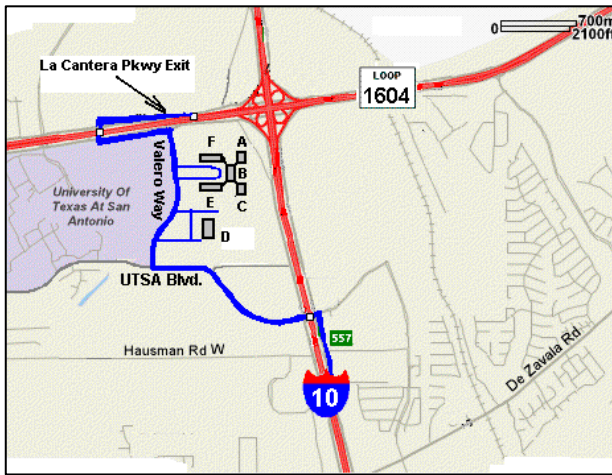


## DIRECTIONS TO VALERO ENERGY



Valero Energy's headquarters is near I-10 West and Loop 1604, in far northwest San Antonio.

### From Downtown San Antonio And Points South:

- Take I-10 West toward El Paso to U.T.S.A. Blvd exit ramp (Exit 557).
- Go along frontage road, up the hill to the stop light.
- Turn left at light onto UTSA Blvd, cross over the freeway bridge and go about 1 mile to the first stop light, which is Valero Way.
- Turn right, go about 0.5 mile and proceed to the entrances on the right.

### From Loop 1604 Westbound:

- Cross I-10 interchange, and exit at the next ramp (La Cantera Parkway)
- Stay in the left-hand lane of the frontage road and proceed to U-turn loop at the first intersection, which goes under the freeway.
- Proceed back eastbound on the frontage road.
- Turn right onto Valero Way, go about 0.25 mile to the entrance, on the left.

### From Loop 1604 Eastbound:

- Exit at La Cantera Parkway ramp; proceed east on the frontage road.
- Turn right onto Valero Way, go about 0.25 mile to the entrance, on the left.

The new Vista Center at Valero is in Building D. Use the south driveway into the complex.

**FREE WI-FI IS AVAILABLE AT THE CONFERENCE SITE**

## KEYNOTE: MEET SUSAN YOUNG



Professional speaker, author, award-winning entrepreneur and radio news broadcaster Susan Young provides keynotes and workshops for business professionals, nonprofit leaders and associations on communication, reading body language, sales, leadership, Emotional Intelligence, motivation and public relations. Her dynamic, engaging and motivating keynote, "Four-Letter Words for Success", is getting rave reviews from audiences of all ages around the country.

Among the most important four-letter words Susan knows are *care, help, nice, give, best* and *team*. This vibrant, uplifting, positive and entertaining story-telling session focuses on how these words and timeless nuggets and life lessons can supercharge your life and career. You're in for a real treat!

### Raffle to Benefit the ARMA International Educational Foundation

#### Prizes include:

- A pair of San Antonio Spurs tickets for the game of your choice
- TomTom ONE XL GPS Navigator
- \$20 Barnes & Noble Gift Card
- Lunch with Seminar Speakers

### SPONSORED IN PART BY:



# navigating RIM the e-way

Presented by ARMA San Antonio  
February 19, 2009  
Valero Energy – Vista Center  
1 Valero Way  
San Antonio, TX 78249

[www.armasanantonio.org](http://www.armasanantonio.org)



## ABOUT THE PRESENTERS

**Jannette Goodall** has been Records Manager for the City of Austin, Texas since 2001. She has served over 23 years in the fields of Archives and Records Management, including work with state agency records, municipal records and university records. Prior to joining the City of Austin, Ms. Goodall held positions with the Illinois State Archives, the University of Washington in Seattle and the Utah State Archives. She currently serves as president of the Austin Chapter of ARMA International.

**Gordon E.J. Hoke, CRM**, is a Minnesota-based independent consultant and author focusing on Records and Information Management. Emerging from the world of Enterprise Content Management, he brings a business point of view to his consulting and writing, asserting that technology and automation are tools, not goals. In addition to consulting with dozens of companies, large and small, Mr. Hoke has written over 250 articles, white papers, case studies, and reports. He serves on AIIM's Editorial Advisory Board and strongly supports ARMA International, the Twin Cities ARMA chapter, and the International Records Management Trust.

**Debra Korty, MLIS**, is a Records Analyst for the City of Austin, providing consulting services and training to City departments. Her experience includes conducting records inventories and developing retention schedules, as well as developing disaster recovery plans for local government entities, including the Travis County Clerk's Office. She also participated on the recent ARMA Glossary Taskforce.

**Karon Teague** has eight years of records and information management experience. Her specialties include records management training, consulting, and disaster planning. She is a Corporate Records Analyst with the City of Austin and has served as a Government Information Analyst with the Texas State Library and Archives Commission. Ms. Teague has conducted training and served as guest speaker throughout the state. She was a participant in the Council of State Archivists Emergency Preparedness Initiative, and is a certified teacher for the FEMA COOP Program Manager Training Course.

**Donald S. Skupsky, JD, CRM, FAI, MIT**, president of Information Requirements Clearinghouse and Director of Legal Research for Iron Mountain Consulting Services, is a practicing consultant in the field of Records and Information Management, with emphasis on developing retention programs and providing expertise in legal issues affecting RIM programs. He is the recipient of many awards from leading industry organizations. Mr. Skupsky has served on a number of key committees of ARMA International, of which he is a Fellow, and is a member of AIIM and the American Bar Association. A leader in promoting legal acceptance of electronic records, he is well known as the developer of the records retention software product *Retention Manager 3*. Mr. Skupsky has authored several books on RIM and is a contributing editor for *The Information Management Journal*.

## PRESENTATION ABSTRACTS

### 10 Steps to Creating a Records Management Program – Jannette Goodall, Debra Korty and Karon Teague

With information traveling at ever-increasing speed, the need for comprehensive RIM programs is greater than ever. However, few blueprints exist for developing a program. The City of Austin created a 10-step program to guide city departments through this process. In this session, learn these steps, as well as the “why and how” of specific actions that will help ensure proper program implementation.

### A Necessary Balance: Enterprise Content Management and Records and Information Management – Gordon Hoke, CRM

Enterprise Content Management (ECM) and Records and Information Management (RIM) are parallel disciplines, with ECM providing technology support and RIM the practices and program structure. In this session participants will review RIM basics, learn the differences between RIM and ECM, and take away tips for how to successfully coordinate RIM and ECM in their organizations.

### Records Retention Requirements for Electronic Records – Donald Skupsky, JD, CRM, FAI, MIT

In this all-day session, review the retention problems for electronic records. Learn how the functional, relational retention methodology works, and identify specifications for successfully applying this methodology in electronic recordkeeping systems. Explore an effective retention methodology that will work with electronic records provided that the electronic recordkeeping system incorporates the functionality necessary to implement records retention, i.e., the system can accept retention information, determine the destruction date, and execute the destruction process.

## SCHEDULE OF EVENTS

	BASIC TRACK	ADVANCED TRACK
7:30 – 8:00 a.m.	Registration & Continental Breakfast	
8:00 – 8:15 a.m.	Welcome	
8:15 – 8:45 a.m.	<i>Four-Letter Words for Success</i> — SUSAN YOUNG	
9:00 – 10:00 a.m.	<i>10 Steps to Creating a Records Management Program</i> JANNETTE GOODALL, KARON TEAGUE AND DEBRA KORTY	<i>Records Retention Requirements for Electronic Records</i> DONALD S. SKUPSKY, JD, CRM
10:00 – 10:30 a.m.	Vendor Show/Break/Raffle Winners Announced	
10:30 – 12:00 p.m.	<i>10 Steps to Creating a Records Management Program, continued</i>	<i>Records Retention Requirements for Electronic Records, continued</i>
12:00 – 1:00 p.m.	Lunch	
1:00 – 2:30 p.m.	<i>A Necessary Balance: Enterprise Content Management (ECM) and Records &amp; Information Management (RIM)</i> GORDON HOKE, CRM	<i>Records Retention Requirements for Electronic Records, continued</i>
2:30 – 3:00 p.m.	Break/Vendor Show/Raffle Winners Announced	
3:00 – 4:30 p.m.	<i>A Necessary Balance: ECM and RIM, continued</i>	<i>Records Retention Requirements for Electronic Records, continued</i>
4:30 – 5:00 p.m.	Wrap-up, Door Prize Drawings	

## REGISTRATION FORM

- ARMA Member \$175  
 Non-Member \$200

Fees include Continental breakfast and buffet lunch.

**Early Bird Registration** — Participants who submit paid registrations before midnight, January 21, 2009, will automatically be entered in a drawing for Dr. Mark Langemo's 8-CD set, "Establishing and Managing a Successful RIM Program" (a \$495.00 value!).

— DEADLINE FOR REGISTRATION IS FEBRUARY 13 —

Name \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, ZIP \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Track Options:  Basic Track  Advanced Track

How did you hear about us? Email  Word of Mouth  News Media  Other \_\_\_\_\_

Payment Options:

Check  MasterCard  Visa

Card Number \_\_\_\_\_ Expiration Date (MM/YY) \_\_\_\_\_

Submit Registration:

Fax: Fax (210) 397-8505

Mail: ARMA San Antonio  
731 Solo Street  
San Antonio, TX 78260

E-mail: [armasa@armasanantonio.org](mailto:armasa@armasanantonio.org)

*CRMs: 6 hours of continuing education credit have been approved.*

## HOTEL ACCOMMODATIONS

A limited number of King-Size rooms are available at the group rate of \$89 plus tax at LaQuinta Inn and Suites - Fiesta, located less than a mile from the Valero Vista Center at:

5622 Utex Blvd.  
San Antonio, TX 78249  
(210) 696-0100

