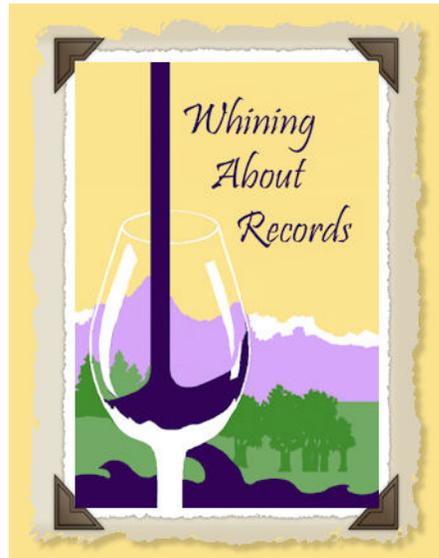


Whining About Records Conference

October 12 - 15, 2010
Coast Capri Hotel, Kelowna B.C.

Join us for the first Mountain Pacific Canada Region conference - a collaboration between the Vancouver, Calgary and Vancouver Island chapters of ARMA. This event will cover a wide variety of records management (RM) topics including RM basics, electronic document and records management (EDRMS) and sustainability.



The conference intends to provide an opportunity for members and non-members from a variety of professional backgrounds/levels to expand their Records and Information Management (RIM) knowledge, meet with exhibitors, and network with their peers.

We are pleased to announce Dr. Mark Langemo, CRM and Christa Williams (First Nations Public Service) as the keynote speakers.

Three Educational Tracks

There are three educational tracks - Basic RIM, Electronic Document Management and a Specialized track concentrating on RIM for First Nations Organizations as well as Sustainability.

Come whine about records in the Okanagan Valley with fellow ARMA members and Records and Information Management (RIM) enthusiasts alike. Take in an orchard tour, or play a round of golf. Perhaps whine about your records and information management woes over a glass of wine.



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Dr. Mark Langemo and Christa Williams

Keynotes

ARMA Mountain Pacific is pleased to announce Dr Mark Langemo, CRM and Christa Williams (First Nations Public Service) as the keynote speakers.

Dr Langemo is a prolific writer who has published over 60 magazine and journal articles. He is the author of the CD-ROM video training series “Establishing and Managing Successful Records Management Programs” published in 2003 and the book *Winning Strategies for Successful Records Management Programs* published in 2002 by Information Requirements Clearinghouse, Inc. (www.irch.com). Dr. Langemo has been the University of North Dakota’s “Teacher of the Year”, and he has received a national award for “excellence in continuing education seminars”. He is a Certified Records Manager (CRM) who was inducted into ARMA International’s “Company of Fellows” in 1991 - ARMA’s highest award to an individual. In 1993, Mark Langemo was given the prestigious Emmett Leahy Award by the Institute of Certified Records Managers. The Leahy Award is the highest award internationally in the profession of Records Management. Dr. Langemo is a veteran records management seminar leader, consultant, and a dynamic speaker who presents content-filled, current-to-the-moment, media-illustrated, dynamic, and entertaining seminars.

Christa Williams is a member of the Nlaka’pamux Nation and has extensive experience in working for First Nations in BC. She is currently working for the First Nations Leaders developing a BC-wide First Nations Public Service Capacity Building Strategy to support people working in First Nations communities.

Christa is widely regarded as an expert in Aboriginal and First Nations education issues and administration. She has strong skills sets in community development, consultation management, strategic planning and project management.

Christa was the Executive Director of the First Nations Education Steering Committee since for 14.5 years. Christa’s long-standing commitment to improving First Nations education has led to significant achievements provincially and nationally. The First Nations Education Steering Committee is a non-profit, independent organization directed by a large board of First Nations community representatives. Under Christa’s leadership, FNEESC has grown to be an influential body supporting the development of high quality of education for Aboriginal students from kindergarten through post-secondary and adult education.

Christa holds a Bachelor of Science with Honours from Queen’s University and sits on various boards including the Board of Governors of Royal Roads University. In 2006 Christa was recognized by the Province of British Columbia and the First Nations Leadership Council for her contribution to BC Society in the area of Education.



ARMA

ARMA Canada, the Canadian Region of **ARMA International**, was established in 1968. Today there are more than 1,800 ARMA Canada members in all Canadian provinces/territories. For more information, visit the **ARMA Canada website**.

Educational Tracks

This conference will be focusing on three educational tracks:

1. Basic Records Management

The things that everyone needs to know. What's a record? What are the elements of a Records Management Program? What is a Classification System and how do I use it? What are the RIM program standards and fundamental practices at the heart of programs? What are the laws and regulations that affect Canadian RIM programs?

2. Electronic Records Management

How to understand, prepare for, implement, and manage electronic records, possibly including such topics as the ins and outs of Electronic Document and Records Management Systems (EDRMS) and drafting organizational policy to manage electronic records in an operational setting. What are the key issues RIM people need to know about electronic records?

3. Specialized Topics

Detailed looks at specific records management topics, issues, and groups, including sustainability (How green is your program? Does your program help your organization to meet its sustainability targets?) and First Nations RIM programs and challenges.



Program Summary

Please note that this schedule may change without notice.

WEDNESDAY

	BASIC RIM	EDRMS	SPECIALIZED
Session 1	Overview of RIM - Geider	Introduction to Electronic Records and Information Management - Schinkelwitz	First Nations Organizations - Getting Ready for RIM - Dunkin
Session 2	How to Conduct a Records Management Assessment - Rock	"Head in the clouds, feet on the ground" - Cloud Computing and RIM - the good, the bad and the fantasy. - Fisher	First Nations Information Management Toolkit - Bradley
Session 3		Candy and Aspirin - Managing Government Obligations. - Benay	

THURSDAY

	BASIC RIM	EDRMS	SPECIALIZED
Session 1	CRM Workshop - Parts 1-5 - Bellamy/Rathbone	Fundamentals of Electronic Records Management Systems - Schinkelwitz	ARMA & First Nations Communities Mentorship - Dunkin
Session 2		Transitioning to an EDRMS - Geider	Why First Nations Summit Adopted SharePoint 2010 - Harris/Gordon
Session 3	Pragmatic Answers to 10 Common Questions About Digital & Analog Document Capture - Marceil	What's in that Data Warehouse - Bolton	Sustainability - A Societal Conversion - Wakefield
Session 4	Implementing a RIM Software Application - Weston (45 minutes)	Practical Approach to Managed Shared Drives - Sparkes (45 minutes)	

FRIDAY

	BASIC RIM	EDRMS	SPECIALIZED
Session 1	CRM Workshop - Part 6 - Bellamy/Rathbone	Best Practices for Designing and Implementing SharePoint 2010 - Harris/Cunneen	Selling and Educating Your Organization's RM Program to Your Users - Bauer
Session 2			How Green is Your RIM - Bradley

Detailed Schedule

Time	Tuesday October 12
4:45 PM - 7:00 PM	EXHIBIT HALL OPEN Room: Vineyard Sections 3 & 4
4:45 PM - 7:00 PM	WELCOME RECEPTION Room: Vineyard Sections 1 & 2

Time	Wednesday October 13			
7 AM - 8:15 AM	BREAKFAST Room: Ballroom			
8:15 AM - 8:30 AM	OPENING CEREMONIES Room: Ballroom			
8:30 AM - 10 AM	KEYNOTE PRESENTATION Dr. Mark Langemo, CRM, FAI Professor Emeritus, Information Systems and Business Education College of Business and Public Administration, University of North Dakota Room: Ballroom			
10 AM - 5 PM	EXHIBIT HALL OPEN Room: Vineyard Sections 3 & 4			
10 AM - 10:30 AM	REFRESHMENT BREAK in the EXHIBIT HALL			
10:30 AM - Noon	<table border="1"> <tr> <td>Overview of Records and Information Management B1 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Andrew Geider, CRM</td> <td>Introduction to Electronic Records and Information Management E1 - <i>RIM Practices</i> Room: Horizon North Bruce Schinkelwitz, CRM</td> <td>First Nations Organizations - Getting Ready for RIM S1 - <i>RIM Practices</i> Room: Okanagan Room Sandra Dunkin</td> </tr> </table>	Overview of Records and Information Management B1 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Andrew Geider, CRM	Introduction to Electronic Records and Information Management E1 - <i>RIM Practices</i> Room: Horizon North Bruce Schinkelwitz, CRM	First Nations Organizations - Getting Ready for RIM S1 - <i>RIM Practices</i> Room: Okanagan Room Sandra Dunkin
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Noon - 1:15 PM	LUNCH Room: Ballroom			
1:15 PM - 2:45 PM	<table border="1"> <tr> <td>How to Conduct a Records Management Assessment B2 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Sue Rock, CRM</td> <td>“Head in the clouds, feet on the ground” Cloud Computing and RIM - the good, the bad and the fantasy. E2 - <i>Information Technology</i> Room: Okanagan Room Paul Fisher</td> <td>First Nations Information Management Toolkit S2 - <i>RIM Practices</i> Room: Horizon North Alexandra (Sandie) Bradley, CRM</td> </tr> </table>	How to Conduct a Records Management Assessment B2 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Sue Rock, CRM	“Head in the clouds, feet on the ground” Cloud Computing and RIM - the good, the bad and the fantasy. E2 - <i>Information Technology</i> Room: Okanagan Room Paul Fisher	First Nations Information Management Toolkit S2 - <i>RIM Practices</i> Room: Horizon North Alexandra (Sandie) Bradley, CRM
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2:45 PM - 3:15 PM	REFRESHMENT BREAK Room: Exhibit Hall			
3:15 PM - 4:45 PM	<table border="1"> <tr> <td>Session B2 continued</td> <td>Candy and Aspirin – Managing Government Obligations While Enabling Collaboration E3 - <i>Information Technology</i> Room: Okanagan Room Alex Benay</td> <td>Session S2 continued</td> </tr> </table>	Session B2 continued	Candy and Aspirin – Managing Government Obligations While Enabling Collaboration E3 - <i>Information Technology</i> Room: Okanagan Room Alex Benay	Session S2 continued
Session B2 continued	Candy and Aspirin – Managing Government Obligations While Enabling Collaboration E3 - <i>Information Technology</i> Room: Okanagan Room Alex Benay	Session S2 continued		
5:45 PM - 9:30 PM	<table border="1"> <tr> <td>ORCHARD TOUR Kelowna Land and Orchard</td> <td>GOLF Michaelbrook Ranch Golf Course</td> </tr> </table>	ORCHARD TOUR Kelowna Land and Orchard	GOLF Michaelbrook Ranch Golf Course	
ORCHARD TOUR Kelowna Land and Orchard	GOLF Michaelbrook Ranch Golf Course			
7 PM - 9 PM	REIDEL GLASS TASTING Room: Horizon North			

Note: Speakers and sessions were confirmed at time of publishing; however, circumstances beyond our control may require substitutions, alterations, or cancellations of speakers and/or sessions. We reserve the right to alter or modify the advertised speakers, sessions, and/or schedule if necessary.

Detailed Schedule

Time	Thursday October 14		
7 AM - 8:30 AM	BREAKFAST Room: Ballroom		
8:30 AM - 9:30 AM	KEYNOTE PRESENTATION Christa Williams, BSc Executive Director, First Nations Education Steering Committee First Nations Public Service Room: Ballroom		
9:30 AM - 5 PM	EXHIBIT HALL OPEN		
9:30 AM - 10:30 AM	REFRESHMENT BREAK in the EXHIBIT HALL		
10:30 AM - Noon	Preparing for the CRM Exam - Parts 1-5 B4 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Barbary Bellamy, CRM Anne Rathbone, CRM	Fundamentals of Electronic Records Management Systems E4 - <i>Information Technology</i> Room: Horizon North Bruce Schinkelwitz, CRM	ARMA & First Nations Communities: Mentorship – What can ARMA do for your communities? S4 - <i>Leadership</i> Room: Okanagan Room Sandra Dunkin
Noon - 1:15 PM	LUNCH Room: Ballroom		
1:15 PM - 2:45 PM	Session B4 continued	Transitioning to an EDRMS E5 - <i>RIM Practices</i> Room: Horizon North Andrew Geider, CRM	Why First Nations Summit Adopted SharePoint 2010 S5 - <i>Information Technology</i> Room: Okanagan Room Iva Harris Slavica Gordon
2:45 PM - 3:15 PM	REFRESHMENT BREAK Room: Exhibit Hall		
3:15 PM - 4:45 PM	Pragmatic Answers to 10 Common Questions About Digital and Analog Document Capture B6 - <i>Information Technology</i> Room: Okanagan Room Jeff Marceil	What's in that Data Warehouse? E6 - <i>Information Technology</i> Room: Vineyard Sections 1 & 2 John Bolton, MLS, CRM	Sustainability - A Societal Conversation S6 - <i>Sustainability</i> Room: Horizon North Victoria Wakefield
4:45 PM - 5:45 PM	Implementing a RIM Software Application B7 - <i>RIM Practices</i> Room: Horizon North Jon Weston	Practical Approach to Managed Shared Drives E7 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Joan Sparkes	
6:30 PM - 11 PM	BANQUET Room: Ballroom		



Detailed Schedule

Time	Friday October 15		
7 AM - 8:30 AM	BREAKFAST Room: Ballroom		
8:30 AM - Noon	EXHIBIT HALL OPEN		
8:30 AM - 10 AM	CRM Workshop - Part 6 B8 - <i>RIM Practices</i> Room: Vineyard Sections 1 & 2 Barbary Bellamy, CRM Anne Rathbone, CRM	Best Practices for Designing and Implementing SharePoint 2010 E8 - <i>Information Technology</i> Room: Horizon North Iva Harris Treasa Cunneen	Selling and Educating Your Organization RIM Program to Your Users S8 - <i>Communications & Marketing</i> Room: Okanagan Room Wendy Bauer, CRM
10 AM - 10:30 AM	REFRESHMENT BREAK in the EXHIBIT HALL		
10:30 AM - 11:45 AM	Session B8 continued	Session E8 continued	How Green is Your RIM? S9 - <i>RIM Practices</i> Room: Okanagan Room Alexandra (Sandie) Bradley, CRM
12 PM - 1:30 PM	LUNCH CLOSING CEREMONIES Bernita Cogswell Canada Region Manager ARMA Canada Room: Ballroom		



Program / Track Details

RIM BASICS TRACK

B1	<p>Overview of Records and Information Management <i>Andrew Geider, CRM, Records Coordinator, City of Port Moody</i></p>
	<p>This session will provide an overview of the basic principles and elements of Records and Information Management (RIM). Topics will address questions such as: What is RIM? Why is RIM important? What is a Record? What is a classification system? What is a retention schedule? What are Archives and how do they relate to RIM? What are my responsibilities?</p>
B2	<p>How to Conduct a Records Management Assessment, Why and When, too! <i>Sue Rock CRM, Account Manager, The Rockfiles Inc.</i></p>
	<p>Often our clients do not have the records management vocabulary or experience to describe their own business drivers for seeking help from records professionals. A records management assessment is a handy method for the records manager to employ when the client's the pain point or opportunity cannot be readily defined. A seasoned, tenderized and forever-optimistic records manager will use case studies to walk through several records management assessments. Case studies include the following business settings: a) a commodity transportation company; b) a municipal department; and, c) a gas plant site. The records management assessment toolkit includes the following: a) project charter b) face to face interviews c) data gathering d) data analysis e) presentation of findings. The whole experience requires solid records management knowledge and a lot of chutzpah to steer the project through to its conclusion.</p>
B4	<p>CRM Preparation Workshop Parts 1 – 5 <i>Barbary Bellamy CRM, Supervisor Asset Records Management, Enmax Power Corporation Anne Rathbone CRM, Records Management Technician, Sunshine Coast Regional District</i></p>
	<p>Research has shown that CRM's and CRM candidates believe that attaining certification status results in enhanced professionalism and personal growth. The records and information management knowledge gained through the certification process and the improved attitude of self-esteem and confidence can result in CRM's obtaining increased job responsibility with commensurate salary benefits. The workshop will begin with an overview of the ARMA International Core RIM Competencies Assessment Tool which defines the knowledge and skills required to perform successfully in the RIM profession today. The workshop will then ease Attendees into the content of exams 1 to 5 and techniques for answering multiple choice questions.</p>
B6	<p>Pragmatic Answers to 10 Common Questions About Digital and Analog Document Capture for Records Management <i>Jeff Marceil, Account Executive/PM, Micro Com Systems</i></p>
	<p>This presentation will attempt to answer as straight and clear as possible, the following 10 questions about digital and/or analog capture of data as it applies to records management:</p> <ol style="list-style-type: none"> 1. When should you microfilm vs. digitize records and why? 2. What things should I keep in mind when creating my taxonomy to achieve the greatest success during the capture phase of a records management project? 3. Is there a way to search the entire body content of all scanned documents in an ECMS (Electronic Content Management System)? 4. What kind of data storage capacity should I expect when storing images of various types of documents, in different file types and compressions? 5. What are the drawbacks and advantages of the various popular image formats? 6. Can microfilm (roll film, microfiche or aperture cards) be digitized? 7. Does OCR really work? Can word processing formats be maintained? How about ICR? 8. Should we do records digitization within our organization? What are the pitfalls? 9. When choosing an imaging service bureau, what should I look for? 10. Can we create automation or workflow in our document capture processes?

Program / Track Details

RIM BASICS TRACK, cont'd

B7	Implementing a RIM Software Application (hardcopy records) <i>Jon Weston, Application Developer/RIM Consultant, File IT Solutions</i>
	Looking at purchasing and installation enterprise records management software to manage your hardcopy files (both old and new), but aren't sure what exactly to expect from the process? Don't know what you need to get done before installing the software? Here's a handy overview, including some tips, hints, examples, and experiences to help your project to success.
B8	CRM Preparation Workshop Parts 6 <i>Barbary Bellamy CRM, Supervisor Asset Records Management, Enmax Power Corp.</i> <i>Anne Rathbone CRM, Records Management Technician, Sunshine Coast Regional District</i>
	Research has shown that CRM's and CRM candidates believe that attaining certification status results in enhanced professionalism and personal growth. The records and information management knowledge gained through the certification process and the improved attitude of self-esteem and confidence can result in CRM's obtaining increased job responsibility with commensurate salary benefits. The workshop will begin with an overview of the ARMA International Core RIM Competencies Assessment Tool which defines the knowledge and skills required to perform successfully in the RIM profession today and finish up with techniques for passing exam 6.
B9	Selling and Educating Your Organizations Records Management Program To Your Users <i>Wendy Bauer CRM, Records Coordinator, Township of Langley</i>
	FACT: the average staff member does not want or have time to think about records management. FACT: education and marketing of a corporate records program are always linked and are basic responsibilities of all record keepers. Every marketing opportunity includes an opening to educate. Every communicated records instruction includes the chance to market the program. Attendees will learn some cost effective ideas about educating adults and getting their attention to move the visibility and understanding of the organization's records program forward.



Program / Track Details

ELECTRONIC RECORDS TRACK

E1	<p>Introduction to Electronic Records and Information Management <i>Bruce Schinkelwitz CRM, Principal, Foundational Inc.</i></p>
	<p>Electronic records and information is both a fact of life in organizations and a core challenge to records and information managers. To better tackle this growing challenge, this session will present and discuss the fundamentals of electronic records and information from the perspective of the RIM professional. Included will be a discussion of the basics of electronic information objects, metadata, content systems and their structure, and RIM approaches including policy and standards such as ISO 15489. The session objective is to impart practical knowledge and skills as a foundation for advanced learning about eRIM.</p>
E2	<p>“Head in the clouds, feet on the ground” Cloud Computing and RIM - the good, the bad and the fantasy. <i>Paul Fisher, Managing Consultant, IBM Canada</i></p>
	<p>Cloud computing has been promoted by many in the IT industry as the wave of the future. As such, it is incumbent on RIM professionals to understand what it is, how it is being promoted and why it is important to appreciate the potential ramifications on an organization and its recordkeeping practices. Although relatively new and still evolving in its development and application, Cloud Computing provides a number of opportunities and challenges that all RIM professionals within an organization should begin to plan for – whether the organization’s IT is ready for it or not.</p>
E3	<p>Candy and Aspirin...Managing Government Obligations While Enabling Collaboration...Could This Really Happen? <i>Alex Benay, Senior Strategist, Open Text Corporation</i></p>
	<p>Today’s modern workplace requires mass collaboration. Whether it be new digital born generations of employees joining the traditional workplace, or new mandates crossing traditional jurisdictional boundaries, technological collaboration is here to stay. Web 2.0, wikis, blogs, instant messaging, social media, etc., all of these have blurred the lines between what was once a clear distinction between corporate governance and consumer media; one could even argue that this line will only continue to blur, to a point of non-existence. During this session, you will hear about the emerging collaboration and social media trends surrounding mobility, 3d visual representations, gaming and avatar management. As well, you will hear about how government institutions are merging the existing 2.0 collaborative methods with strong corporate governance and management in an effort to manage collaboration and strike a balance between the collaboration needs and enterprise obligations around information management, security and access. In this new world of technological collaboration, let us show you how to achieve a balance between your social media needs and corporate compliance and governance.</p>
E4	<p>The Fundamentals of Electronic Records Management Systems <i>Bruce Schinkelwitz CRM, Principal, Foundational Inc.</i></p>
	<p>While many organizations have moved to implement Electronic records management systems (ERMS) since their appearance in the 1980s, the majority of these deployments have been either limited in scope or have ended in failure. It is therefore critical for RIM professionals to learn the fundamentals of ERMS systems, what they are and what they are not. This session will focus on the nature of ERMS as content and metadata systems: their basic concepts of operations; vendor approaches to the challenge of content and ‘recordness;’ applicable standards; the challenge of end user acceptance and use; and pre-requisites for effective implementation.</p>

Program / Track Details

ELECTRONIC RECORDS TRACK, cont'd

E5	<p>Transitioning to an Electronic Documents and Records Management System <i>Andrew Geider, CRM, Records Coordinator, City of Port Moody</i></p>
	<p>Many public bodies and private organizations today are looking at implementing a system to manage their electronic and physical records, but aren't sure where to start. The transition from a traditional paper-based system to a comprehensive electronic documents and records management system (EDRMS) can be expensive and downright overwhelming. This presentation will provide participants with some practical tips for preparing for a successful transition before committing funds to purchasing an EDRMS.</p>
E6	<p>What's in that Data Warehouse? A RIM examination <i>John Bolton MLS, CRM, Data Warehouse Architect, Ministry of Housing and Social Development, Province of B.C.</i></p>
	<p>In April 1997 John T. Phillips, CRM, published an article in the ARMA Records Management Quarterly, titled, "What's in that Data Warehouse". The goal of this presentation is to provide an up-to-date response to that question. Since a typical data warehouse could contain a terabyte or more of valuable business data, it is vital that RIM professionals are knowledgeable on all aspects of managing such technology. This presentation will touch on topics including, data warehouse structure, business intelligence, data storage, retention and archiving, security, privacy, master data management, enterprise information architecture, and the concept of "one version of the truth".</p>
E7	<p>A Practical Approach to Managed Shared Drives <i>Joan Sparkes, Senior Consultant, TAB Canada</i></p>
	<p>What simple steps can you take to improve efficiency and reduce risk within an often out-of-control information storage environment? This front-line case study provides a practical and cost-effective approach to addressing even the worst shared drive collections, regardless of industry and without the need for specialized tools or technologies. Following the session, participants will be able to develop a basic plan for implementation of managed shared drives and commence the design of a managed shared drive structure.</p>
E8	<p>Best Practices for Designing and Implementing SharePoint 2010 as a Highly Effective Records Management Solution <i>Iva Harris, Project Manager, Director of ECM, Softlanding Network Solutions</i> <i>Treasa Cunneen, Senior Development Consultant, Softlanding Network Solutions</i></p>
	<p>During this workshop you will gain the necessary knowledge about the best practices needed to plan and implement a highly effective Enterprise Content/Records Management solution using the new SharePoint 2010 platform. Microsoft has made vast improvements in SharePoint 2010 and states that "everyone easily contributes and all content is managed. You will uncover the new SharePoint 2010 Enterprise Content Management features as we discuss the best practices for extending the platform in the areas of metadata management, records capture, records management and records lifecycle management.</p>

Program / Track Details

SPECIALIZED TRACK

S1	<p>First Nations organizations: Getting ready for Records Management <i>Sandra Dunkin, Records & Information Management Coordinator, First Nations Summit</i></p>
	<p>A workshop designed to assist First Nations organizations prepare for Records Management. This session will focus on information gathering and the (sometimes) unique challenges of conducting a records volume assessment in their organizations and communities. Instruction will cover such topics as creating a checklist of actions, defining the information gathering process, understanding RIM vocabulary, determining what you can accomplish prior to hiring a consultant, preparing a Request for Proposal (RFP) to hire a consultant, formulating the criteria for assessment of RFP responses, and information to be included the RIM contract.</p>
S2	<p>The First Nations Information Management Toolkit - “a program model.” <i>Alexandra (Sandie) Bradley CRM, President, Harwood Information Associates</i></p>
	<p>The session will provide an overview of the contents of the Toolkit, including the essential information for executives and decision makers, as well as sample policies, classification and retention models, and procedures for the daily management of office information. This session is broadly focussed for all staff in First Nations organizations.</p>
S4	<p>ARMA & First Nations communities: Mentorship – what can ARMA do for your communities? <i>Sandra Dunkin, Records & Information Management Coordinator, First Nations Summit</i></p>
	<p>An interactive discussion session with First Nations delegates to formulate an appropriate and responsive mentorship agreement with ARMA. ARMA Vancouver and Canada Region will be engaging in an MOU with the First Nations Public Service Secretariat to develop a strategy on implementation of Records Management training and mentorship in Communities. In an effort to provide the best support to communities we are hoping to have delegates participate in an open forum to ascertain what their greatest and most immediate needs are with respect to RIM support.</p>
S5	<p>Why First Nations Summit Adopted SharePoint 2010 as a Highly Effective Document/Records Management Solution <i>Iva Harris, Project Manager, Director of ECM, Softlanding Network Solutions</i> <i>Slavica Gordon, Director of Application Development, Softlanding Network Solutions</i></p>
	<p>First Nations Summit (FNS) is comprised of a majority of First Nations and Tribal Councils in British Columbia. FNS generates large amounts of content that needs to be managed for varying degrees of retention and authorized access. FNS wanted to implement a cost effective system to store, prioritize and manage their high volume of electronic and legacy paper records. FNS utilized Microsoft SharePoint Server 2010 as a complete Document and Records management solution. Using this example, you will explore how SharePoint can successfully address records retention needs, reduce costs and provide a highly effective platform for protection and management of key informational assets.</p>



Program / Track Details

SPECIALIZED TRACK, cont'd

S6	<p>Sustainability – A Societal Conversation <i>Victoria Wakefield, Mgr Logistics & Sustainability, University of British Columbia</i></p>
	<p>A societal conversation about the kind of world we want to live in, informed by some understanding of the ecological, social and economic consequences of our individual and collective actions. From humble beginnings as an early adopter in campus sustainability, UBC has fostered a thriving community of sustainability researchers, teachers, students, and operational experts. What we have learned is Sustainability at UBC is about much more than environmental stewardship. We understand that the actions of humankind have social, economic and environmental consequences: By examining our actions through these “lenses” of sustainability, we can make decisions today that ensure our own well-being and that of future generations. Us. We invite you to share an hour with Victoria Wakefield, Manager of Logistics and Sustainability at the University of British Columbia; a conversation about what UBC is doing and how they are shaping their campuses for the future.</p>
S8	<p>Selling and Educating Your Organizations Records Management Program To Your Users <i>Wendy Bauer CRM, Records Coordinator, Township of Langley</i></p>
	<p>FACT: the average staff member does not want or have time to think about records management. FACT: education and marketing of a corporate records program are always linked and are basic responsibilities of all record keepers. Every marketing opportunity includes an opening to educate. Every communicated records instruction includes the chance to market the program. Attendees will learn some cost effective ideas about educating adults and getting their attention to move the visibility and understanding of the organization’s records program forward.</p>
S9	<p>How Green is Your RIM Program? Sustainable Contributions to Organizations <i>Alexandra (Sandie) Bradley CRM, President, Harwood Information Associates</i></p>
	<p>Public organizations must look for “green” options as legislation and regulations are requiring them to demonstrate sustainability and cost savings in their operations. Isn’t this “back to the future”? A key benefit of records and information management (RIM) programs has always been cost savings, and now with an emphasis on sustainable operations, organizations will benefit from the contributions of RIM programs. This session will examine the green contributions a RIM Program can make to organizational sustainability programs.</p>

Registration

Registration fees are broken down as follows:

Click [here](#) to register.

	Early Bird (on/before Sep 12)	Regular
Full Conference		
• ARMA Member	\$550	\$650
• Non-Member	\$650	\$750
Single-Day (including meals except Thursday banquet and Friday lunch)		
• ARMA Member	\$195	\$225
• Non-Member	\$225	\$250

Those of you wishing to pay by cheque please go through the registration process and select “Pay at the door” but send the cheques in advance made out to “ARMA Vancouver - Kelowna Conference” to:

ARMA Vancouver Chapter, Whining About Records, 413-280 Nelson Street, Vancouver, BC V6B 2E2

Accommodation & Social Events

Accommodation

The conference is being hosted at the Coast Capri hotel in downtown Kelowna. We have blocked off 120 rooms/night at conference rates right at the hotel, so if you'd like to grab one of those rooms you can click [here](#) and use group code CCH-GFC8856 as part of your registration process. Note: these rooms will be released on September 13; delegates requiring room reservations after that date will still be able to make a reservation at the Group Rate but it will be based on availability.

Otherwise, here is a link to 10 different hotels within a mile of the conference.

We have three social events to choose from on Wednesday evening: glass tasting (wine tasting in special glasses), an orchard tour, and golf.

Social Events:

(Please select your event when you register)

Riedel Glass Tasting

ROBERT MONDAVI -- It sounded unbelievable to me, something like Pyramid Power. But, it's absolutely true. The wines simply taste better in Riedel glassware.

ROBERT PARKER -- I know of no finer tasting or drinking glasses than the glasses from Riedel. All of this may sound absurdly high-brow or esoteric but the effect of these glasses on fine wine is profound. I cannot emphasize enough what a difference they make.

Come discover what those in the wine industry already know – Riedel glasses do make a difference in your perception of the aromas and taste of wine.
Discover Wines



First discovered by Claus Joseph Riedel (9th Generation) was the concept that the shape of a wine glass could influence one's perception of wine. Upon further investigation, he discovered that the height and width of the bowl along with the cut of the rim, influence the olfactory perception of wine. This occurs due to the aeration of wine and the layering of esters in the bowl. The taste component of wine, he further discovered, was influenced by how the shape of the bowl allowed wine to flow onto the pallet. Claus's contribution to the Riedel legacy was the Sommeliers series – still hand-made and mouth-blown.

In the mid 80's, Georg Riedel (10th generation) added the Vinum series of glasses to the Riedel collection. This series, which is machine-made, leaded crystal continues to be the most popular series of glasses in the Riedel collection. Georg's concept of showing how well the glasses perform, by offering Comparative Glass Tastings, has shown tens of thousands of participants across the world how to enjoy wine to its fullest potential.

Maximilian Riedel's (11th generation) contributions to Riedel (so far) have been Riedel Restaurant and O Stemless Wine Tumblers. Living in New Jersey, he runs the North American division of Riedel. His stemless wine tumblers have created a revolution in how to drink wine.

Presented by David Sanders, Agent For Riedel for Alberta and British Columbia. Come see why RIEDEL is the original, why RIEDEL IS THE WINE GLASS COMPANY.

A set of wine glasses are included in the cost of the event. You are able to order an extra set of glasses when you register online or you can purchase a set at heavily-discounted conference rates at the event.

Social Events

Kelowna Land and Orchard Tour - Okanagan's Premier Orchard Experience

Kelowna Land and Orchard Company Ltd. (KLO) is a working farm and commercial apple orchard situated a short distance (10 minutes) from the city centre of Kelowna. The orchard spans 150 acres and produces approximately four million pounds of fruit annually. British Columbia produces about 30% of apples grown in Canada and KLO is one of the largest and most modern orchard operations in the country.

KLO's popular guided orchard tours are conducted on a comfortable covered hay wagon with seating for up to 50 people. Guests get a behind-the-scenes look at a working farm and learn about the many factors that contribute to the success – or failure – of an orchard.



An historical working orchard, at KLO visitors will see many old pieces of farm machinery, tools, outhouses and other buildings. Some of the very old barns have been dismantled and the barn wood has been used to make furniture, crates and crafts, which are sold in the farm store.

KLO introduced Raven Ridge Cidery in 2003 when cider master Roger Wong produced the first line of beverages, including a still apple wine and three varieties of Iced Apple Cider including Fuji, Braeburn and Granny Smith. The products received immediate critical and consumer accolades. A tasting room is located at KLO's farm store where guests are able to sample and purchase products, which are also featured at **The Ridge Restaurant** at KLO.

9 Holes at Michaelbrook Ranch Golf Club

Michaelbrook This scenic executive course is located in the Okanagan Valley and is surrounded by mountains. This is a great course for the beginning to intermediate golfer. The design features lush fairways and fast greens that hold well. There is a large man-made lake affecting play on two holes. The signature hole is #18, a 238-yard, par 4, featuring a dogleg left fairway and an island green. Should you cut the corner and miss the green you'll be in the water.



Whining about Records Conference

Sponsors

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