



ARMA Chicago
Meeting
May 2 2023

Spring Seminar Mania Sponsors



Vital Records Control

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Reminder:
May 19th
Grand Finale
Trivia & Door
Prizes

STAMP YOUR PASSPORT



Thanks to the generosity of our sponsors, wonderful prizes await you during and at the end of your trip. Prizes include:

- 26 - \$50 gift cards donated by VRC
- 12 - \$50 gift cards donated Iron Mountain

Extend your virtual vacation for another day by attending the Spring Seminar Mania III's event finale on Friday, May 19, 2023, where we will play a records trivia game, network with each other, and announce grand finale door prize winners.

Friday May 19th 12:30 – 1:30 Central

ARMA Chicago June Networking Event

- Stay tuned for details!
- Let's gather to celebrate another chapter year and recognize our members





VRC Gift Card Raffle

Mary Beth will guess a number corresponding to one of our attendees' email addresses.

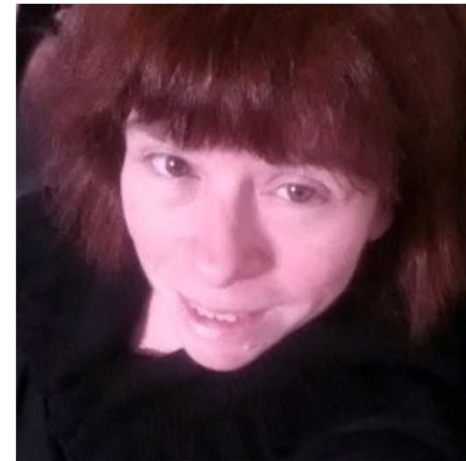
Today's Speaker

Mary Beth Weaver MLS CRM

Vice President, DC Services at the Cadence Group.

Today's topic: key skills the RIM profession currently demands, including:

- maintaining RIM policies
- managing evolving workflows
- staying current with technology
- protecting organizational information
- weeding out ROT
- honing the so-called soft skills to sell your program





AS THE RECORD TURNS ...

HOW DO RECORDS AND
INFORMATION
MANAGERS KEEP UP IN
A WORLD THAT KEEPS
TRANSITIONING?

Mary Beth Weaver,
MLS, CRM
Cadence Group

Image Source: Pixabay.com

ABOUT THE SPEAKER



Image Source: Speaker Camera

MARY BETH WEAVER

MLS, CRM



Image Source: Pixabay.com

CHILDHOOD AMBITION

House painter



Image Source: Pixabay.com

FIRST JOB

English Teacher – 7th
and 8th Grades



Image Source: Pixabay.com

RECORDS MANAGER

Over 25 + years, as a
consultant/contractor

AGENDA

- 04** Introduction
- 07** Staying abreast of Technology
- 11** Maintaining RIM policies amid evolving workflows
- 17** Honing the so-called soft skills to sell your program
- 21** Summary



INTRODUCTION

According to Heraclitus: “There is nothing permanent, except change”

“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.” — Charles Darwin

Change can be Good



Image Source: Pixabay.com

But not always...



Image Source: Pixabay.com

WE ARE LIVING IN A RAPIDLY TRANSITIONING ENVIRONMENT

TECHNOLOGY

Options growing

- AI, Drones & Robots
- AR, VR, and the Metaverse
- Biometrics
- Platform Capabilities

SECURITY

Increasingly Complex

- Insider threats
- Hacking
- Ransomware
- Spillage/Breaches

LAWS

Increasing – and increasingly contradictory

- Data protection
- Privacy
- Transparency
- Medical rights
- Diversity
- Environmental

ORGANIZATION WORKFLOWS

Organization structure and workflows changing

- Remote/Hybrid
- Digital
- Dispersed

Conventional Axiom: How do you eat the elephant? One Bite at a Time!

WHEN YOU GET THE ELEPHANT IN THE ROOM, THOUGH...

We will never be able to eat the entire elephant!

- Too big
- Not static
 - Parts keep regenerating
 - And changing
- Different elephant breeds – even in same organization!



STAYING UP-TO-DATE ON TECHNOLOGY



REMAIN CURIOUS AND OPEN TO NEW

Do your Due Diligence (Research)

- Schedule research time – regularly
- Maintain an IG lens
 - Will it affect what information is collected? How collected? Will new tools be needed to collect, store, otherwise manage?
- Keep up with industry events and conferences – ARMA and other industries
- Follow Futurists
- Volunteer to train/present
- Go to vendor demonstrations

Remember to Validate the Research!

- Evaluate the sources of information, too!



Image Source: Pixabay.com

LEVERAGE RELATIONSHIPS



Image Source: Speaker Camera

Connect with others

- Stakeholders – External and Internal
- Co-workers – especially in other departments
- Industry Colleagues and Mentors

Remain open to other viewpoints

- Listen, then think/analyze response
- Ask Questions – what is working, what are lessons learned, how did they train, integrate, deploy?
- Ask for tools – if they can share
- Look at capabilities in context of your organization's culture, mission, structure, and needs

GOAL: DON'T THROW OUT THE BABY WITH THE BATHWATER

Maintain Focus/Perspective on the records and your Organizational culture/mission

- What are the challenges and opportunities for RIM/IG?
- Focus on governance and management strategies
 - Short-term
 - Mid-term
 - Long-term
- Keep in mind associated workflow ramifications



Image Source: Pixabay.com



MAINTAINING OUR RIM POLICIES AND PROGRAMS

Amid Evolving
Workflows and
External Forces

Image Source: Pixabay.com

REVIEW AND UPDATE IG/RIM POLICY

Review corporate announcements, press releases, meeting slides, newsletters, etc. to see if new project or program will affect your RIM/IG program

- Any new projects changes should be incorporated into existing IG Policy or (as applicable) published as new policy
- At a minimum, the policy/policy updates should
 - Describe the change and requirements associated with the change
 - Specify media (all media/formats, electronic, special media, etc.) involved
 - Specify access restrictions (if any) to records involved
 - Identify ownership of the process
 - Applicable operating units affected by the change
 - Designated positions responsibilities for enacting it

IMPLEMENT POLICY AND PROCEDURES

Policy must clearly delineate acceptable and unacceptable IG practices

- Make a clear statement of adverse consequences for intentional (or unintentional) failure to comply
- Should be reviewed based on best practices, international standards (ISO), and appropriate legal and business considerations prior to implementation
- Records Schedule should also be reviewed/updated if necessary
- The IG policy should be readily accessible to employees

Establish RIM Procedure changes pertaining to the policy changes

- Applied evenly and consistently
- Based on organizational culture
- Linked to best practices, ISO standards, GARP® and/or other legal and business considerations
- Should include how records and information will be managed per the change
 - Storage and media/format
 - Retention and disposition
 - Disposal Suspension
- Communicated [locations, offices, users and HQ]
- Incorporate protection of privacy, proprietary, and other access restrictions
- Consider Auditing / Monitoring of Compliance

REVIEW OTHER POLICIES

- Check related policies
 - Privacy
 - Information Security/Cyber Security
 - Legal, Knowledge Management
 - Information Technology
- Ensure policies and references within the policies are consistent with new IG Policy



PROTECT IG BASELINE

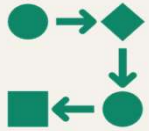
Information must be

- Accessible
- Protected
- The Correct – and up-to-date – Version
- Managed according to the information lifecycle
- Support the mission of the organization

Establish a Risk Register to protect IG when Organizational Change Occurs

What Could Happen?	Likelihood of Occurrence?	Potential Solutions (Short-Term, Longer-Term)	Who Oversees?	Who Else Involved?	How to Communicate?
Cyber Threats	• XXX	• CCCC	• CIO	• CEO, CKO	• DDDD
Equipment Breakdown	• XXX	• CCCC	• CEO	• CIO, Finance	• DDDD
Learning Curve for Workforce	• XXX	• CCCC	• CIO	• CEO, CKO	• DDDD

OTHER CONSIDERATIONS?



HR Planning

Compensation – should there be a new model?

Leave/Snow days – A thing of the past?

Recruiting changes?

Employee Management changes

Insurance/Benefit issues?



Managing the work?

Policy and procedure changes needed?

Ensuring collaboration and team building?

Legal issues? IT Issues?
Quality/Inspection/
Evaluation issues?



Moving Forward Strategically to Respond to New Challenges

What's next (short-term, longer-term)?

How do we respond?



HONING YOUR
SOFT SKILLS TO
SELL YOUR
PROGRAM

COMMUNICATION IS ...

... A DELICATE THING

IMAGE SOURCE: PIXABAY.COM

SUCCESS OF RIM/IG PROGRAMS AFFECTED BY OTHERS

Getting user buy-in is not a binary operation – you must obtain and KEEP buy-in for your program

Improve your Soft Skills to Sell the benefits of your program

KNOW YOURSELF

- What are your skills and areas that need improvement
- What is your personality and your 'crutches' when engaging with others?
- Consider taking courses on Winning friends and influencing people
 - Crucial Conversations
 - TED Talks

KNOW OTHERS

- What are the drivers for
 - Users
 - Leadership
 - Other Stakeholders in your organization
- Analyze and Plan how you can communicate the 'what's in it for them' messaging – which can differ by user/stakeholder type
- Cultivate one-on-one and one-to-group interactions with a customer service mindset

PLAN FOR OPPOSITION

- Strategies to Consider include
 - Sticking to the objective rather than getting mired into the subjective
 - Bringing enthusiasm (but real not fake)
 - Listening and showing genuine interest in overcoming their challenges
 - Providing multiple routes to communicate

MANAGING EXPECTATIONS

- Important to be honest and specific in the communications campaign
 - Define the objectives – what is to be gained
 - Be organized and ready – do NOT waste anyone's time
 - Be realistic about benefits
 - Don't over promise
 - Don't under promise
 - Specify expectations in clear terms
 - What do users need to do
 - How will RIM/IG affect them (short-term/long-term)



Image Source: Pixabay.com

ASSISTANCE MEETINGS

- Scheduled meetings with department personnel (ideally a super user adopter and a reluctant or struggling one) to evaluate the efficacy of the program, the training, the SOPs, etc.
 - Identify pain points or roadblocks
 - Answer questions about the process
 - Evaluate their understanding of the requirements (are they applying it correctly?)
 - See what is working well from their perspective
 - Determine if there are any necessary next steps
- Ad hoc visits to answer questions, provide feedback and otherwise assist the office in applying the changes

IN SUMMARY



Image Source: Speaker Camera

Be Realistic

You can't be an expert in all things

- Don't get overwhelmed
- Ensure that you look forward/Remain Open

Perspective

Focus on Effect on IG/RIM

- Assess the situation and RIM/IG Program implications
- Develop and implement short-term work-arounds and then start strategically thinking about long-term implementation strategies

Relationships

Who can you work with

- IT
- Legal
- Executive Sponsors and other stakeholders

Knowledge

Conduct your research

- Check your policies, SOPs, risk planning, and other Internal documents
- Check external sources – but evaluate the source!



Mary Beth Weaver

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THANK

YOU