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The Association for Information Professionals



## June ARMA Milwaukee Chapter Meeting

**Date:** Thursday, June 3, 2010  
**Time:** 3:30 – 5:30 PM  
**Where:** Front Row/ Miller Park, Milwaukee, WI  
**Cost:** \$25.00 Members / \$ 30.00 Non-Members

### Schedule of Events

3:00PM - 3:30PM	Registration and Networking
3:30PM - 4:30PM	Appetizers and Beverages
4:30PM – 5:30PM	Presentation

### **Presentation: “Implementing a RIM Program in a Challenging Environment”**

Assurant, Inc. a global Fortune 500 company consisting of 4 major business segments and numerous product lines needed a “One Assurant” Records and Information Management Program. This presentation will describe the strategic approach taken to:

- Ensure compliance among the 15,000 employees scattered across 100+ locations in the United States and 9 other countries
- Address the challenges of creating a “one size fits all” records retention schedule and its implementation in offices, records centers, enterprise content management repositories and more than 500 record generating/storing systems.

You will leave with tips about:

- Developing the One Assurant RIM Policy and Records Retention Schedule
- Enterprise-wide Communication and Training
- E-Discovery Approach
- Records Implementation Day Events
- Electronic Records Strategy

### About the Speakers

**Amy Coughlin, CRM**  
**Carol Judd**

Amy Coughlin joined Assurant in 2009 as its newly created position of Vice-President – Records and Information Management. In this role, Amy is responsible for creating, implementing and managing the enterprise-wide records and information management program for Assurant, Inc. Prior to joining Assurant, Amy was with Northwestern Mutual for 12 years where she developed and managed the Records Management Program as well as other aspects of its Enterprise Content Management environment. In 1983, at Wisconsin Electric Power (now WE Energies) she joined a team tasked with starting the Records Management Program for the state’s largest utility company. Her responsibilities eventually grew to include directing all the non-technical portions of the Information Resources (IT) Department.

Amy has a BA in Business Administration from the University of Wisconsin – Eau Claire and has been a member of the ARMA-Milwaukee Chapter since 1978. She earned her Certified Records Manager

designation in 1983.

**Carol Judd** has been employed with Assurant Health for thirteen years. She is currently the Manager of Office Services where she is responsible for managing the Incoming Mail, Correspondence Triage and Records Management Departments. Carol has been successful in using her strong organizational and process management skills on various scanning projects, moving processes off shore, and has most recently been involved in working with the RIM project team taking the lead on coordinating the Records Implementation Day Events.

During her tenure with Assurant Health, Carol's accomplishments include establishing production standards, developing department work manuals, and working on many projects bringing new technology to customers so they may enjoy the benefits of working paperless.

Carol has been a member of ARMA for many years and currently serves on the board of ARMA.

**Reservation Deadline: May 28, 2010 by 5:00 p.m.**

**Cancellation Deadline: May 28, 2009**

**Make reservations On-Line at [www.armamilwaukee.org](http://www.armamilwaukee.org)**

**Checks may be mailed to: ARMA Milwaukee, P.O. Box 1233, 53201-1233**

**"No Shows" will be billed**