA International (FAI) in 1990.

He is a past president both of our chapter and ARMA International. His areas of expertise include teaching and training RIM, developing RIM program, and designing and engineering records storage facilities.

NEED A VENDOR?

Click to Access the GLA ARMA Vendor Directory:

GLA VENDOR DIRECTORY

Photos: © 2012 L Carpenter & P McAdam
At our October meeting, we had the special treat of hearing from two Fellows of ARMA International, April Dmytrenko, CRM, and Wendy Shade. They shared with us some interesting observations made at the ARMA International conference in Chicago and the fifth annual Fellows Forum. The Fellows Forum is an interactive session at the annual conference, which polls participants in current topics. Here are some poll results to think about:

Even with all of the changes in technology that RIM professionals have to keep up with, compliance is still one of the main issues to contend with; many are still trying to ingrain RIM programs into the daily routines of their organizations.

Is your organization systematically deleting e-records on schedule? Only 15% said yes! 81% said no, and 4% didn’t know.

Do you know the exact physical location of where your data resides in the cloud (where are the servers located; has your data been outsourced to a third party)? 34% said yes, 18% said no, and 48% didn’t know.

Do you or the people you work with hoard information? Do you know why? 64% think they might need it in the future, 15% don’t have time to manage it, 8% feel they are protecting the company by keeping it, and 13% are just too lazy to deal with it!

Those are just some of the interesting things discussed at the October meeting. Make sure you’re at our next meeting so you don’t miss out!

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TRIVIA CHALLENGE

Here is a trivia question to see how much you know about the GLA chapter: There are now 47 Fellows of ARMA International since the first was inducted in 1990. How many of them are from the GLA chapter? Email us your answer! vicepresident@arma-gla.org
Our November meeting topic was Records Management and Downstream eDiscovery, presented by Shannon Smith of Globanet. During the presentation, a passionate discussion began. Here is the scenario:

A certain software product will gather all the information needed for litigation e-discovery from all relevant repositories and keep a copy of that information in a centralized location. Since there is a copy of all the information required for litigation, no hold needs to be placed on the actual records, so they can be destroyed in accordance with the company’s retention policy.

Do you think that this would be acceptable in court?

Do you see any problems that might arise if records were destroyed instead of put on litigation-hold, even if copies of those records were kept?

What is your opinion on this matter? Email your thoughts to us and they might be included in our next newsletter!
Are you Prepared?

January 2013 Meeting Recap

Review By Laurie Carpenter, CRM

Speaker: Jerry Scott, ServiceMaster Recovery

The atmosphere for January’s lunch meeting at the DeBell Golf Course was quite spectacular. The large windows showcased the green grass, blue sky and steep surrounding hillsides. Deer ran across the golf course. Yes, deer, in Burbank. What a backdrop to learn about what can happen when Mother Nature interferes with the business world.

Jerry Scott, Business Development Manager with ServiceMaster Recovery, delivered a presentation about disasters, disaster recovery and the importance of making sure that your company has a disaster committee and disaster plan in case a natural or man-made disaster strikes. If the last few years have proved nothing else, it has proved that disasters can strike anywhere (an earthquake in Manhattan, really??)

What would happen at your organization if there was an earthquake or a flood? Do you know how much time you have to make decisions about your records if there is a fire and the records and equipment are soaked in water and soot? Knowing that answer can mean the difference between being able to recover key records and losing them forever. Is there a committee that’s been preparing and testing for just such an event? Do you have a signed agreement with a recovery vendor in case a disaster strikes in your area? Those companies that have one in place BEFORE the disaster are placed on the top of the list for services.

Jerry’s talk touched on these items and provided encouragement to the group to start preparing your disaster plan sooner rather than later.
Reflections on the 2012
...from GLA Attendees

We polled GLA Chapter members who attended the 2012 Conference in Chicago and got response from both seasoned attendees and some newbies. Here is what the said:

The Fellows Forum
Juanita Skillman listed this as the highlight and the opportunity to be a presenter in that forum was April Dymetrenko’s highlight!

Fun & Networking
Everyone providing input expressed in some form that networking, meeting new people, the ability to chat with speakers, access to service providers, and gathering with former acquaintances!

Education
There were kudos from everyone regarding the sessions, with particular praise for:

⇒ Technology in the Spotlight Session
⇒ That ARMA was focusing its strategic plan entirely on Information Governance
⇒ The Step-By-Step Guide to Records Assessment, with practical tips
⇒ The session called Does Big Data = Big Headaches?
⇒ How to index 400,000 records in 24 hours by Sandra Serkes

Access National Conference Web Seminar Tracks at arma.org
ARMA 2012 Conference Web Seminar Tracks
Members — $349  |  Non-Members — $475

⇒ Case studies - enjoyed presentation by Cisco on their efforts to win Cobalt award.
⇒ John Isaza's presentation - Needs Assessment Case Study: Using the Cloud to Improve Dismal Scores
ARMA Elsewhere...

A Snapshot of Activities in Other Chapters

This section provides a sampling of recent activities in other ARMA Chapters, chosen at random to provide a view of what's going on elsewhere!

Northern New Jersey & Metro NYC Joint Chapter Meeting

Topic: Storm Session - Tales and Lessons Learned from Hurricane Sandy - Business Continuity Planning

Summary: Our panel of business continuity and disaster recovery experts along with members from the ARMA METROPOLITAN NEW YORK CITY and NORTHERN NEW JERSEY Chapters will discuss some of the challenges faced by businesses and households in the tri-state area in preparing for and recovering from the storm. In the first of a two-part series, we will discuss experiences, practical solutions and continuing problems. Additional resources to assist this effort will also be posted on our respective websites. Light Refreshments (Salads, Sandwiches) will be served.

Puget Sound, Washington

Topic: As one of the benefits of being a Puget Sound Chapter member, we are offering free on-demand webinars of different sessions that have been presented at the MER conference in Chicago.

The New Paradigm and Rationale for Cost-justifying Electronic Records Management: Privacy & Information Security Compliance

Companies often pay a heavy price in litigation not due to the merits of the case, but instead because e-discovery transactional costs are magnified by poor data management practices in the ordinary course of business.

Montreal

Where the IM NCR Community Meets.

ARMA NCR FALL IM Days is the place for members of the IM Community to gather, share, and learn from each other.

Dallas, Texas

Topic: “So You're Asked to Start a New Scanning Project - NOW WHAT?” by Margaret Anderson, CRM

Margaret Anderson will discuss how to respond to the question of why you should or should not scan documents and will explain the process for developing a practical plan that can be used to sell the project as well as document success.
CRM Prep Seminars!!!

One Down, Two to Go! Los Angeles & Orange County

It’s a New Year! It’s a great time to unlock new career goals!

Have you thought about becoming a Certified Records Manager (CRM) but aren’t sure what it’s all about? Maybe you’ve already applied to take the exams but have been struggling to prepare for your first exams. Maybe you’ve taken one or more exam but could use a little “boost” in your test-taking strategies. If any of these sound familiar, this seminar is for you!

Review of one . . . By Danna Schacter (held in Los Angeles, January 11 and 12, 2013)

GLA hosted a 2-day Certified Records Management (CRM) preparation seminar January 11-12 at the UCLA Charles E. Young Research Library. The 2-day seminar covered CRM’s Parts 1-5, multiple choice and the Part 6 essay.

This two-day class was taught by CRMs Aimee Felker of UCLA and Paula Johnson of UCSD. We had attendees from far and wide, including Las Vegas and Honolulu! It was a whirlwind of information, and the class went by quickly, but all those in attendance enjoyed it and found it very helpful. We hope to bring it back during the second half of 2013 and make it a regular part of the chapter’s educational offerings. Here is some of the feedback from attendees:

The class was “very helpful in building our expectations” Philip Lechadores, Pricewaterhouse Coopers, LLC

"The class gave me a good sense of what I can expect and what I need to study. I would definitely recommend the class to others!” Robert Baldridge, UCLA Records Management and Information Practices

"The instructors were wonderfully prepared and were so well versed in the material it made the classes extremely fun." Brett Schumacher, Port of Long Beach

"I could have read the handbook myself and fumbled around with information, but hearing the knowledge and experience of the instructors who have taken the exam and both had DIFFERENT experiences in passing, it was very, very

Schedule for Another — Orange County

Has Orange County ARMA a deal for you! Five CRM’s, including Juanita Skillman, the outgoing ICRM President and David McDermott, the incoming President will teach you what you need to know.

Mark for your calendars for Friday, March 15, 2013. Cost $150. Orange County ARMA members will receive a rebate of half at the end of the day. (Orange County ARMA membership is $40 to add it to the International and chapter memberships you may have.)

We will have the facilities of First American Financial Corporation in Santa Ana. Hotel rooms will be available within walking distance.

Come early, stay the weekend, bring your family. There is Disneyland, the beach, Aquarium of the Pacific, museums and other amusement parks.

Check ocarma.org for the announcement and registration information.

Coming Late 2013 — Los Angeles

Stay tuned for a return of the CRM Prep class in Los Angeles in late summer or fall 2013!
ARMA International Elects New Board of Directors

The Election Management Task Force has announced the following results of the 2013-14 Board of Directors election:

**President-Elect:**
- *Fred Pulzello, 54% - (734 votes)
- William LeFevre, 46% - (628 votes)

**Association Director - four positions:**
- *Tera Ladner, 23% - (934 votes)
- *Melissa Dederer, 20% - (802 votes)
- *Todd Chernikoff, 20% - (800 votes)
- *Marc Simpson, 18% - (734 votes)
- Carol Garnham, 18% - (725 votes)

There were 1,362 votes cast for a total participation of 15.41% of the members in good standing eligible to vote. The election was conducted by Votenet Solutions, Inc.

**Why become a member of the Greater Los Angeles ARMA Chapter and ARMA International?**

**EXPERTISE**
- ARMA Bookstore with more than 200 member-discounted RIM resources, including books, software, and videos
- Annual conference and Expo provides dozens of educational sessions
- The Information Management Journal featuring in-depth articles by leading RIM and Knowledge Management experts.

**CONNECTION TO A GLOBAL NETWORK**
- Local chapters to connect you to professionals in your area
- International chapters and members connect you to a global perspective on RIM
- Online member search to provide you with a global connection to your colleagues
- Electronic access to information, tips, and guidance from the ARMA member forum

**PROFESSIONAL DEVELOPMENT**
- Online courses and web seminars
- Career search and resume posting services
- Leadership opportunities at the chapter and international levels

For Information about the GLA Chapter, contact info@gla-arma.org

Join on-line through ARMA International http://www arma.org/join/
GLA ARMA 2012-2013 Board

ELECTED OFFICERS

President: Sallie Yang, Iron Mountain  president@arma-gla.org
Immediate Past President: Marvin Cross, Kirkland & Ellis LLP  pastpresident@arma-gla.org
Vice President: Danna Schacter  vicepresident@arma-gla.org
Treasurer: Martha Maciel, Storetrieve, Inc.  treasurer@arma-gla.org
Recording Secretary: Phoebe Lopez-Walter, Sony Pictures Entertainment  recordingsec@arma-gla.org

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Chapter Administrator
Paulette Dallas  paulette@paulettedallas.com

Volunteer?

Can you Spare an Hour Here or There or Anywhere?

The 2012-13 GLA ARMA is proud to have a full Board, PLUS volunteers.

A lot of work goes into planning regular meetings, education events, the Conference, the web site, membership, vendor sponsorship, and so on and so froth!!!

If you want to be a part of this or the next Board, contact or Board member.

However, if you are willing to help out for little projects (yes, some can take just an hour or less), JOIN THE VOLUNTEER GROUP! If you have a skill you can share, we likely can find a place to use it!

A shout out and thanks to Volunteer Joe Howard from Mitchell Silberberg for his help with this Newsletter!
News and Views

To advertise in our newsletter, contact our Vendor Relations Director, at GLARelations@arma-gla.org.

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