40 ICRM
Institute of Certified Records Managers
Years Strong

PROFESSIONOTES
INSTITUTE OF CERTIFIED RECORDS MANAGERS   WWW.ICRM.ORG

2016 WINTER

WHAT'S INSIDE....

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FROM THE PRESIDENT....

Your Board is off to a running start with lots of exciting things happening! Over the past several years the ICRM Board of Regents has been working hard to become an organization that is more strategic. Part of that process involved a transition to a smaller organizational structure of eight board members, seven of whom are voting members. This transition was finalized this year with the election of William LeFevre, CRM, as Secretary/Treasurer. Our focus is on the strategic goals of membership growth, diversifying revenue, increasing relevance and modernizing governance and processes.

Here is a review of the functional changes that were made to create this efficient and effective Board structure:

· Reduced size of board to eight members
· Created a Business Manager position
· Created a Marketing Committee
· Created an Analytics Committee
· Created a Strategic Alliance Committee
· Expanded the Professional Development Coordinator to a full committee

Additionally, the Executive Committee

President Brice Sample, CRM

(Chairman of the Board, President, President Elect, Secretary and Treasurer) has been eliminated and replaced with monthly meetings of the entire smaller Board of Regents. An Executive Team comprised of the Chairman of the Board, President and President Elect has been established to share the executive level duties of the Board. Unlike the previous structure that dictated specific duties be performed by a particular role, the Executive Team decides amongst themselves who of the three have the skills, bandwidth, and desire to perform any number of the assigned duties. This gives the team the flexibility and agility it needs to be successful, and to retain as much corporate knowledge as possible given the term limitations of our election process. This year's Executive Team assignments can be found on the ICRM website on the Governance page at /http://www.icrm.org/governance/.

UPCOMING EXAMINATION SCHEDULE

Spring 2016	*Fall 2016*
Registration Open . Feb. 19-April 28	Registration Open: . Aug. 19-Nov. 3
Exam Dates .... May 2-13	Exam Dates .... Nov. 7-18
Summer 2016	*Winter 2017*
Registration Open .. May 20-July 28	Registration Open: .. Nov. 25-Feb. 2
Exam Dates Aug.1-12	Exam Dates .... Feb. 6-17

ICRM LEADERSHIP ROSTER

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MEMBER IN THE SPOTLIGHT:
IRENE GELYK, IGP, CRM

Our member in the spotlight this issue is Irene Gelyk, IGP, CRM from Ontario, Canada. Irene has been a CRM since July 2008.

Her decision to pursue her CRM was based on her desire to validate her hard-earned knowledge and experience. Irene writes, "My husband will tell you that it took me seven long years to complete and submit the application form. It took me less than a year to earn my CRM designation. I sent in the application late August 2007, was accepted within two weeks, wrote Part 1 in October, Parts 2-5 in February and Part 6 in May 2008." Pretty impressive!

While in school she studied Library Science and is a qualified Library Technician having graduated from a two year certificate program in Canada from what is now Ryerson University. In those days it was called Ryerson Polytechnic Institute. She is diligently pursuing her Bachelor's degree.

Irene Gelyk, IGP, CRM

Irene first heard about records management, ". . . way back in the early 80s . . . through a long-time CRM and RIM consultant, Caroline Werle. She was sourcing a library technician for a client. The client also wanted help improving their filing system. I was hooked."

When asked where she first worked as a records manager, Irene writes, "Within a week of returning to Canada after a helping a friend sail their 42 foot sailing yacht from the Bahamas to New Zealand, I contacted Caroline Werle. She told me about an opportunity with a large accounting firm. I was hired and became the National Records Manager for Price Waterhouse. Later that year they merged with Coopers and Lybrand to become PricewaterhouseCoopers (PwC). What a challenge and learning experience. It took me close to seven years to merge the records management programs and implement a national records policy and retention schedule."

The person who has most influence her was, "No doubt about it; Caroline Werle, CRM. She was instrumental in introducing me to records and information management and finding me some of the most interesting companies to work for. Little did I know that when I became a member of her RIM Services, Inc., that she would become a long-time friend and mentor.

"Another person who really made an impact, and I truly believe I would not have passed ICRM exam Part 6 the first time around, is Jason C. Stearns, IGP, CRM. He provided encouragement, sage advice and some laughs, too. I have passed along his advice to all the candidates I have mentored towards their CRM designation. Jason continues to push the boundaries of Records and Information Management and Information Governance."

Irene looked back and reminisced about her early days in records management. She writes, "RIM wasn't really a profession when I started back in the Stone Age. It has evolved from being a job many of us inherited through that catchall line in our job descriptions, "and other duties as assigned". RIM is no longer relegated to the basement and we as RIM professionals now push our focus all the way to the Executive Suite. In Canada, many organizations now looking to fill RIM positions are asking for [candidates who have] the CRM and/or IGP designations. It used to be that CRM was a "nice to have" or was not even a consideration. There are only 95 active CRMs in Canada right now which means that we are a rare and highly sought after professional. On a lighter note (and this one always makes me laugh) I still see the occasional 'must be able to lift a 40 lb. box' in a job description."

When asked about her philosophy, Irene states, "Behind every successful and profitable organization is a dedicated and tenacious Records and Information Management professional."

When not at work Irene has a number of interests. "My loves include my husband and best friend (and my ARMA Groupie), family, traveling, reading, rowing (sweep and sculling), ocean sailing, cooking, and life-long learning."

ICRM VISION

The Institute of Certified Records Managers ® (ICRM) is the certifying body for Records and Information Management (RIM) professionals, recognized and valued by employers and RIM practitioners world-wide.

President ——

While we have reduced the size of our Board we have also increased our volunteer opportunities helping to developing the bench depth needed to carry out our strategic goals. In April 2015, we created a Marketing Committee. Katie Vodal was appointed the Committee Coordinator in order to give that team the autonomy they need to be successful. In August 2015, we added an Analytics Committee with its first charge to assist the Marketing Committee in their work. Two surveys were recently released soliciting information from members as well as applicants and candidates. In January 2016, we finalized a Professional Development Committee lead by Kiersten Ward who has been charged with refreshing the current Exam Preparation Product as well as exploring new ways to provide preparation services to our potential applicants and candidates. The PDC will also be instrumental in the success of our CRM Preparation Seminars held in partnership with leading industry organizations. Also in January 2016, John Krysa was appointed as Chair of the Strategic Alliance Committee charged with extending our partnerships with other information management and information governance organizations.

In the coming year, in addition to our Prep Seminars at the ARMA International Conference (September 25-27), ARMA Canada (June 13-15) and the Nuclear Information & Records Management Association (NIRMA) conference (August 7-10), look for CRM Prep Seminars at the Managing Electronic Records (MERS) Conference in Chicago (May 23-25) and the National Association of Government Archivists and Records Administrators (NAGARA) Conference in Lansing, Michigan (July 13-16).

Meetings & Minutes

The ICRM Board of Regents meet by conference call on a quarterly basis as well in person at the Spring Board Meeting held in Albany, New York and hosted by the Institute's administrative management firm, CHMS. The Fall Board Meeting is held prior to and in conjunction with the annual ARMA Conference. Strategic Planning sessions and the majority of business that requires discernment and voting occurs primarily during the in-person meetings. However, voting does occur as needed throughout the year by electronic means and during the scheduled conference calls. The discernment and consent agenda process is used to facilitate productive and orderly meetings.

The Minutes of the Board of Regents meetings are provided to the members of the Institute. Any member of the ICRM can request to attend a meeting of the Board of Regents.

http://www.icrm.org/governance/meetings-and-minutes/

Conference Calls
· June 15, 2015
· September 15, 2015
· November 10, 2015
· December 15, 2015
· January 12, 2016

Spring and Fall Board Meetings
· May 1-3, 2015 – Albany, NY
· October 3-4, 2015 – Washington, DC

Closing the Loop

By Linda Buss, CRM

It is one of those tasks that slips through the cracks. We all have them. In our office it is updating the warehouse inventory database after paper records have been destroyed. The destruction authorizations have been signed by the record owners, the boxes removed from the warehouse, and the paper has been dumped into the shred bins. The next step is to scan the authorizations into our records management application. Somehow updating the database gets missed. Scanning, fulfilling records requests, training staff, and revising procedures seem to fill our day. Spring break is approaching which will give us time to close the loop.

The records technicians will verify that the database information matches the authorizations in the RMA. The project should take eight hours at the most. It is tedious, monotonous work but we will be confident that the database is current and in compliance with our records program.

What tasks do you have on the back burner? Take the first step by prioritizing then scheduling time to tackle them. Use seasonal slow time to your advantage. Completing that menial task may be the key to finding the information you need when you need it most.

ARMA International Election Results

The ARMA International Election Management Task Force is pleased to report the results of the Board of Directors election which concluded on January 27. There were 1,324 votes cast for a total voter turnout of 17.39%. The newly elected board members will take office July 1.

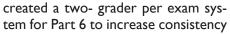The ICRM wishes to congratulate the new ARMA International Board of Directors.

President Elect - Ilona Koti
Treasurer - Michael Haley
Director - Robin Thompson
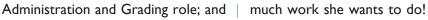
MEET THE NEWEST ICRM OFFICERS & REGENTS

President-Elect: Wendy McLain, CRM

Wendy McLain, CRM is a committed ICRM volunteer as demonstrated by her service as Regent, Exam Administration and Grading; Regent, Legislation and Appeals; Exam Development Committee Member, Grader, Prep product speaker. In prior Regent roles, Wendy refined the Appeals process, implemented and streamlined the combined Administration and Grading role; and created a two- grader per exam system for Part 6 to increase consistency and speed in returning scores to candidates. Wendy is also working to build strategic partnerships and extending the ICRM presence to academics and other areas. She is excited to be ICRM President-Elect because there is still so much work she wants to do!

Secretary-Treasurer: William LeFevre, CA, CRM

William LeFevre is the Senior Archivist at Wayne State University in Detroit, Michigan. William has been active in the archive and RIM communities since 1990, and has served continuously on the boards of the ICRM, the ARMA Educational Foundation and ARMA international since 2005. The ICRM board was the first national board he served on and he is excited to be back.

William writes that "I'm motivated to serve the ICRM and our membership because I believe deeply in certification as a way to move the profession forward and because I have invested so heavily in my own certification and recertifications."

On a personal level, William tells us that "I'm the proud dad of a 14 year old teenager and an avid kayaker."

Regent, Administration & Grading: Laurie Carpenter, CRM, IGP

I have been a CRM since 2000. Over the years I have served as both a grader and mentor for CRM candidates. In 2012, I joined the ICRM board as Regent, Certification Maintenance. During my time in that role, we streamlined the Certification Maintenance Points process, implemented automatic approval for events that were two hours or less, and developed a series of communications to our members regarding their certification cycles. Similarly, there have been many improvements made to the exam administration and grading process over the last few years that enabled these roles to be combined into one regent role. We have seen an increase in the number of people passing Part 6 of the exam. This is due in part to changing the exam format to be two 50 point exams rather than one 60 point exam and one 40 point exam, and also due to the implementation of a dual grading technique where each part 6 exam is now graded twice. Exam turnaround time has been decreased through this dual grading process, allowing for quicker notification to CRMs of their part 6 results.

There are still opportunities to continue to automate and improve these processes and my previous experience on the board made Regent, Exam Administration and Grading a good fit for me. I am looking forward to providing improved communications and processes to both CRM candidates and exam graders.

Regent, Legislation & Appeals: Paula Sutton, CRM, IGP

I have been in the records and information management profession for over 20 years (oh my, has it really been that long?!) My experience ranges from federal, state and local governments.

Since 2002 I have served in different capacities in local ARMA organizations, and was the recipient of the Chapter Member the Chapter Member of the Year in 2002 & 2008 and Chapter Leader of the Year in 2010, 2013, and 2014.

I was in the first group of candidates to receive the IGP designation in 2013. It was the next stepping stone in my professional development.

These experiences along with many other board activities and professional experiences uniquely qualify me for the role of Legislation and Appeals Regent. My goals during my term are to further the organization by utilizing my knowledge of legislative actions, organization and appeals mediation in a fair and efficient manner. In effect, move towards modernizing some of the fundamental business processes in relation to my role as Legislative and Appeals Regent. I look forward to making the CRM process more relevant and user-friendly with the goal of promoting our organization.

Midwest/Rocky Mountain Leadership Conference – Mark Graves, Trevor Mitchell, Brian Stark, Carol Ann Hartnagel, Paula Sutton, Bill Bradford

DIARY OF A RECORDS MANAGER: MAKING CHANGE STICK IN A DYNAMIC WORLD

By Ellie Maier, CRM, CBCP

Chapter 1

I love sharing knowledge, presenting and mentoring professionals in the Information Governance (IG)/Records & Information Management (RIM) field and want to share some perspectives from 26 years in the field as both a consultant and practitioner on the **ultimate challenge** of getting our programs and processes to be adopted and used by folks.

It turns out you need to be more than just an expert in the field but in many ways you have to learn how to become a counselor, partner, technician, and collaborator. Dictating a bunch of policies and procedures without really knowing how they work in practice, or trying them on yourself to see how they work, can have poor adoption rates, so it is very important to pay attention to not only the quality of deliverables for an organization but also how you plan to implement them in a live environment with people who are busy and have many other work priorities rather than implementing corporate policies and procedures that look like a lot of extra work for them.

That is what this story is about. So settle in with a nice cup of tea, a cookie, and a protein snack and here we go.

Why fix it when it is not broken?

Why change a village to do new things when things work just fine the way they have always been done? That is the question of many when we approach them with helping them to find better ways to manage their information. While managing information has so many benefits that we know and see, we sometimes lose sight of the simple things for figuring out how we can build those "What's in it for me" insights before we head off into left field and lose them all together. We pontificate on risk and cost avoidance, discovery nightmares, cybercrime and searches that go at the speed of molasses, but to me, folks go to sleep for most of these diatribes that are skewed from a negative point of view. Being one to enjoy dwelling in the positive rather than the negative, I don't see how horror stories make things work although changes are usually quick to be made once an organization has become a poster child of some type of recordkeeping disaster. And, yes, despite all the standards, technology, consultants, and benchmarked methods that you can find out there, each solution will be a different fit for every organization. It is your mission to find what that is and create your own "Secret Sauce" that is not only good for your organization, but should taste good to those having to eat it and have them coming back for seconds, even if they have had enough.

Every organization is unique with their own set of rules (formal and informal), culture, structure, and personality, not only of the organization itself, but of the employees themselves. Using the old compliance stick of "if you don't do X, then Y will happen" will build more animosity and fear and probably will not build your network of "Family & Friends". When you focus on using the emotionally intelligent carrot approach that engages folks to think about "Let's see how they can help us to solve some problems and build a more productive work environment" that will help you to build the necessary network to make change stick. It will also help you feel like a "fellow collaborator" rather than an "agent of change" who has to push policies and procedures through the process.

While technology is handy to help you build technical solutions, remember that this process is still more about "building relationships with people" to foster a positive work environment which enriches not only those who you work for, but also your own sense in knowing that the deliverables of your program truly work in practice.

Before you get started

How prepared are you to meet the challenge of implementing an IG/RIM program for an organization? Do your research and make sure you have some of the cornerstones in place before heading out to build the relationships with folks to make change happen. This does not mean not talking to folks while you are creating the Arc, but stay focused on having something in your back pocket to show to demonstrate what you are talking about. While there are plenty of publications, books and standards out there which you should be familiar with and can help you, start by asking yourself these basic questions first:

1. How is your management team feeling about what the program is trying to do? How well do you know their objectives for thinking what the program should be for them and their teams?

2. What about the everyday employee? Do you have a gauge on what could make their life better (and no, I don't mean winning the lottery here)?

3. Do you have a strategy in place for your program?

4. What about a "Vision", "Mission", "Values", and "Goals" in place for your program?

5. Is there an overall policy in place that defines what are you trying to communicate?

6. How about a procedure and processes to implement what the policy is saying?

7. Did anyone say "Records Retention Schedule" (RRS) and how about related metrics?

8. Are there guidelines are in place for departments to do what they are supposed to do to sustain the processes?

9. If these documents are out there, where are they and are they still current? (If not, be aware that without those foundations, you have some work to do to make sure that the documents are not only available, but are they written in laymen's language and understandable to the everyday employee.)

10. Do you have a basic website on your company intranet to be a foundation for communicating your messages?

11. How aware is your audience of what your messages are (think training and marketing)?

12. Is my heart really in this and how can I sell it to others in the organization (i.e. check your attitude at the door, as folks want to be greeted with a smile and they need to find their own reason for changing their ways and adopting new processes)?

If you have some more preparatory work to do, no biggie, get to work on those pieces as program documentation will really help you to set the standards for your organization and will set you apart from those only being able to "talk a big game". I believe that if you personally create them (okay, even with the help of a consultant if you so choose), you will be more vested in your own products.

The other good thing of creating your own blend of "Secret Sauce" is that the mix should be easier to change once updates happen. And if you are lucky enough to create perfect masterpieces the first time around my friend, my hat is off to you… but I challenge you to have your products tested by the folks you work for to see how well they really work in practice.

Edits and updates are part of the growing process and should be looked at as a chance to make something even

better. Yes, I know what you are saying, "but that's a lot of work to do", but you must be flexible enough to know when something in black and white needs to change, especially if it is impeding real progress to occur, i.e. your processes are not being adopted or used by anyone (oops sorry, game over).

Taking your products out in the field or applying them to your own work methods can be very rewarding. This can take the form of presentations you give to management and/or employees, formal and informal meetings with folks, or even as simple as meeting someone for coffee to see what is happening in their world. Just make sure that you yourself are as ready for change that they give to you as those individuals that you are pushing it out too. Without that flexibility, you can be left at the gate in not only getting folks to listen but getting them to adopt and do what you are setting out as guidance in your documentation. If you don't know how to write these things, go online, take courses, and learn how to write. Having a top notch website will not only save you time in communicating your objectives, but also in not having to answer a million questions that folks can look up for themselves online.

Implementing a program

Whoever comes up with these high bars of 102% perfection in the IG/RIM world must be working in paradise or thinking in terms of vendor perfection nirvana. While striving for perfection in having platinum deliverables is a wonderful goal to have, don't let that stop you from doing what you are there to do in the first place, which is to bring some structure into an organization's recordkeeping habits. Call me old school, but I really believe that just sitting in an ivory castle and writing about how to implement things doesn't give you a taste of the everyday experience that someone might have when they are faced with trying to figure out, "Gee, how does this process apply to me?" It can be very rewarding to get going on the project—even if it means getting dirty with cross-training when going into locations that have not seen the light of day for 20 years. I love the feeling of knowing that I am contributing to a common cause when someone reaches out to me and says "that presentation really made us think twice about how we do our business." If that means getting your work clothes on to help a group with labeling their boxes for destruction, do it! If it means wearing a suit to deliver a polished presentation, do it! Again, sitting around, complaining or waiting for some technology, or some other person to handle all these recordkeeping woes won't help. You must be a person of action and be able to change like a chameleon from the professional that you are to a team player of a department trying to reach a common goal of meeting a compliance objective. By the way, this not only

applies to the physical side of things but to the electronic digital world we have out there as well. Get versed on anything from how a box is submitted to storage, to the most complicated structured data approach of wrangling data out of an ERP (Enterprise Resource Planning) system such as SAP and applying its retention, so that it, too, is in compliance. And then, don't forget about the deluge of unstructured data that plagues everyone leading them to cry "uncle!!" on email size limits, endless SharePoint, shared and hard drive dark holes, and of course don't forget our beloved mobile devices. PLENTY to keep busy.

The key is to be ready to change at a heartbeat as what may have worked today may not necessarily work tomorrow. Staying poised, calm, happy and ready with a "Can-Do" attitude will make your days go by fast. Being in "work flow" is a very rewarding feeling as work is now like play, and you are happy and proud of what you are doing.

If you need more help in getting to that state, start learning and networking with others who love this stuff, like me and fellow colleagues in professional organizations such as the ICRM, ARMA, and others. Know that many have gone before you who may for the mere price of a cup of coffee care to share, but more importantly learn to walk in other people's shoes, listen before speaking, and take good notes— you will need them to create the best "Secret Sauce" for your own organization that has your folks coming back and asking for more!

Disclaimer: This article was presented as part of the 2015 Winter ICRM Newsletter and the Houston ARMADilla Newsletter. The content presented in this document is for informational purposes only. The opinions expressed in this document and those of the presenter and do not represent the opinions or positions of CITGO Petroleum Corporation ("CITGO"). References to other resources including links are for informational purposes only. Providing these links does not indicate CITGO support or endorsement of the site/s. CITGO is not responsible for the content or accessibility of any of the links or resources listed.

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Ellie Maier is the Corporate Records Manager for CITGO. She has been in the field for 26 years, is a presenter, mentor and coach, and has published various articles. In 2007, she received the "Britt Literary Award" from ARMA International for her article "ISO17799 – Standard for Security". She is a Certified Records Manager, Certified Business Continuity Professional and holds a Change Management Certification from PROSCI®. She currently serves as the ICRM Committee Manager for the Houston ARMA Chapter and leads CRM workshops, discussions, and study groups. Contact Ellie at elecolorado@hotmail.com

ICRM
CODE OF ETHICS

Certified Records Managers® should maintain high professional standards of conduct in the performance of their duties. The Code of Ethics is provided as a guide to professional conduct.

1. Certified Records Managers have a professional responsibility to conduct themselves so that their good faith and integrity shall not be open to question. They will promote the highest possible records management standards.

2. Certified Records Managers shall conform to existing laws and regulations covering the creation, maintenance, and disposition of recorded information, and shall never knowingly be parties to any illegal or improper activities relative thereto.

3. Certified Records Managers shall be prudent in the use of information acquired in the course of their duties. They should protect confidential, proprietary and trade secret information obtained from others and use it only for the purposes approved by the party from whom it was obtained or for the benefit of that party, and not for the personal gain of anyone else.

4. Certified Records Managers shall not accept gifts or gratuities from clients, business associates, or suppliers as inducements to influence any procurements or decisions they may make.

5. Certified Records Managers shall use all reasonable care to obtain factual evidence to support their opinion.

6. Certified Records Managers shall strive for continuing proficiency and effectiveness in their profession and shall contribute to further research, development, and education. It is their professional responsibility to encourage those interested in records management and offer assistance whenever possible to those who enter the profession and to those already in the profession.

ICRM PRE-APPROVED CMP ACTIVITIES

Date	Title	Type	Credits	Sponsor	Site
3/17	WY Chapter of ARMA 2016 Spring Seminar	A	6	Wyoming ARMA Chapter	Cheyenne, WY
3/17	E-Discovery, Records & Information Management Conference	A	5	Digital Government Institute	Washington, DC
3/17	Boxes to Bytes 2.0	A	7	Florida Gulf Coast ARMA Chapter	Tampa, FL
3/22	Records Management University Spring 2016 Class 2: Finding Your Records Management Crew: How To Muster Up the Resources To Make Your Project Successful	A	1	Records Management University at Feith	Ft. Washington, PA
3/31	Arrangement and Description of Electronic Records Part 1	A	6.5	Society of American Archivists	Portland, ME
3/31	Accessioning and Ingest of Electronic Records #1661	A	6.5	Society of American Archivists	Corvallis, OR
4/1	Providing Access to Digital Archives #1662	A	4	Society of American Archivists	Corvallis, OR
4/5	Records Management University Spring 2016 Class 3: Understand The Commandments of the Records Management Sea: What Are the Governing Rules You Must Consider	A	1	Records Management University at Feith	Ft. Washington, PA
4/6	Spring Seminar	A	3	Baton Rouge/ Lafayette ARMA Chapter	Baton Rouge, LA
4/6	Digital Forensics for Archivists: Fundamentals #1643	A	6.5	Society of American Archivists	Baton Rouge, LA
4/7	IG Digital Wars: Awaken the Foreces in Your Empire	A	5	ARMA Triangle Chapter	Raleigh, NC
4/7	Digital Forensics for Archivists: Advanced #1644	A	13	Society of American Archivists	Baton Rouge, LA
4/7	2016 Southwest Region CRM Conference	A	12.5	ARMA Southwest Region	Dallas, TX
4/8	Grant Proposal Writing	A	6.5	Society of American Archivists	Indianapolis, IN

Type: A -- Attend; B -- Present: Teach/Lecture/Present/Panel/Participation; C -- Publish: Articles, monographs, white papers or books;
D -- Other: Work-Related Activities or Other RIM-related activities

ICRM PRE-APPROVED CMP ACTIVITIES

Date	Title	Type	Credits	Sponsor	Site
4/11	Safe Harbor 2.0: Impact on Global Companies Seeking Data Transfer to the U.S.	A	1	ARMA International	Overland Park, KS
4/15	GLA ARMA Spring Seminar: The Future is Today	A	5	GLA ARMA	Playa Vista, CA
4/19	Records Management University Spring 2016 Ship: Putting Your Technology Together	A	1	Records Management University at Feith	Ft. Washington, PA
4/19	Information Governance-Practical, Doable, and Valuable	A	6	Greater Cleveland ARMA Chapter	Mentor on Lake, Oh
4/20	2016 ARMA Spring Seminar	A	5	Nebraska ARMA Chapter	Omaha, NE
4/25	ERM Preconference Workshop	A	6.5	AIIM	Silver Spring, MD
4/25	ECM Preconference Workshop	A	6.5	AIIM	Silver Spring, MD
4/25	BPM Preconference Workshop	A	6.5	AIIM	Silver Spring, MD
4/25	ARMA Great Northwest Region Education Conference	A	13	Great Northwest ARMA Region	Portland, OR
4/26	CIP Preconference Workshop	A	2	AIIM	Silver Spring, MD
4/26	AIIM16 Annual Conference	A	11.5	AIIM	Silver Spring, MD
4/26	AIIM 2016 Conference VIP Workshop	A	2	AIIM	Silver Spring, MD
4/27	Digital Curation Planning and Sustainable Futures #1645	A	6.5	Society of American Archivists	Milwaukee, WI
4/27	ARMA Madison Spring Seminar	A	3.5	Madison ARMA Chapter	Madison, WI
4/28	Spring 2016 Free DC LIVE! Business Process & Records Management (and SharePoint) Conference & Expo	A	5	DC LIVE! Conferences at Feith	Washington, DC
4/28	Arrangement and Description of Electronic Records #1685	A	6.5	Society of American Archivists	Seattle, WA
5/2	Privacy & Confidentiality Issues in Digital Archives #1682	A	6.5	Society of American Archivists	Nashville, TN
5/3	Records Management University Spring 2016 Class 5: Navigating Your Records Management Journey: Avoiding Potential Turbulent Seas	A	1	Records Management University at Feith	Fort Washington, PA

ICRM PRE-APPROVED CMP ACTIVITIES

Date	Title	Type	Credits	Sponsor	Site
5/5	Digital Curation: Fundamentals for Success #1686	A	6.5	Society of American Archivists	Denver, CO
5/11	Copyright Issues for Digital Archives	A	6.5	CIMA	Ogden, UT
5/13	ECRM Pioneers Breakfast Club	A	1.5	Gimmal	Houston, TX
5/17	Records Management University Spring 2016 Class 6: Returning To Your Records Management Home: Next Steps In Successfully Sustaining Your Solution	A	1	Records Management University at Feith	Fort Washington, PA
5/18	Preserving Digital Archives #1646	A	6.5	Society of American Archivists	Oklahoma City, OK
5/24	Orchestrating RIM (Records and Information Management)	A	5.5	Tidewater ARMA Chapter	Newport News, VA
6/8	Copyright Issues for Digital Archives #1688	A	6.5	Society of American Chapter	Plattsburgh, NY

NEW CRMS FROM NOVEMBER 2015 EXAM CYCLE
PLEASE WELCOME OUR NEWEST CRMS

Steven A. Bardouche, CRM
Madison, WI

Martin L. Brown, CRM,
Austin, TX

Joshua B. Bullough, CRM
Salt Lake City, UT

Jeanne M. Callen, CRM
Oshkosh, WI

Dan Cesario, CRM
Calgary, AB, Canada

Tessa L. Cierny, CRM
Atlanta, GA

Katherine Cranford, CRM
Austin, TX

Gregory E. DiFlorio, CRM
Mississauga, ON, Canada

Kimberly D. Ebright, CRM
Dana Point, CA

Ryan M. Hanus, CRM
Jefferson City, MO

Selia Hernandes, CRM
El Monte, CA

Claire C. Jenkins, CRM
Smyrna, GA

Geffry B. King, CRM
Greenbelt, MD

Poornima Pramila Laxminarayana, CRM
Waterloo, ON, Canada

Amy E. Newman, CRM
Sugar Grove, IL

Jocelyn H. Pearce, CRM
Maple, ON, Canada

Nickie L. Puit, CRM
Owensboro, KY