

The Facet



**Diamond
State Chapter**
ARMA International

Educating Delaware's Information and Records Professionals Since 1982

Weaving Integrity into the Fabric of a RIM Program: People, Processes & Technology at CSC

Inside This Issue

Weaving Integrity into the Fabric of a RIM Program: People, Processes & Technology at CSC..... 1

About Our Speaker..... 2

President's Message 2

Board Report - October 2010..... 3

Generally Accepted Recordkeeping Principles®..... 4

Library Corner: GARP®, Principle of Accountability 5

Mark Your Calendar 6

Diamond State Chapter Leadership 2010 - 2011 7

Speaker: Valerie L. Singler

Presentation: Weaving Integrity Into the Fabric of a RIM Program: People, Processes & Technology at CSC

Date: Tuesday, November 16, 2010

Time: 8:00 AM Breakfast Meeting/Seminar

Location: Christiana Hilton
100 Continental Drive
Newark, Delaware

Cost: \$20.00

Reservations: Please RSVP via e-mail by November 11, 2010

To:

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or

At the Diamond State Chapter website at
<http://www.armamar.org/DS/meetingregistrationsdsc.html>

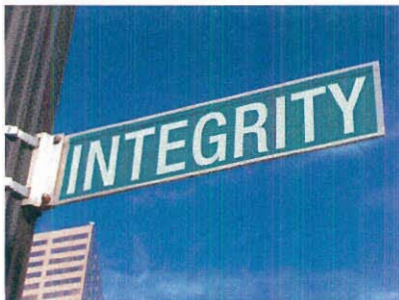
About Our Speaker

Our November session will take a look at an example of how the Principle of Integrity is woven into a RIM program by focusing on three aspects: people, processes and techniques. We'll be taking a look at Computer Sciences Corporation's (CSC) Global Contracts Management Group's RIM program and its workflows, systems and thinking. We'll look at where the program is today, how Contracts handles its electronic and physical records throughout the workflow, the technical side (systems in use – including databases, wikis and internal social networking), how the group is working with CSC's Corporate RIM program to develop its retention schedule, increase our employees' awareness of their RIM responsibilities, and look at the challenges, as well as the future of the program.

Val Singler is the Global Contracts RIM Coordinator Lead for CSC's Managed Services Sector Contracts Management group, and the current President of the ARMA Diamond State Chapter. For the last 10 years, Val has worked with the Contracts Management Group and is responsible for the design and maintenance of the tools (databases, wikis and social networking tools) and contributed to processes currently used by the group. Prior to working at CSC, she assisted with the design of databases and processes at General Motors Powertrain in Toledo, Ohio.

President's Message

Valerie L. Singler



Integrity: 1) firm adherence to a code of especially moral or artistic values (incorruptibility), 2) an unimpaired condition (soundness), 3) the quality or state of being complete or undivided (completeness) (Merriam-Webster, m-w.com)

During his pre-conference at the ARMA International Annual Conference, "Leveraging GARP® to Achieve Organizational Excellence," John Montaña listed Integrity as one of the "tactical" principles that supports the three strategic principles of Accountability, Transparency and Compliance. Like the definition above, Integrity has several levels including the accuracy or soundness of the data contained in a record and the completeness of the record (is all the data included?). The integrity of

data/information/records also depends upon the commitment to "doing it right" of the people responsible for their creation, maintenance, and ultimately disposal.

At our November 16th Breakfast meeting, I'll be talking about the Principle of Integrity and how it is being woven into Computer Sciences Corporation's Global Contracts Management Group's workflows, systems and thinking. We'll be taking a broad look at where we are today, how Contracts handles its electronic and physical records throughout the workflow, the technical side (systems in use – including databases, wikis and internal social networking), how the group is working with CSC's Corporate RIM program to develop its retention schedule, increase our employees' awareness of their RIM responsibilities, and look at the challenges (like most of business these days) we're working to address.

The ARMA International 55th Annual Conference & Expo was held November 7 – 10th in San Francisco. The sessions this year addressed practical ways of introducing, implementing and supporting the GARP® program in organizations - from how to educate staff on GARP® and RIM principles to presenting the benefits of a RIM program to all levels of a company and the costs of not supporting it, to working with IT, risk management and leading the way.

A couple of points that stuck with me were: 1) we're not just RIM professionals, we're salespeople and educators - we need to be able to market our RIM program at every level of the organization and find interesting ways to get out in front of and teach employees – from the newest kid on the block to the oldest hat – about RIM and their role, 2) we need to lead the way by showing the way – it's what we do and how we do it that counts the most, and 3) a Peter Drucker quote that one of the speakers had in his presentation: "Management is doing things right; leadership is doing the right things."

Accountability, transparency and compliance can be had, but not without integrity.

"If humanity does not opt for integrity we are through completely. It is absolutely touch and go.
Each one of us could make the difference."

R. Buckminster Fuller

Board Report – October 2010



Board meeting notes from October 19, 2010

- Welcome to new members Diane Rizzo, Bayshore and Jamie Doughten, Astra Zeneca.
- The treasurer reported that as of September 30 the account balances were \$5,790.00, checking; \$4,134.25, money market fund.
- The Chapter donated a piece of Eldreth Pottery for the ARMA Foundation silent auction at the annual Conference.
- Plans continue for the annual seminar in March. The Chapter may apply to ARMA International for a grant to defray speakers' costs.

Generally Accepted Recordkeeping Principles®

GARP® PRINCIPLE OF INTEGRITY

Lynn Catanese

A recordkeeping program shall be constructed so the records and information generated or managed by or for the organization have a reasonable and suitable guarantee of authenticity and reliability.

Records must be able to demonstrate authenticity and reliability; records must have integrity. An authentic record must prove that it comes from the person, organization, or other legal entity claiming to be its author or authorizing authority. It is necessary to maintain the authenticity of records in all type of media over time.

In order to maintain the integrity of records, records management programs should include the following:

Correctness of and adherence to the policies and procedures of the organization.

Reliability of the information management training and direction given to the employees who interact with all systems.

Reliability of the records created.

An acceptable audit trail.

Reliability of the systems that control the recordkeeping including hardware, network infrastructure, and software.

From <http://www.arma.org/garp/integrity.cfm>

Library Corner: GARP®, Principle of Accountability

Lynn Catanese



GARP®, Principle of Accountability

At the October meeting, Rebecca Brown, DuPont, presented "Defining Accountability for Records and Information Management Policy: One Program's Perspective." Rebecca described how DuPont has incorporated accountability for records management throughout all levels of the company.

The following websites have information about accountability and RIM:

GARP®, Principle of Accountability

<http://www.arma.org/garp/accountability.cfm>

ARMA International's Information Governance Maturity Model

<http://www.arma.org/garp/Garp%20maturity%20Model.pdf>

"Ten Years After, Standards Evolve Slowly," Gordon E.J. Hoke, *Information Management*

<http://content.arma.org/imm/ColumnsWebExclusives/columnwebexclusivetenyyearsafter.aspx>

"America's Recovery and the Business of RIM," Cindy Zuvich and April Dmytrenko, *Information Management*

http://content.arma.org/IMM/JulyAug2009/americas_recovery_and_business_of_rim.aspx

"Government still confused how to manage e-documents and records," Emily Long, *nextgov*

http://www.nextgov.com/nextgov/ng_20100618_8855.php?oref=search

Best Practice Areas – Audit and Accountability, *Iron Mountain*

<http://www.ironmountain.com/crm/audit.asp>

Mark Your Calendar

Unless noted otherwise, meetings are scheduled for breakfast on the third Tuesday of each month at:

*The Christiana Hilton
100 Continental Drive
Newark, Delaware*

November 16, 2010

8:00 a.m. Breakfast Meeting

Speaker and Topic: Valerie L. Singler GARP® Principle of Integrity

December 21, 2010

8:00 a.m. Breakfast Meeting

Speaker and Topic: To Be Determined

January 18, 2011

8:00 a.m. Breakfast Meeting

Speaker and Topic: Maura Dunn, Consultant of Duff & Phelps will discuss the GARP® Principle of Compliance

February 15, 2011

8:00 a.m. Breakfast Meeting

Speaker and Topic: To Be Determined



Diamond State Chapter Leadership 2010 - 2011

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