Meeting: Wednesday, September 10, 2003, 11:30 to 1:30
Location: Courtyard Marriott, 8651 Spectrum Center Blvd.
Reservations - Contact Trey Williams @ (858) 748-1100 x209
On-line RSVP: http://www.sandiegoarma.org/arma_registration.htm
Door Prizes: To be Announced

BUILDING A RECORDS MANAGEMENT PROGRAM

The San Diego Chapter of ARMA International is pleased to announce our inaugural program of the fiscal year. This year's programs will expose us to many aspects of the Records and Information Management profession. Our topics will range from Retention Research to Ethics.

The Chapter is very fortunate to have our very own ARMA San Diego Board Member, Robert C. Zornardo, CRM as our first speaker. Robert is the Records Manager and Deputy City Clerk for the City of Escondido, California. He has over twenty years of experience in the Records Management field from managing paper records through state of the art electronic records systems. His records management experience includes private sector companies and public sector government agencies. Robert is certified by the ICRM as a Certified Records Manager. He is a long time member of ARMA and has presented educational sessions to numerous groups including; large in-house training programs, local chapter meetings, and presentations at the ARMA International Conference.

"Sometimes you have to be a salesman within your own organization!"

Building a Records Management Program is intended for those who wish to learn how to create and market a complete process that manages the information that flows through an office. Many Records Managers have inherited a filing system, which is not adequate. It may be arcane, not incorporating computer technology or not meeting legal requirements. We will dis-

cuss why managing records is important and what legal or regulatory problems await those who fail to plan ahead. The focus will be on building retention schedules, sound filing systems, selecting and building imaging or e-records solutions. Also, very importantly, we will discuss how to tie all these elements together and learn how to internally market a successful records management program.

You will learn how to:
✓ **Inventory existing records**
✓ **Implement a records retention schedule**
✓ **Understand filing systems**
  ✓ **Select a document management solution**

MEETING AGENDA
11:30 - 12:00 Registration and Networking
12:00 - 12:15 Chapter Meeting
12:15 - 1:30 Lunch and Keynote Session
Lunch will feature an Entree, Dessert, Coffee and Iced Tea.
For information regarding vendor exhibit opportunities contact Laura Avilez at
(619) 542-6700 or lavilez@symitar.com

Please register early, as seating is limited.

Watch for Exciting Happenings

President's Message
by Susan Roberts

Because of the expert guidance and leadership of David Taylor last year, I feel more able to fulfill the responsibilities of my job as President of the San Diego chapter of ARMA.

THANK YOU, David, for all you accomplished in one year. Due to your leadership and guidance, the San Diego Chapter Award from the Pacific Leadership Conference said, " For providing RIM professionals with Education, Networking and for accomplishing their outstanding Educational Programs and a 10% membership increase."

The Pacific Region Leadership Conference:

The City County Building in Salt Lake where the Leadership conference was held.

The Pacific Region Leadership Conference held June 25 to 29th gave 4 San Diego Chapter members a "closer look" into the ways and formats of other chapters. The educational and informational classes that were taught by the knowledgeable ARMA-members and staff were very valuable.

Jaunita Skillman, outgoing ARMA International President, was in attendance and her talk on "What is ARMA?" was concise, factual and enjoyable, as usual.

Helen Strek's talk was "Investing in Yourself." Other speakers included Melanie Edens from headquarters, Susan Mc Kinney and Antoinette Mann.

Steve Gray, Pacific Region Coordinator's extensive ARMA-background, organizational skills and knowledge made the entire weekend a great success.

Patsy Bell, VP; Cynthia Lacy, Newsletter; Tracee Hughes, ISG; and I attended and we all came away with ideas, directions and renewed energy for the coming year!

Cynthia, Tracee, Patsy, Grace (from Hawaii) and Susan at the Conference

Seeing how other chapters operate and how they plan was both enlightening and informative. – We all brought back facts to relate to the group.

The ARMA Summer Planning Meeting:

As the new President, I felt the need to have it be my first order of business to discuss the Facts, Mission, Vision of ARMA International……..in this issue I will focus on the 9 ARMA VALUES –
We, at ARMA believe -

 * **That our members come first in everything we do.**
 * **In respecting each other as**

Watch for Exciting Happenings

      equals.
*   **In affording members and**
*   **staff the professional development.**
*   **In actively soliciting and welcoming input from others.**
*   **That individual contributions are both values and recognized.**
*   **In recognizing members and staff as partners on our team.**
*   **In providing the right information to all requests at the right time.**
*   **In doing business with respect, integrity and professionalism.**
*   **In the power of sharing what we know.**

Our ARMA Board of Directors now has 14 members, I am happy to report. A new team, dedicated to bringing the members information, assistance in their professions and solving problems and issues whenever needed.

With the San Diego team dedicated to this, I believe we will experience growth this coming year….with a new interest in the community and willingness to help.

Richard (Programs) has planned exciting, informative for the coming year….Patsy (VP) will "keep us in line"…..Bob (Treasurer) watches our chapter and makes "cents" of it all….Candace (Secretary) will note things….Benay (Education) is the educator of the group ….Tracee (ISG) will find groups this year…..Neva (PR) will "alert the media"….Laura (PR) will talk to people about ads and tables….Cynthia (Newsletter) is news-worthy and web-wise….the Linda-Trey (Membership) combo will find new people….the Hazel and Jen (Hospitality) combo will do the hotel/raffles.

This is our group, I am proud to say, for the 2003-2004 ARMA-year…..the San Diego Chapter Board of Directors – a Great Team.

This coming year I promise New and different events for the chapter. We will have the 4 regular luncheon/seminars and a 1/2 day seminar in February.

WATCH FOR our First Annual Fund-Raiser at the Mira Mesa Soup Plantation, October 9th…..with more information about this in this newsletter.

Later, a special tour and a very special Birthday Event…..(info later)

I am glad to serve as President of the San Diego Chapter to work for the members.

The 2003-2004 ARMA Board of Directors

Records Management is Very Important Today
By Trang Pham

In a few short decades we have moved from an industrial-based society to one based on information. Television, radio, and the Internet have made it possible for us to make instantaneous decisions based on breaking news as it happens around the world.

Unfortunately, the same technology that allows us to make instantaneous decisions also creates new challenges in keeping information current and accessible. In addition, the frequent improvement of computers and high-speed printers and copy machines has made the creation and distribution of information much easier, producing an ever-growing information glut. Without proper management, the same information that gives your company a competitive advantage can also lead it down the path to ruin. Only records management can bring this information under control.

Records management is the methodical and systematic control of business records. It plays an important role in a successful company and provides many benefits

First, records management is a good appraiser of value. It provides a method by which information can be evaluated to insure decisions are made based on the most current records. It also allows records to be evaluated by their future value or liability to the company.

For instance, according to an excellent records management enterprise, Image-X-Enterprises, agencies that rely on sharing information are now looking for new data exchange methods, and methods of record management to increase efficiency. Because of this, Image-X-Enterprises is attempting to provide new and more effective tools to assist in this process. This will allow companies to be better appraisers of value and to make better and more timely decisions.

All of this allows companies to better manage data. This affects their ability to make evaluations and to have access to the data necessary to make good and very timely business decisions.

Second, once the most current or active information is identified, records management becomes a good manager of space. It provides the procedures to move records that are no longer needed for decision-making to less costly storage, thereby creating space for more important information. It also reduces the need to purchase additional equipment – electronic and manual – to store outdated information, thus allowing this space to be used for more productive activities that have a direct effect on the bottom line. This is important for a modern company's productively.

According to Stacy Cowley, a New York based correspondent, in an article about IBM, IBM has agreed to buy electronic record-keeping technology developer Tarian Software. This decision is based on IBM's perception that it needs to do a better job of managing space, moving records that are no longer needed, and creating ample space for more important and timely data.

The acquisition is expected to close by the end of 2003, according to the companies. IBM said it will continue to sell Tarian's products as stand-alone software, as well as in conjunction with its own offerings, but according to Cowley, the real reason for the acquisition is IBM's perceived need to manage space more effectively and to move records that are no longer needed.

Content management software vendor Documentum, in Pleasanton, California, has also announced plans to pick up another Ottawa-based electronic records management technology developer, TrueArc. Once again, this decision is based on the need to better manage space. The merger will provide the procedures to move records that are no longer needed for decision-making to less costly storage, thereby creating space for more important information. It also reduces the need to purchase additional equipment – electronic and manual – to store outdated information, thus allowing this space to be used for more productive activities that have a direct effect on the bottom line.

Very simply, these mergers and acquisitions demonstrate that some forward-thinking companies are making major moves aimed at better managing space for data, and at having quick access to relevant, up-to-date data important for major business decisions. All of this is clearly perceived by these businesses as important to their ultimate future and success.

Third, records management protects your company. It provides a means to establish retention guidelines for each record type, and insures that your company will have a record when necessary. Once a record is no longer needed, records management provides the means to eliminate it.

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In an article about the FBI and its efforts to modernize records management, Patridia Daukantas of the Government Computer News (GCN) staff reports that the FBI has a new awareness of the importance of records management. There is a new and powerful realization at the FBI that it needs to establish clear guidelines for retention of records. It needs quick access to the appropriate data for decision-making, and it needs to more quickly eliminate data that is out of date and unneeded.

Preventing acts of terror takes a different skill set from the bureau's traditional role of catching lawbreakers after the fact, according to FBI terrorism expert William Hooton, assistant director of the FBI's new Records Management Division. Criminal evidence in itself is not an official bureau record, he said, but any analysis of the evidence is a record.

For 90 years the bureau had an efficient paper filing system, mostly because of longtime director J. Edgar Hoover. Special agents used whatever filing approach made them comfortable, such as filing cabinets under their desks.

As long as the agents were solving their cases, bureau officials were reluctant to force any change. More recently, events combined to drive changes, from the post-Sept. 11 need to collaborate with other law enforcement agencies to the last-minute discovery of documents related to the Timothy McVeigh case, which delayed execution of the convicted Oklahoma City bomber for several weeks.

Records management is getting strong support from director Robert S. Mueller III, FBI Director, according to Hooten. The Records Management Division has brought in 1,000 staff members from other divisions and has become the largest division at Washington headquarters. Mueller also has authorized five new positions at the Senior Executive Service level.

According to Wilson P. Dizard III, of the GCN Staff, in order to get a grip on its files, the FBI is busy converting 750,000 documents a day to a common electronic format.

The bureau is scanning its records at a facility dubbed the DocLab. The DocLab uses a dirty optical character reader process, as opposed to a corrected OCR process, to speed up operations. The purpose of scanning the records is to create databases to which the bureau can apply data mining techniques.

The FBI plans to conduct an inventory of its records, and separate them into three groups: records to be destroyed, records that haven't been requested in the last five years but must be kept, and records that have been requested in the last five years. The second group of records will be stored in offline systems, while the records used most recently will be housed in the Records Management Application system that the division is building.

The FBI in the spring consolidated almost 1,000 employees into the Records Management Division, bringing together staffs from 22 organizations to form the largest division at bureau headquarters. The massive records effort came in response to criticism of the FBI's management of evidence. At Senate hearings early this year, the Justice Department's inspector general lambasted the bureau's record-keeping.

Fourth, records management keeps your company in business. According to the National Fire Protection Association, 40% of all companies that lose their records in a disaster close within a year. Records management provides a way to protect a company's most vital records so that if an unfortunate event does occur, your records are protected and available to restore your business interests.

A records management program is essential in today's environment. As information exchange continues its rapid pace, a strong program will provide essential services. It will help your company contain costs, remain competitive, help manage space, and protect your most important asset – your information. In short, a records management program will keep your company in business, especially if an unfortunate event occurs.

As technology advances, the volume of business records and information grows at an exponential rate. As the modern business attempts to balance the advances in technology with the growth of records and information, it becomes apparent that success can only be achieved through strict adherence to a comprehensive records management program.

As discussed above, professional records management is the methodical and systematic control of business

Records Management is Very Important Today
By Trang Pham

information. It is the lifeblood of every organization, and is an essential ingredient for remaining competitive in our information-intensive environment. The benefits to be gained from professional records management are numerous, but can be grouped into three broad categories: cost containment, competitiveness in the market-place, and risk control.

The most obvious benefit of professional records management is cost containment. The creation, manipulation, and storage of information are costly. The expense of computer systems and upgrades, filing equipment, office space, and the escalating time spent by workers preparing, filing, coping, and faxing documents, all contribute to the overall cost of information management. A professional records management program will reduce your computer resource requirements by eliminating inactive and useless information from hard drives and tapes. It will eliminate costly filing equipment and free up office space for more productive activities by systematically moving inactive records to less expensive off-site storage. More important, a professional records management program will reduce the time spent on paperwork and allow your staff to spend more time on activities that contribute to the bottom line of the organization.

By way of example, the U.S. Navy believes that the intranet will help solve the records management problem. The Navy is putting in place a records management solution as part of its Navy-Marine Corps Intranet project, the first agency-wide application of its kind. The Navy believes that improving its records management will have a dramatic impact in terms of reducing cost of managing and utilizing data.

NMCI is the Navy's five-year, $4.1 billion-effort to outsource the technology, maintenance and help desk support for more than 350,000 desktops and 200 networks. EDS won the contract in October 2000. The Navy required EDS to provide a records management application as part of NMCI.

Agencies across the federal government have been grappling with problems posed by managing electronic records for years. Currently the Navy, like many federal agencies, manually copies electronic records, catalogues them, and then stores them in boxes. The Navy's new software automates the process by storing digital documents.

When you don't have an electronic records management system, workers take electronic records and print them out, much the way the Navy did. Then, they save the printed copy. Now, all Navy e-mails will automatically be logged and saved as official records. The system locks documents so they can be viewed but not edited, a feature that protects sensitive documents such as health records, contracts and congressional responses.

This is a fundamental change for the Navy, a change which will assist it in all aspects of record keeping and transfer, and, ultimately, with its strategic mission. The Navy must follow its own records management guidelines as well as those from the National Archives and Records Administration and the Defense Department. Therefore, the improvements in records management will also assist the Navy in complying with Federal laws and guidelines.

The records management system came at no additional costs to the agency, since the Navy required prospective NMCI contractors to include records management software in their bids.

EDS chose Tower Software's TRIM product, a records management tool on a list of products that meets Defense Department procurement requirements. Barth and Turner expect the solution to produce a single Navy-wide repository from which agency knowledge management initiatives can profit. This records repository will be about as good as it gets for mining business information about the agency. The new solution will also help the Navy with Freedom of Information Act requests and managing correspondence. This system is going to allow the Navy to leverage its data repository to do its job quicker and in a paperless fashion.

As mentioned above, remaining competitive in the marketplace is another benefit of professional records management. The future of every company depends on its ability to manage and access its information in a timely manner. By professionally managing your company's records, you can control your information through achievable policies and procedures that define the limits of information creation, maintenance and use. It also improves your access to information by providing standards that assure your company is using the most up-to-date information available to make decisions. By consistently managing your records, and by improving access to the information contained within these records, you keep your company competitive.

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Efficiency and remaining "competitive" also applies to government agencies and their attempt to manage data that is of value to a wide range of constituencies. According to Shane Peterson, a news editor and expert on data management, the Secretary of State of Washington, Sam Reed, recently announced that the state is taking steps to create a Digital Archives Building that will use storage area networks (SANs) to store electronic records from the various branches and levels of state government.

There has been a problem in the state, a problem which is generally found around the country, of actually losing some of the electronic records. There have been e-mails from a previous governor's administration that have disappeared. There have also been Wang disks from another governor's administration that, given current computer software, can no longer be read. The state of Washington currently faces a situation where there is a considerable amount of public policy discussion, and development going on via e-mail, and the state needs to have a setup to be able to capture that for history. Reed feels it's his office's responsibility to keep the records, because they are historical documents, from both the state and the state's local governments.

The irony of losing electronic records at a time when storage is getting cheaper is not lost on the Secretary of State's office, according to Steve Excell, Assistant Secretary of State, and the project leader of the Digital Archives.

According to Excell, had they tried to do this five or six years ago, they would have been doing a lot of customized programming and using a lot of customized equipment. Now, it can be done pretty much with off-the-shelf equipment. If the unit cost of storage keeps dropping, they have some interesting choices ahead.

Excell said the $14 million archive building will contain a scalable SAN that, right now, is capable of storing a pedabyte of records -- or one quadrillion bytes -- and should be able to hit between 10 and 800 terabytes in the future.

The state's customers are state agencies, all three branches of government, as well as local government agencies.

The plan is to start with robotic tape storage that will allow the office to store the data offline. But, as the cost of online storage goes down, the state may consider moving to online storage of the electronic data.

The Digital Archives building is slated to go online in the first quarter of 2004.

In the meantime, the department will be staffing up and working on the procurement of the computer systems and seamless desktop delivery systems so they don't have to turn every state and local government employee into an archivist. They are looking at ways of auto archiving, applying data-mining tools to figure out what to keep, eliminate duplicates and then to create a platform-neutral storage environment so they can retrieve things not only decades from now, but archivists think 100 years from now.

According to Excell, the office will be using what is related to meta data, XML, and various types of wrapper technology, to create an authenticated record that can be pulled back out of storage at any time. They are dealing with the very history of their state and of local governments in the state.

Finally, a professional records management program reduces your company's risk of unfavorable litigation. By scheduling the retention of your records according to Federal, State, Local, and business requirements, you ensure that records are not retained any longer than necessary. Once the mandated retention requirements have expired, professional records management also allows you to manage your records according to the risk they pose to the organization. It facilitates the destruction of records when the risk of maintaining the records is greater than the risk of destroying them. Managing your records in this way keeps your company in compliance with the many laws governing this country, and reduces your risk of detrimental judgments.

A professional records management program is essential in today's environment. It will help your company contain costs, keep your company competitive, and reduce your company's liability risk. All three are es-
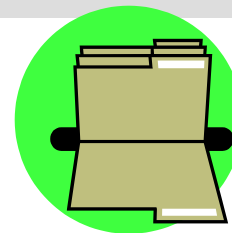
Records Management is Very Important Today
By Trang Pham

sential to continued success in the twenty-first century.

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Navy says intranet will solve records management problem
By Joshua Dean //jdean@govexec.com//

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Shane Peterson, News Editor - Jun 18, 2002 -- OLYMPIA,

Benay with our essay winner, Trang Pham.

Benay with other essay winners: from left to right— Sturart Johnson, Robert Hall, Kathy Blakely, Rick Frey, Benay and Trang.

FYI

Here's the URL to a very important site—the **Chapter Connection** on the ARMA International website!!

To access the Chapter Connection:

Go to *http://***www.arma.org/intranet**
Click on Chapter Connection
You're   **There!**

Check out this URL to find out about ARMA Webinars / Calendar of Events

http://www.arma.org/resources/calendar.cfm

FREE TRAINING CLASSES!!

Centers for Education and Technology (CET), a part of the San Diego Community College District, is offering free training classes in a wide range of topics. Their Business Information Technology courses include offerings in HTML, XML, Java programming, JavaScript, UNIX, Cisco, Oracle, Linux, Visio, A+ Training, TCP/IP, MS Office and many others. These courses are offered at several campuses throughout the city.

Please take a look at their web site,
 http://www.sandiegocet.net/index.php, for class and registration information.

Now Available! HIPAA Privacy Essentials Online Course

The definitive guide to understanding the Health Insurance Portability and Accountability Act (HIPAA), HIPAA Privacy Essentials Online Course from ARMA International and the Privacy Council is your HIPAA privacy primer. HIPAA Privacy Essentials helps you understand how the HIPAA Privacy Rule impacts your organization. Written by the Privacy Council and leading HIPAA privacy experts who were instrumental in working with Congress to write the HIPAA statute, this course focuses specifically on the requirements of the HIPAA Privacy Rule. The principal purpose of this online course is to orient the user to the new HIPAA landscape and familiarize the user with its rules, compliance issues, administrative requirements and more. Upon successful completion of the course, users should understand

- how HIPAA evolved

- how HIPAA fits with other major privacy laws and regulations

- patient's rights and provider's responsibilities under the Privacy Rule

how HIPAA is enforced

With April compliance deadlines just around the corner, the time is now to understand how HIPAA applies to your organization. Special price of $199 for ARMA members gives you access to this first-rate interactive online course, and includes a certificate of completion upon successful completion of the course. For CRMs, this course has been pre-approved for 7.5 education credits!

Register for this and other ARMA online courses at the new ARMA Learning Center. The Learning Center includes courses and seminars in records and information management, computer skills, and special topics such as privacy and HIPAA. Check out the site today at http://learningcenter.arma.org.

Research Retention References - The Easy Way Thursday, August 28 at 1PM Central Time

Overview:
Recent corporate events and legislative changes have spotlighted recordkeeping practices and the back-office functions related to retention workflow. Retention schedules are the pillar of a records management program and a necessary control function in today's business environment.

ARMA International will present a 90-minute web seminar, led by Donna Rose, CRM, that will provide a methodology and research strategy on how to develop a retention schedule using modern techniques. Citation research and examples from the ISG GRIP program will be provided, as well as question and answer period.

Registration:
Cost: $95
Deadline: Registration must be received by **5PM, ET, Wednesday, August 27** Handouts will be e-mailed or faxed to registrants beginning 3 days prior to the event.

Register by phone: **800.651.7916 and ask for "Researching Retention References—The Easy Way."** Be prepared to provide credit card information. Register securely online: Go to http://glyphics.quickconf.com/semonline/ARMA/semsel.asp?mem=0.

Cancellation Policy: Cancellations received via phone prior to August 27th will be refunded the registration fee minus a $25 cancellation fee. Substitutions are encouraged.

MEMBERSHIP

Membership Corner
By Trey Williams

Hi, everybody. This is my second year with our organization   and I'm even more excited this year. Here's what I've experienced so far at ARMA luncheons: interesting people working in separate sections of the business world such as law, pharmaceutical research, computer technology and government, all sharing information. We are increasing and refining our knowledge on the subject of effective records and information management, and we're learning from experienced professionals who have unique positions in business. ARMA is growing, and our growth gives us the resources to present expert lecturers to our members and friends. So bring a friend to our next luncheon, and maybe they'll tell two friends, and so on, and so on…

 See you there,
Trey Williams

HOSPITALITY

Hospitality Board
By Jennifer Ota

A Note from the Hospitality Board:

    Our meeting for September 10th, will be at the Courtyard Marriot, located centrally in the heart of Kearny Mesa where we have experienced wonderful service and success with our speaker presentation and the variety and freshness selections from the menu!

    This next meeting, we'll be having an outside Italian buffet due to the overwhelming response from previous meetings how enjoyable it was to dine outside and enjoy the sunshine. There will be several types of main dishes served, to accommodate any preference of meal choice.
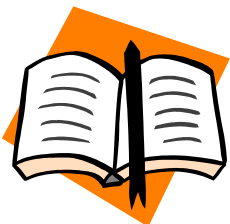
 ARMA also would love to encourage anyone attending the next meeting to bring a raffle prize to represent themselves or their company. As in the past, all profits from the raffle prize drawing will go toward the educational fund for scholarships at the end of the year. Remember also, just for attending you receive a raffle ticket as a head start to win the prize! We look forward to seeing you there!

Education Corner
by Benay Berl

Are you ready to learn more about Records Management?

There are many ways to do so –

* ARMA Meetings - The easiest, and most convenient way, is to attend the San Diego ARMA meetings. We have a great line up of speakers that are ready to educate you.

* RIM Listserv - Consider joining the Records Management Listserve. Here you can post a question, or just "lurk" and learn. To join this free forum send an email message to listserv@lists.ufl.edu; leave the subject line blank; in the body of the message put the words subscribe RECMGMT-L <your name> , replacing <your name> with your real name. Now you will be in daily communication with 1600 records management professionals, around the globe, with similar issues and concerns.

* Take a class If you want to take a more formal approach to learning, the San Diego ARMA chapter sponsors the Records Management Course at Mesa and City Colleges. To learn more about distance education log on to http://www.sdccd.net and follow the prompts to the on-line distance education classes. They are listed under the Computer Business Technology (CBTE) department, Records Management 205. Classes start September 2nd.

* UCLA extension; contact Steve Gilheany at SteveGilheany@WORLDNET.ATT.NET, or Bill Goodin at bgoodin@UNEX.UCLA.EDU.

* ARMA Website The ARMA website if full of educational opportunities. Just log on to www.arma.org and investigate.

 Hope this information gets you going. As always, if you need more information, or just a drop of motivation, please contact me.

ISG
by Tracee Hughs

San Diego ARMA is proud to announce it's first Industry Specific Group—LEGAL!

What is ISG?
ISG stands for Industry Specific Group. Each ISG addresses the needs of a specific industry.

Who is ISG for?
Anyone who is interested in establishing a network of professionals working in similar industries facing similar needs.

Why would you want to participate in an ISG?
An ISG is a group formed to focus on the specific needs of a particular industry (i.e., Legal Services, Government, Utilities, Pharmaceutical, to name a few). The ISG program provides a forum to exchange the information for the benefit of all.

How do you find out more about ISG?
Contact the ISG coordinator, Tracee Hughs, at thughs@rdblaw.com or visit the Education and ISG table at the next ARMA meeting.

When does the ISG—Legal meet?
ISG Legal will meet at 11am on September 10th at the Education / ISG table outside the meeting room.

2003-2004 Meeting Programs
**September 10
November 19
February 12—1/2 Seminar
May 13
June 10 Final Meeting**

September Registration Form

Marriott Courtyard—Kearney Mesa
8651 Spectrum Center Blvd.
San Diego, CA   92123

RSVP to Trey Williams via phone 858-748-1100 x209 or e-mail twilliams@corovan.com
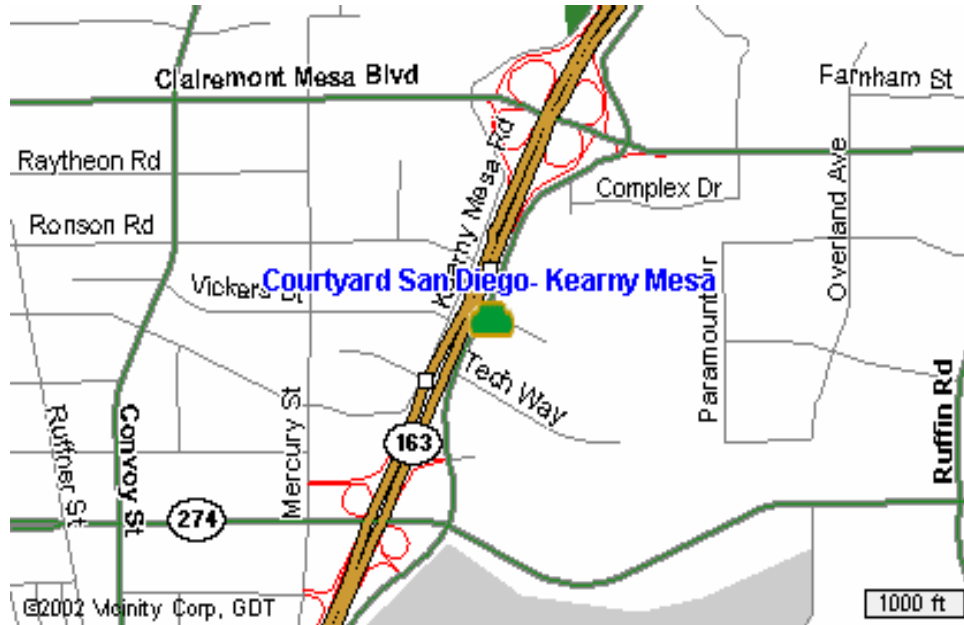
Bring Gently used books for a chance to Win a PRIZE. We are collecting books for READ/San Diego. Books collected will either be resold and the money donated to the program or used for instruction.

To Register: FAX this form to Trey Williams at (858) 679-7341, or **Call** Trey @ 858 748-1100 x209, or **Email** : twilliams@corovan.com **NO LATER than 3:30 p.m., Friday, September 5, 2003.** *Cancellations later than 48 hours prior to the event will be billed to the person registered. If not sending advanced payment, cash or check payment required at registration.*

	Member $25.00	Non-Member $30.00	Vegetarian Yes
Lunch (please circle)			

Name:
_____

Organization:
_____

Phone: _____ **FAX :** _____ **EMAIL :** _____

ARMA Fun-raiser

Join us for our FIRST Fun-raiser at the SOUPLANTATION in MIRA MESA on OCTOBER 8TH!!!

LITTLE LEAGUE BASEBALL • DRAMA CLUB • CHILDREN'S HOSPITAL • COMMUNITY CENTER • SCOUTS

SWIM CLUB • SENIORS ORGANIZATIONS • CONSERVATION GROUPS • CHURCH • SCHOOL BAND • NEIGHBORHOOD RECREATION CENTER • TENNIS CLUB

YOUTH GROUP • MUSIC CLUB • FAMILY SERVICES • SYNAGOGUE • CHEERLEADING SQUAD • GARDEN CLUB • PEEWEE SOCCER • CHESS CLUB • BOWLING TEAM

Family Fun-raiser Night!

Benefiting
Association of Records Managers & Administration (ARMA)

What's The Deal:

Souplantation will donate 20% of sales generated by Association of Records Managers & Administration (ARMA).

What To Do:

Present this flyer between 5:00 pm - 8:00 pm on Thursday, October 9, 2003 and get ready to enjoy a great meal and a great deal!

Where To Do It:

At the Souplantation restaurant only, located at: 8105 Mira Mesa Blvd, Mira Mesa 858-566-1172

Every great deal has a catch. Here's ours:

1. Under no circumstances are flyers to be handed out in the restaurant, parking lot or vicinity. Failure to comply will result in a voided contract. We appreciate your understanding. 2. Coupons or discounts will not be honored in conjunction with any approved Fun-Raisers. 3. Must present this flyer at time of purchase.

Souplantation & Sweet Tomatoes
The Salad Buffet Restaurants.

HOUSE GUIDELINES 1. For the safety of our guests, no horseplay, running or climbing at anytime, please. 2. Please accompany small children when visiting food bars. 3. It is very much appreciated when a supervisory person is present at a table of children.

ARTS ORGANIZATIONS • SCHOLARSHIP FUND • VOLUNTEER GROUPS • JUNIOR BASKETBALL
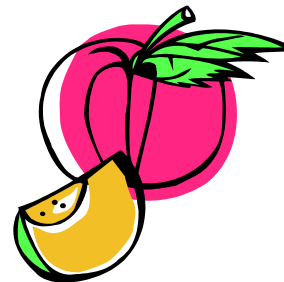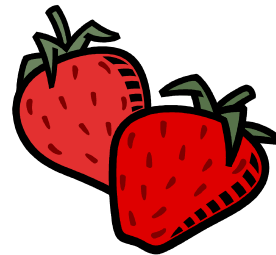
Spotlight

Each month we will spotlight an ARMA member.

This month we feature **Holly Mast** – an ARMA member since 1993.

Born – Woodstock, Illinois
Single/married – married with 2 children – Brian, 26 and Jason, 32
Favorite color – red
Hobbies/interests – loves dogs
Type of car she drives – Ford Thunderbird
Favorite food – anything Mexican
Favorite TV show – Everybody Loves Raymond
Best vacation – Tahoe – skiing
Vacation you would like to forget – Illinois – hot and muggy
Job title/description – Records Manager at the law firm of Baker and McKenzie
How long employed there – 3 yrs as record mgr – 10 years total**.**

Thanks, Holly for being an ARMA member and for allowing us a quick interview ......the next member interview may be you!

San Diego ARMA Chapter—2003/2004 Officers/Directors

Off the Record

Office	Person	Company	Phone	Fax
President	Susan Roberts	Corovan sroberts@corovan.com	858 748-1100 x263	858 679-7341
Vice President	Patsy Bell	City of Santee pbell@ci.santee.ca.us	619 258-4100 x112	619 258-0876
Secretary	Candace Sanchez	Iron Mountain Candace.Sanchez@ironmountain.com	858-554-9933 X262	858-455-7125
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Public Relations	Neva McCord-Ryan	SD Regional Airport Authority nmccordr@san.org	619-400-2605	619-400-2596
Newsletter	Cynthia Lacy	San Diego Data Processing Corp clacy@sddpc.org	858 503-7344	858 503-7380
Education	Benay Berl	Olivenhain Water District bberl@olivenhain.com	760 753-2459 x127	760 753-5640
ISG	Tracee Hughs	Ross, Dixon, Bell thughs@rdblaw.com	619-557-4351	619-231-2561
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Hospitality	Jennifer Ota	Iron Mountain Jennifer.Ota@IronMountain.Com	858 554-1529 x240	858 455-7125
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