



*Collaboration...people working together to solve the puzzle*

# ARMA International San Antonio Chapter Collaborator

October 2007

## Monthly Meeting and Luncheon

Tuesday, October 16, 2007  
11:00 am - 1:00 pm  
[Embassy Suites](#)  
7750 Briaridge  
San Antonio TX 78230

Program Cost: \$20.00 for Members  
\$25.00 for Guests with Lunch Provided!

Reservations Requested  
Call Linda or Gloria at 210-498-3222

Reservation Deadline  
Friday, October 12 at 12:00 (Noon)



Are you ready to take your organization to the next level? Find out what it takes at [ARMA International's 2007 Conference and Expo](#) in Baltimore, October 7-10. Join your colleagues from around the world in finding new and better ways to manage your organization's information.

Our Program this month is on:

### **Managing Municipal Government E-Records: A Case Study**

The City of Austin, Texas is engaged in implementing an enterprise electronic records management system. Built on the Open Text eDOCS DM/RM platform, the system is now live in the Office of the City Clerk and enforces standardized records management practices, retention requirements, and destruction procedures for municipal electronic records. The system also makes ordinances, City Council documents, and other public electronic records readily accessible to citizens, their elected officials, and City staff via the Internet--a key project objective. In this case study session, we explore the challenges of implementing this system, including the creation of a comprehensive records file plan and taxonomy for governance records. Participants will benefit from 'lessons learned' by the City of Austin as they evaluate the implementation of their own electronic records management programs

### **Our Presenter is:**

Bob Guz, City of Austin

Bob Guz, CDIA is an Analyst with the City of Austin, Texas where he specializes in electronic records management. He is a lead for the implementation of a City-wide electronic records management system and has over 15 years of technical project management and records management program

development experience. Previously, he was a senior project manager with Iron Mountain Consulting Services and a technical project manager for First Consulting Group. He has also worked as an information and records management professional for SEMATECH, Texas Instruments, and NASA."



## **CRM CORNER**

### **[Jenny N. Barker, CRM](#)**

The motto of the ICRM is Experience, Knowledge, and Integrity. This is a very tall order for any professional certifying body to measure and monitor. The ICRM has three major programs that correspond with the motto.

Experience is demonstrated by a candidate in the documentation they submit as part of the Examination Application. In order to qualify to sit for the examination, a potential candidate must demonstrate both education and professional qualifying experience. At a minimum a candidate must have a high school degree. In addition to this, years of professional qualifying experience are required ranging from 2 years of experience if the candidate has a Masters degree upward to 11 years experience if the candidate has a High School Diploma.

Appropriate work experience may have been acquired if a person has:

1. Conducted studies and surveys or developed, designed, and implemented records management systems;
2. Had direct managerial or operational responsibility for programs;
3. Taught in an accredited college/university on a full-time basis courses in records management. Teaching in accredited junior colleges, community colleges, or four-year institutions is acceptable.

The professional qualifying experience must be in three or more of the qualifying categories. These are:

- Management of a Records Management Program
- Records Creation and Use
- Active Records Systems
- Inactive Records Systems
- Records Appraisal, Retention and Disposition
- Records Protection
- Records and Information Management Technology
- Records Management Training, Education, and Awareness

Knowledge is demonstrated by taking and passing the six parts of the ICRM Examination. After completing the exam and becoming a CRM, the requirements of the Certification Maintenance program then apply. Basically this means that a CRM must continue to demonstrate continued

learning and knowledge in the field by participating in 100 hours of qualifying activities during each five year cycle.

Integrity is measured through compliance with the Code of Ethics of the Institute. If a CRM has been found to be in breach of its provisions, then the CRM designation can be removed.

The first step for anyone interested is to visit the ICRM website at [ICRM.org](http://ICRM.org) and reading all the information located behind the "Applying For The CRM" button on the left-hand side of the main menu.

If you are interested in becoming a CRM (Certified Records Manager), please contact me for more information on Study Groups, qualification, exams, changes undertaken by the ICRM, and any other questions you might have. E-mailing me at [BarkerCRM@cs.com](mailto:BarkerCRM@cs.com) is the easiest way to reach me!



**Dress for Success**

Save the Date: Plan on joining Dress for Success San Antonio for our inaugural "My Fair Lady" gala on Tuesday, October 23, 2007. This Hollywood movie-themed event will feature a silent auction, an array of gourmet delights, and entertainment. It will be held in the Red Oak Ballroom at the Norris Conference Centers, Crossroads Mall from 6:00 - 9:00 p.m. Tickets, event sponsorships, and committee volunteer opportunities are available.

Help us celebrate the success of our clients during this fun-filled evening. Discover how the lives of them and their children have been changed because of the unique workforce development programs of Dress for Success San Antonio.

Dress for Success San Antonio advances the socioeconomic status of disadvantaged women and their families by preparing women for the workforce. Through our programs and services, we provide professional attire, and workforce development and life-skills training so that low-income women residing in San Antonio and the surrounding area may eventually establish a solid work history and permanently leave public assistance.

If you have any questions, please contact:

Pamela Taylor, CEO  
Dress for Success San Antonio  
P.O. Box 91036  
San Antonio, Texas 78209  
Phone: (210) 737-1515  
San Antonio Collaborator

Fax: (210) 737-1616

[dressforsuccess.org](http://dressforsuccess.org)

[sanantonio@dressforsuccess](mailto:sanantonio@dressforsuccess)



### [Sr Corporate Records Manager](#)

The Senior Corporate Records Manager will be responsible for the strategic and operational success of a multi-site records management operation, ensuring that each facility adheres to the highest quality standards. You will serve as the records management expert guiding a collaborative team to develop and implement solutions, policies, procedures, and best practices for the enterprise-wide records management program. You will also foster support for the professional development of individuals on the information management team, guiding them through the process for building their competencies. Your team will be responsible for instilling a vision for the company's overall information and records management strategic objectives.

#### Experience

- 7-10 years experience as a team leader and professional with records and information management principles and practices for both paper and electronic records program policies, procedures, best practices and tools
- Excellent verbal and written communication skills. Must be able to communicate effectively at all levels
- Experience developing and delivering presentations and training materials

#### Credentials

BA or BS degree with fully demonstrated business acumen for Information and Records Management. MA or MS degree preferred. Certified Records Manager or Electronic Records Management certification a plus

#### Essential Duties and Responsibilities

- Develop new records management solutions that address end user requirements and apply cost effective and efficient technologies and processes.
- Develop information access strategies for complex environments including electronic content, paper records, archival material, and databases.
- Perform Project Management responsibilities including planning, scope, time and cost monitoring, quality evaluation, risk mitigation, and communication.
- Direct cross-cultural, multi-national program integration in the US and abroad.
- Communicate company policies, procedures, standards, and best practices.
- Manage a communication and training program that keeps employees across the enterprise informed about, and committed to, records management.

- Build an environment in which there is a continuous quest for process improvements as well as the adaptation of new tools and practices.
- Recruit, develop, counsel, evaluate and coordinate records managers and records coordinators across the enterprise.
- Encourage records management staff to be highly responsive to customer/client needs.

Multiple positions located in Houston, Atlanta and Washington D.C. Please submit resumes to Belinda DeLisser at [bdelisser@cadence-group.com](mailto:bdelisser@cadence-group.com).

Belinda DeLisser  
 404-874-0544 x105  
 404-874-0541 fax

<b>ARMA-San Antonio Chapter 2007-2008 Programs Schedule</b>					
<b>Date</b>	<b>ICRM Part #</b>	<b>Presentation</b>	<b>Speaker</b>	<b>Organization</b>	<b>Location</b>
September 18	Part I	Professional Development and RIM	Jesse Wilkins	Access Sciences Corporation	Embassy Suites
October 16	Part III	Managing Municipal Government E-Records: A Case Study	Bob Guz	City of Austin	Embassy Suites
November 20	Part III	Improving Filing Systems	Jed Rogers	Texas State Library	Embassy Suites
<b>December 18</b>		<b>Holiday Luncheon</b>			<b>TBD</b>
January 15	Part I	Implementing a Strategy for Interviewing & Hiring	Steve DiPaola	Valero Energy Corp	Embassy Suites
February		Seminar	TBD		TBD
March 18	Part V	Information Destruction, Industry Trends, and Program Best Practices	Doug Balsley	Iron Mountain	Embassy Suites
April 15		TBD			Embassy Suites
May 20	Part IV	Fast Tracking Records Inventory	Donna Rose	Apache Corp	Embassy Suites
June 17		Awards Ceremony			TBD



**ARMA San Antonio 2007-2008  
Board of Directors**

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This newsletter is a publication of the San Antonio Chapter of the Association of Records Managers and Administrators, Inc.

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Is your office meeting its strategic goals?  
Can you prove it?  
Do you know where your records are?  
Do you know what the Federal Records Act is?

**Sound Records Management is the key!**

**The National Archives and Records Administration – Southwest Region  
Presents:**

October 10, 2007, “Basic Records Operations” in Houston, TX

October 11, 2007, “Vital Records” in Houston, TX

October 30-31, 2007, “Basic Electronic Records Management” in Oklahoma City, OK

November 1-2, 2007, “Advanced Electronic Records Management” in Oklahoma City, OK

November 5-6, 2007, “KA2, Creating and Maintaining Agency Business Information” in Oklahoma City, OK

November 7-8, 2007, “KA4, Records Management Implementation” in Oklahoma City, OK

November 7, 2007, “Records Management for IT” in Houston, TX

November 7, 2007, “Records Management for Program Managers” in Houston, TX

November 8, 2007, “Mission Critical Records Planning and Protection” in Houston, TX

November 14, 2007, “Basic Records Operations” in Houston, TX

December 4-5, 2007, “Basic Electronic Records Management” in San Antonio, TX

December 6, 2007, “Mission Critical Records Planning and Protection” in San Antonio, TX



Visit this address for more information.

<http://nara.learn.com>

Note: Notification of NARA-SW Region Records Management activities will be sent to you periodically. Please forward this information to anyone else that might be interested.