



ARMAWAUKEE

Association of Records Managers & Administrators, Inc



President's Column...

As this year comes to a close, the ARMA Milwaukee chapter and its membership have many memories to reflect upon.

Several board members of the 2001-2002 started off the year with the Great Lakes Region Leadership in Lexington, Kentucky. We met with members of other ARMA chapters within the region, and learned more about our leadership roles. It was an enjoyable weekend for sharing ideas and building friendships.

Our first meeting was a joint gathering with members of ARMA Des Plaines River Valley chapter. The topic for the dinner meeting near Gurnee, Illinois, was content management. Since then, our chapter has hosted two additional meetings. In November, an attorney from Northwestern Mutual spoke on financial privacy, and our annual joint meeting with AIIM Wisconsin featured a talk on records security.

In between those meetings, a number of ARMA Milwaukee members attended the annual ARMA International Conference and Exposition in Montreal, Canada. Unfortunately, some members were unable to attend the conference and expo due travel restrictions related to the tragic events of September 11th. During the conference, a member of the ARMA New York City chapter reflected upon the situation for those in attendance, and how ARMA members had offered assistance to those in need.

The conference also provided a happy surprise for our friend and long-time board member Arlyce Vogel, CRM, who is employed at Wisconsin Electric. She was awarded Milwaukee's Chapter of the Year award. Arlyce has been an active member of our chapter for several years. She has previously served as Chapter Treasurer and Programs Chair, and she also mentors CRM candidates. Our chapter is extremely proud of her accomplishments.

Finally, I would like to share some news about with you about two ARMA Milwaukee members who have retired from records management. *Cont on pg 2*

Disclaimer

Contributions or gifts to the Association of Records Management and Administration, Inc. are not deductible as a charitable contribution for U.S. Federal Income Tax purposes.

c.ARMWAUKEE
Dec 2001

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Peg Eusch, Editor

Sharon MacDonald,
 Patricia Hardy, Programs
 Mark LeMahieu,
 President and Shirley
 Derrick, Treasurer.

ARMA MILWAUKEE 2001-2002 BOARD MEMBERS

Mark LeMahieu, President

Waukesha County
Records Management Division
1320 Pewaukee Rd. – Room G10
Waukesha, WI 53132
Work Phone – 262-896-8591
Work e-mail – mlemahieu@waukeshacounty.gov

Jan Hepp, President-Elect

Archer Management Services
1521 W. Edgerton Ave. – Unit G
Milwaukee, WI 53221
Phone – 414-237-7544
e-mail – janhepp@hotmail.com

Patricia Hardy, Programs

Sunstone Financial Group, Inc.
Records Department
803 W. Michigan St. – Suite A
Milwaukee, WI 53233
Phone – 414-221-6941
e-mail – phardy@4sunstone.com

Shirley Derrick, Treasurer

Briggs & Stratton
PO Box 1960
Milwaukee, WI 53201-1960
Phone – 414-259-5654
e-mail – derrick.Shirley@basco.com

Steve Webber, Membership

Northwestern Mutual Life Insurance Co.
Corporate Services E01Q
720 East Wisconsin Ave.
Milwaukee, WI 53202
Phone – 414-299-4060
e-mail – stevenwebber@northwesternmutual.com

John Grant, Secretary

TAB Products
330 E. Michigan St.
Milwaukee, WI 53202
Phone – 414-224-3453 (x26)
e-mail – jgrant@tab.com

Peg Eusch, Newsletter Editor

N84W16155 Donald Court
Menomonee Falls, WI. 53051
Phone – 262-253-1304
e-mail – meusch@sprintmail.com

Sharon Chudy, Past-President

Milwaukee Metropolitan Sewerage District
260 West Seeboth St.
Milwaukee, WI 53204-1446
Phone – 414-225-2208
e-mail – schudy@mmsd.com

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A former Milwaukee chapter president and member of the year, Jeanette Scherer, stepped down from her records management consulting position with Waukesha County. She formerly worked at Kearney & Trecker in West Allis. A retirement party was held in her honor, with several former and present ARMA members in attendance.

Another ARMA Milwaukee member, Pat Allen of Johnson Controls, has also retired from the records management field. She recently contacted fellow ARMA Milwaukee member Dennis Larsen, CRM, to inform him she was retiring from her job and moving to Las Vegas.

I would like to wish both Jeanette and Pat the best in their retirement years, and thank them for being part of ARMA Milwaukee. We hope to see all of our current members during our luncheon/dinner meetings and our spring seminar in the coming months!

Mark LeMahieu
President

***From the ARMA International 46th
Annual Conference and Expo in
Montreal....***



L-r Steve Webber, Amy Coughlin, CRM Mark LeMahieu, Tim Hughes, CRM from Madison)

Treasurer's Report

By Shirley Derrick

Our Treasurer, Shirley Derrick reports that as of November 30, we have \$1,344.73 in the checking account and \$8,836.00 in the money market account.

Chapter Member of the Year

Arlyce Vogel is the Milwaukee Chapters Member of the Year. Arlyce has been a member of ARMA since 1986 and the Milwaukee Chapter since 1997. She has served the Milwaukee Chapter working with the board on the ARMA-Milwaukee Spring Seminar since Sept. 1997. She sent notices to the RM Listserv and kept track of the registration. Then for two years (1999 and 2000) she served as Treasurer. In 2001 she was the Program Chairman. Arlyce obtained her CRM in 1998. Arlyce then graded Part 6 of the exam for two years. She has mentored three CRM candidates. One candidate passed the first time he took the exam and one is currently waiting to see if she's passed. Arlyce works at WEPCO as a Corporate Information Management (CIM) Project Manager. The official title is Information Consultant - Corporate Information Management. Over the past few years Arlyce has also done "review and comments" on many of the technical publications that ARMA, NARA, and DOD, and the DOE have written. Including among them are the DOD5015.2 Standard the RIM Competency Standard, and the ISO 15489. Arlyce was recognized and awarded the Chapter Member of the Year at the November 13th Chapter Meeting.

CONGRATULATIONS ARYCE!!!!

More photos from Montreal..



Left to right: ARMA Milwaukee Chapter members, Mark LeMahieu, Amy Coughlin, CRM, Arlyce Vogel, CRM, Sharon Chudy, Steve Webber is shown following the Awards Event during the ARMA International 46th Annual Conference and Expo held in Montreal, Canada.



Gramm-Leach-Bliley Act Privacy Overview

By Patricia Hardy

At the November 13th chapter meeting Tammy Roo. Asst. General Counsel at Northwestern Mutual presented an overview of the "Gramm-Leach-Bliley Act Privacy". Amy Coughlin, CRM Northwestern Mutual presented "What Northwestern is doing to protect its physical records "?

Privacy has been in the forefront of many discussions throughout the past year. During this summer, most of us received numerous Privacy Statement Policies from businesses and companies we deal with whether we read each one of them or not. Tammy Roo began her presentation with an overview of why these privacy statements filled our mailboxes and why we should have taken the time to read at least some of them. In most instances, the statements were provided to give consumers a sense of confidence that businesses they deal with are being very cautious and protective when it comes to sharing personal information with affiliates. Ms. Roo explained how the 1999 Gramm Leach-Bliley Modernization Act changed the affiliate relationship between banks, insurers and security firms. This change generated many mergers between financial institutions. Regulations that previously prevented certain transactions from being handled by only one financial institution were now gone. The privacy notices were used as a tool to explain to what extent companies will share consumer information. Ms. Roo shared with the group the steps Northwestern Mutual has put in place to insure that their

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Retirement Party..

From left to right, Tim Hughes, CRM, Dennis Larsen, CRM, Jeanette Scherer, Rick Kunstmann, Amy Coughlin, CRM, Mark LeMahieu, Sieg Hagedorn, Russ Hanson.

A retirement party was held at Waukesha County for Jeanette Scherer, a former ARMA Milwaukee President (1984-85) and Chapter Member of the Year (1982). She was an active member of ARMA Milwaukee for many years. She previously was the Records Administrator for Kearney & Trecker in West Allis for 18 years, and she has been with Waukesha County as a Records Management Consultant since 1993.



Cont from pg 4

customer privacy is protected. Ms. Rouu is a member at Northwestern that reviews and audit privacy policies and concerns.

She discussed how important it is to extend your company's privacy policy to include vendors, consultants and contractors that may have some limited access to customer confidential information. She discussed the problems that businesses face when not meeting privacy expectations; loss of revenue, customers, reputation etc. This lead right into Amy Coughlin's presentation on what Northwestern is currently doing to address privacy issues.

Amy Coughlin, CRM talked about the Privacy Committee, she is also a member. The committee runs periodic tests of the security systems, they verify that all employees sign confidentiality statements, confidentiality statements

are also required of onsite consultants, vendors and contractors. These statements are reviewed and signed annually. Access to the facilities requires a key card with photo identification. Access to records requires authorization and is limited depending upon the record content. Amy explained Northwestern's confidential destruction procedures and the safeguard and adherence to privacy it entails. Amy ended the presentation indicating that this is a continuing process. Insuring that consumer information is protected is an ongoing process, policies and procedures require continual monitoring and changes as the need arises. If you missed this presentation, you missed a great educational opportunity. ■

From ARMA....

CareerLink Features Latest Job Opportunities Records and information managers have new career opportunities available at their fingertips via ARMA International's CareerLink.

Located at:

www.arma.org/careerlink, this Web site features job openings specifically for the information management profession. Job candidates can search for opportunities by desired state, region, or position type.

Employers may also post position openings on the Web site. For more details, e-mail

mebert@arma.org.

(From ARMA website Web Posted 09/14/2001)

Research Report Identifies Business Trends

In response to requests from our members, the summary of the market trends report conducted by The Forbes Group on behalf of ARMA is now available in the ARMA Member Resources section at www.arma.org/members, under the category "Research Updates. (Web Posted 09/14/2001)

Visit ARMA at
<http://www.arma.org>

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ARMA Milwaukee Educational Meetings for 2001 - 2002

September 20, 2001 - Joint meeting with Des Plaines River Valley Chapter "Keeping records of Websites and WebPages" Galina Datskovsky, MDY Advanced Technologies, Inc.

October - No Meeting - ARMA International Conference in Montreal, Canada

November 13, 2001 - "Gramm-Leach-Bliley Act Privacy Overview" Tammy Roo, Assistant General Counsel, Northwestern Mutual "What Northwestern is doing to protect its physical records " Amy Coughlin, CRM

December 4, 2001 - ARMA/AIIM Annual Holiday Charity Meeting & Social "Information Security in an Insecure World" Harry Kohal, Northwoods Software Development

January 22, 2002 - Luncheon Meeting - Munters Moisture Control Services

February 19 or 20, 2002 - Luncheon Meeting - Prof. Tom Lipinski on Web& records

March 19 or 20, 2002 - Dinner Meeting March 19 or 20, 2002 - Dinner Meeting - topic and location TBA

April 11, 2002 - Spring Seminar hosted by ARMA Milwaukee and ARMA Des Plaines River Valley

Speaker: Dr. William Saffady

Location: Radisson Hotel in Wauwatosa

May 21 or 22, 2002 - Tour - time and location TBA

June, July & August - No Meetings during summer months

Note: This July, Our Chapter will be hosting the ARMA Great Lakes Region Leadership Conference additional information will be forthcoming as details are worked out.





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Editors Corner...

I would like to introduce myself as the new editor of the ARMAWAUKEE Newsletter. This is my first experience in putting together a newsletter, so bear with me.

I have been a member for the past 2 years. My background is in Health Information Management and I am certified as a Registered Health Information Technician. I have been consulting in Long-term care for the past 10 years. I wanted a change and went back to school to obtain my Masters Degree in Library and Information Science from UW-Milwaukee, taking classes in Records Management with Dennis Larsen, CRM. This past spring I obtained my goal after 4 years and received my MLIS. I am also taking courses from Chippewa Valley Technical College.

On the personal side I live in Menomonee Falls with my husband and 2 children ages 11 and 14 and 2 dogs.

I am looking forward to serving as your newsletter editor. Your comments and suggestions are always welcome.

Peg Eusch, Editor



Writer's Wanted: the Deadline for the Feb/Mar issue is January 23, 2002. If you have articles on industry specific or personal records management stories of interest to all email them to me at meusch@sprintmail.com



L-r: Sharon MacDonald, 2 ARMA members from the Central Illinois Chapter, and Steve Webber.

More Photos from Montreal...



Celebrate the Profession!

Join us for the 47th Annual ARMA Conference and Expo, September 29 - October 2, 2002, at the Ernest N. Morial Convention center in New Orleans, Louisiana.

This world-class conference will prepare you for success in your information and records management career. Stay tuned for more information as it becomes available!



Holiday Charity Meeting By Patricia Hardy

Our Annual ARMA/AIIM Holiday Charity Meeting & Social held December 4, 2001 at the PorterHouse Restaurant was a big success. Attendance was up this year and as in the past we collected donations for Toys for Tots. I'm happy to report that this year ARMA & AIIM members donated \$460.00 and several newly purchased toys. Thanks to all who joined us. Not to be outdone by the fantastic meal and donations, our Speaker for the night Mr. Harry Kohal's was impressive and informative.

The presentation topic: 'Information Security in an Insecure World' was very timely. During a time when many of our companies are looking at our systems and processes to determine where potential security breaches may occur, Mr. Kohal and his employer NorthWoods Software Development assist companies in identifying problem areas and finding solutions.

Mr. Kohal stated that we need to monitor trends, network changes and employee changes to ensure that security is maintained. When you went to that meeting this morning or to lunch this afternoon did you shut down your computer? Is your computer set to shut itself off if not used by you for a designated time period? Could someone have gone to your desk and sent an email or viewed some confidential documentation while you were at lunch? These little precautions that many employees do not take can and often lead to security breaks.

Someone wanting to acquire your company's proprietary information sees a vacant desk with a computer logged in, has access to your company's network. Theft of proprietary procedures and customer contact information are primary targets. If someone gets into your system and acquires this information, your company loses. Lost profits, potential lawsuits and damage to the company's reputation are at risk.

To be proactive, companies need to complete a security assessment. Monitor unusual trends, an employee downloading confidential information that is not normal procedures. Delete all access to the network when employees are terminated. Verify that former employees do not have access to a backdoor into the network. Are former employees or visitors allowed to walk through work areas unaccompanied? A security assessment will help you to determine where your security plans are failing and where to spend the dollars to correct the situation. Just as companies need to assess their policies on privacy, security and protection of proprietary information is a must. If you missed this presentation and would like additional information, you may contact Mr. Kohal emailharry@northwoodsoft.com, Northwoods Software Development. ■



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340 Midland Road
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608-757-1100

Jon Boumstein, Vice President



ARMAwaukeee
Peg Eusch, Editor
ARMA-Milwaukee
N84W16155 Donald Ct.
Menomonee Falls WI. 53051
1-262-253-1304
meusch@sprintmail.com