ARMA CANADA CONFERENCE
NANAIMO BC, JUNE 3-6, 2012

Keynotes by Elizabeth Denham and Kelly Friedman

Endnote by Christine Ardern

Technology Spotlight sponsored by Laserfiche

Over 55 education sessions, including:

- 5 sessions pertaining to RIM in First Nations
- 5 poster sessions by AIEF scholarships winners
- 2 AIEF Research Sessions
- Role play session by recent Emmett Leahy Award Winners

ARMA Canada Conference
Nanaimo, BC
June 3-6, 2012
Vancouver Island Convention Centre

www.armacanadaconference.org

Sunday, June 3, 2012
Opening Ceremonies

Time					
12:45 — 1:00	**Keynote Presentation - Is Your Head in the Clouds?**				
1:00 — 1:45	Kelly Friedman - Partner, Davis LLP				

2:00 – 3:15	**S11** Advanced Analytics: Data Driven Decision Making for Improved Business Performance (case study) Business Functions Connie Bonello, IBM	**S12** Using GARP® to Limit Organisational Risk and Improve Compliance Risk Management Diane Carlisle, CRM , FAI ARMA International	**S13** Best Practices for E-mail Records Management Information Technology Barry Jinks Colligo Networks	**S14** Leadership for a New Generation: Turning Challenges Into Opportunities (workshop) Leadership Larry Eiring, CRM, FAI Gen3C International	**S15** Supporting RIM in First Nations Communities in British Columbia RIM Practices Christa Williams First Nations Public Service
3:15 — 3:45	REFRESHMENT BREAK				
3:45 — 5:00	**S21** Govern Yourselves Accordingly — Creating Practical Information Governance Strategies RIM Practices Greg Clark, C3 Associates	**S22** Digital Continuity Checklist: A Plus for Good Information Governance Information Technology Lori Ashley, Tournesol Consulting Charles Dollar, Dollar Consulting	**S23** Implement TRIM Tools: Reduce and Manage Physical and Electronic Records (case study) RIM Practices Lana Millar and Leslie Nicholls City of Calgary	**S24** Leadership for a New Generation: Turning Challenges Into Opportunities (workshop) (continued from previous session, see session S14)	**S25** Electronic Document Management at Westbank First Nation (case study) Information Technology Kimberly Boehr Westbank First Nation
5:00 — 7:00	WELCOME RECEPTION in the EXHIBIT HALL and Poster Sessions (see descriptions below)				
5:00 - 7:00	Poster Session 1 What Can a Gap Analysis Do for Me? Risk Management Julie Luckevich Regional Municipality of York	Poster Session 2 ARMA — The What's In It For Me Network Leadership Barbara Bellamy, CRM ARMA Calgary Chapter	Poster Session 3 ARMA Calgary Chapter's Digital Archive Evolution (case study) RIM Practices Ken Lapointe, CDIA+, ermᴹ Penn West Exploration	Poster Session 4 Restoring Documents, Books and Media Risk Management Cyril Dakhlou Polygon Canada Inc.	Poster Session 5 Add to Your Leadership Skills with Mind Mapping Leadership Patricia Beelby, CRM, CDIA+ TRAC Records Inc.

Monday, June 4, 2012

Time					
7:00 — 8:15	BREAKFAST				
8:30 — 9:30	**Keynote Presentation - The Intersection and Synergies of RIM, Privacy and Information Access**				
	Elizabeth Denham - Information and Privacy Commissioner for British Columbia				
9:30 - 10:00	REFRESHMENT BREAK in the EXHIBIT HALL - EXHIBIT HALL OPEN 9:30 - 5:00				

9:30 - 11:00	Poster Session 1 - Continued	Poster Session 2 - Continued	Poster Session 3 - Continued	Poster Session 4 - Continued	Poster Session 5 - Continued
11:00 -12:15	**M11** You Can Never Over-communicate . . . But How Do I Know What to Say? Communications & Marketing Marcia Douglas Deloitte	**M12** AIEF Research Session Social Networks: Their Impact on RIM Information Technology Helen Streck Kaizen InfoSource LLC	**M13** Document Lifecycle Security: Securing E-Documents and Records in the Post-WikiLeaks Era Risk Management Robert Smallwood IMerge Consulting	**M14** Vendor/Client Relationships: How to Build a Successful Partnership (case study) Business Functions Anne Hepplewhite, CRM Niagara Regional Police Service David Rama, Deloitte	**M15** An Overview of First Nations Traditional Methods of Information Mangement RIM Practices Howard E. Grant First Nations Summit Society
12:15 - 1:30	LUNCH				
1:30 - 2:45	**M21** Company Restructuring and Records Preservation (case study) RIM Practices Kelly McIsaac Hudson's Bay Company	**M22** Information Governance: From Theory to Practice (case study) RIM Practices Sam McCollum, CRM SIMC Coaching	**M23** Trends and Emerging Practices to Mitigate Record Risk Risk Management Kristen Crupi Iron Mountain	**M24** Improve e-Content Management Without a Big IT Budget Information Technology Bruce Schinkelwitz, CRM Foundational, Inc.	**M25** Emmett Leahy Presentation Playing to Win at C-Level Presentations Leadership Christine Ardern, CRM, FAI; Charles Dollar; Bruce Miller; Luciana Duranti
2:45 - 3:15	REFRESHMENT BREAK				
3:15 - 4:30	**M31** So You've Been Assigned a Project - What Next? Business Functions Bruce L. White, CRM Project Management Institute	**M32** Implementing ECM with Engaging Change Management Communications & Marketing Trevor Banks Health Canada	**M33** Recordkeepers as Trusted Custodians - Identifying and Managing Legal Risks in RIM Risk Management Sharon Alexander-Gooding University of the West Indies	**M34** Archives Matter: Connecting Archives and RIM RIM Practices Crista Bradley University of Regina Lori Podolsky Nordland, McGill Univ.	**M35** Emmett Leahy Presentation Playing to Win at C-Level Presentations (continued from previous session, see session M25)
5:30 -10:00 pm	Wine Tasting with Riedel Glass and Traditional Potlatch - see back page for details				

ARMA Canada Conference has been pre-approved for 19 hours of Certification Maintenance Program Credit for CRMs

Tuesday, June 5, 2012

7:00 - 8:15		BREAKFAST		
8:30 - 1:30		EXHIBIT HALL OPEN		

8:30 - 9:45	T11 Centralization and Advancing RIM in the Government of British Columbia (case study) Business Functions Alexander Wright Government of British Columbia	T12 It Won't Happen to Me … Mitigating Records Risks Risk Management Peggy Neal, CRM Canada/Manitoba Business Service Centre	T13 Digital Records Forensics — From Law Enforcement to RIM (Panel) RIM Practices Luciana Duranti - SLAIS UBC Adam Jansen and Corinne Rogers - Ph.D. Candidates, SLAIS, UBC Moderator: Barbara Endicott-Popovsky, U of Washington	T14 Certified Records Manager (CRM): Application to Certification and Parts I-V Exams RIM Practices Anne Rathbone, CRM Sunshine Coast Regional District Juanita Skillman, CRM, FAI ICRM	T15 Tsawwassen First Nation's RIM Program (case study) RIM Practices Jennifer Jansen Tsawwassen First Nation

9:45 -10:30	REFRESHMENT BREAK in the EXHIBIT HALL

Technology Spotlight Sponsored by Laserfiche

10:30 -12 Noon

Maintain Precise Control with Transparent Records and Information Management

Andrew Brown - International Territory Manager — Canada, Laserfiche

12 Noon - 1:15 — Lunch

12Noon - 4:00	AIEF Poster Session 1 RIM in the Cloud: Threats and Possibilities for Archival Partnership Risk Management Dan Gillean MAS/MLIS Candidate, SLAIS UBC	AIEF Poster Session 2 Exploring the Relationship Between RIM and Privacy/Data Protection Risk Management Cherri-Ann Beckles University of the West Indies	AIEF Poster Session 3 - RIM's Impact on the Implementation of Open Records Statutes RIM Practices Charis Wilson, CRM US National Park Service	AIEF Poster Session 4 Preserving Authentic E-mail Records in Small Organizations Risk Management Thomas Jackman MAS Candidate, SLAIS UBC	AIEF Poster Session 5 Meeting in the Middle: RIM Outreach and Small Organizations Communications & Marketing Jana Grazley MAS/MLIS Candidate, SLAIS UBC
1:15 - 2:30	T21 Managing Contracts Successfully (workshop) Business Functions Stuart Rennie Barrister & Solicitor, and RIM Consultant	T22 AIEF Research Session RIM and Peer-Reviewed Journals: An Assessment RIM Practices Donald Force and Elizabeth Shaffer Ph.D. Candidates, SLAIS, UBC	T23 Developing a School Board Electronic Document Management Solution (case study) Information Technology Lorie Hough Waterloo Region Dist. School Board	T24 Management of Structured Data - Valued or Orphaned? (case study) Risk Management Tina Bradford, Canadian Nuclear Safety Commission Jane Gadoury, City of Ottawa	T25 Yes, RIM Professional - You ARE a Change Agent! Communications & Marketing Katherine Chornoboy, CRM InfoAccess Consulting Group Ltd.

2:30 - 3:00	REFRESHMENT BREAK

3:00 - 4:15	T31 Managing Contracts Successfully (workshop) (continued from previous session, see session T21)	T32 Managing Electronic Information: Reduce, Reuse, Recycle Information Technology Wayne Hoff, CRM Gibson Energy	T33 Identification and Delegation: Critical Factors for Successful Records Destruction (case study) RIM Practices Lisa Ricciuti Oxford Properties Group	T34 Implementing Enterprise Scalable RIM in SharePoint 2010 Information Technology Art Bellis GimmalSoft Canada	T35 Adopting a Risk Management Philosophy Risk Management John Bolton, CRM Smoothwater Consulting

6:00 - 9:00	CHAPTER RECOGNITION & MEMBER APPRECIATION BANQUET

Wednesday, June 6, 2012

7:00 - 8:15	BREAKFAST

8:30 - 9:45	W11 Short and Sweet: The Ins and Outs of Survey Design Business Functions Judy Kovacs, CRM Northern Alberta Ins. of Technology	W12 Educating and Selling Records Management to Your Users Communications & Marketing Wendy Bauer, CRM, ecm^p Township of Langley	W13 Information Security, Risk and RIM Risk Management Irene Gelyk, CRM and Clive Wright, erm^M	W14 Overview of Part VI of the Certified Records Manager (CRM) Exam RIM Practices Juanita Skillman, CRM, FAI ICRM	W15 "In Place" RIM = Happy Users (case study) Information Technology Mike Palmer, City of Langford Marcel Roy, TRAC Records Inc.

9:45 - 10:15	REFRESHMENT BREAK

10:15 - 11:30	W21 How to Staff Your RIM Office Using Mind Maps Business Functions Barbara Bellamy, CRM ENMAX Power Corp.	W22 Effective, Efficient, Expeditious: The Recordkeeping Methodology RIM Practices Kara Quann and Sharon Smith Library and Archives Canada	W23 ERMS Implementation - Key Decisions for Protecting Your Records as Evidence Risk Management Patricia Beelby, CRM, CDIA+ TRAC Records Inc.	W24 Unstructured Content - Debunking the Myth Information Technology Chris Walker Oracle Consulting	W25 Traditional Use Records Challenges in First Nations Communities Information Technology Brenda Aljam and Rebecca Shackelly, Esh-kn-am Investments Joint Venture

12 Noon - 1:15	LUNCH

Endnote Presentation - The Future is Waiting for You

Christine Ardern, CRM, FAI - The Information Management Professionals

Closing Ceremonies and 2013 ARMA Canada Conference Launch

2:00 - 6:30	Cathedral Grove and Coombs Country Market Tour - see back page for details

Program information confirmed at time of publishing; circumstances beyond ARMA Canada's control may require substitutions, alterations, or cancellations. ARMA Canada reserves the right to alter or modify the program if/as necessary.

Sunday Keynote
Is Your Head in the Clouds?

Kelly Friedman,
Partner, Davis LLP

Ms. Friedman will discuss the various legal implications of using cloud environments, which are too often overlooked because of convenience and short-term cost savings. She will underscore the crucial role of RIM in cloud environments and how RIM professionals can begin a dialogue so that the heads of each of four key groups — RIM, IT, Legal and Compliance — get into the clouds, where they belong. Ms. Friedman is the current chair of the steering committee of Sedona Canada, the non-profit group responsible for the electronic discovery principles which are incorporated by reference into the Ontario Rules of Civil Procedure. In 2011, Ms. Friedman was named one of the "Top 25 Most Influential Lawyers in Canada".

Monday Keynote
The Intersection and Synergies of RIM, Privacy and Information Access

Elizabeth Denham,
Information and Privacy Commissioner for BC

The digital age has revolutionized how we think about and manage information. In this increasingly virtual world, citizens and consumers expect open and direct access to information. But they also expect that their personal information will be protected from unauthorized access. Robust records and information management is the foundation upon which information rights are built. Web 2.0, and cloud computing usher in new challenges and new opportunities for RIM, and for information rights. Join Elizabeth Denham for an engaging discussion about the interplay of access, privacy and information management presented by new technology, new expectations and networked systems — including Government 2.0.

Wednesday Endnote
The Future is Waiting for You

Christine Ardern, CRM, FAI
Consultant, The Information Management Professionals

Have you ever heard the saying, "Nothing is impossible?" Have you wondered if you create your own reality? Change is a constant as we RIM professionals know only too well and new technologies continue to make our work even more interesting and challenging. We're in the forefront of changing the information management landscape in our own organizations and we're positioning ourselves as leaders to drive that change. Building on the themes discussed in the conference sessions and on a review of the external environment impacting RIM, Christine will look at where we are today, why RIM will continue to play a key role in organizations and how YOU can prepare yourself.

Accomodations:

Best Western Lord Dorchester
www.dorchesternanaimo.com
$144
Reservations: 1- 800 - 661 - 2449 — ask for the ARMA Rate

Coast Bastion   -   www.coasthotels.com
$169
Reservations: 1 - 800 - 663 -1144 and ask for the ARMA Rate or online - code CBI-GFC6778

Grand Hotel   -   www.thegrandhotelnanaimo.ca
$163
Reservations: 1- 877 - 414 - 7263 - Request the "ARMA Rate

Howard Johnson Harbourside   -   www.hojonanaimo.com
$129
Reservations: 1 - 800 - 663 - 7322 - Quote AM01

Optional Planned Events

Traditional First Nations Potlatch on Newcastle Island
Monday June 4th - 5:00 – 8:30 - Cost: $45 plus HST

Traditional dance and food on Newcastle Island. The Snuneymuxw Dancers will perform their traditional songs and dances. The Barbeque features fresh Wild Pacific salmon cooked on cedar stakes over an open fire in traditional native style. Every table receives their food on a cedar plank. Freshly baked native scow bread and house-made blackberry/apple pie.

Wine Tasting with Riedel Glass - VI Convention Centre
Monday June 4th - 8:30 – 10:00   - Cost: $85 plus HST

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. Includes samples of 4 wines in 5 different glasses and 4 Reidel Glasses (retail value $ 150)

Cathedral Grove & Coombs Country Market Tour
Wednesday June 6th - 2:00 – 6:30 - Cost: $45 plus HST

Cathedral Grove: home to large old growth magnificent Douglas fir, western hemlock and western red cedar tower 200 feet, some of which are over 800 years old.   Visit to Coombs Country Market where you may explore an eclectic smorgasbord of artwork, crafts, food, drink and souvenirs. Scenic drive back to Nanaimo after a photostop at the famous Parksville Beaches.

Conference Registration: ---   Online at http://armacanadaconference.org/registration

Full Conference	ARMA - Member	Non - Member	Full-time Student
Early bird Before April 15	$795 +12% HST	$1095 +12% HST	$400 +12% HST
After April 15	$895 +12% HST	$1195 +12% HST	$450 +12% HST

Full conference registration includes: Sunday — Wednesday education sessions and refreshment breaks, Sunday Welcome Reception, Lunch and Breakfast on Monday, Tuesday and Wednesday, Tuesday Awards Banquet, Access to education session handouts

One Day Registration	ARMA - Member	Non - Member	Full-time Student
Early bird Before April 15	$300 +12% HST	$400 +12% HST	$150 +12% HST
After April 15	$350 +12% HST	$450 +12% HST	$175 +12% HST

One day registration includes: education sessions on selected day, access to education session handouts for that day, breakfast, lunch and refreshment breaks on selected day

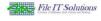| First Nations RM Boot Camp	Boot Camp Only	FN Boot Camp + Sunday Conf. Sessions	FN Boot Camp + Full Conference
Early bird Before April 15	$275 +12% HST	$375 +12% HST	$945 +12% HST
After April 15	$300 +12% HST	$400 +12% HST	$1,045 +12% HST

Boot Camp registration includes: Workshop Saturday breakfast, lunch and refreshment breaks and Sunday breakfast and refreshment break.