

# ARMA Indianapolis

Welcome to the Indianapolis Chapter of

ARMA March Meeting

Hosted by GRM Indianapolis

## Agenda

Lunch from main dining room buffet	12:00 noon
Introductions – Jenny Habayeb	12:30
Panel Discussion	12:35 – 1:30



# RIM Standards and Guidelines Development

# Panel Discussion Overview

- Where we are Today
- In-House or Offsite RM?
- Company Policy and Procedures
- Taking the next Steps
- Going Digital-Are you ready?
- Best Practices

# Our Speakers

- **Cheryl Westlund**

Currently Manager of Records and Information Management at Roche Diagnostics and the former Global Records Manager for Compaq Computer Corporation. 20 years of experience in the records management industry including work in both the private and public sectors.

- **Toby Davis**

Serving clients in Records Management and Storage for 13 Years. Records Storage facility manager, Account Manager; assisting clients with records best practices in Healthcare, Financial, Legal, and Real Estate

- **Bob Hudson**

Working in the document management market since 1996. Assisting clients in the overall management of the valuable asset of information in the form of documents. Managing the transition from paper based to digital records management

# Where We Are Today...

- Information is doubling every 12 to 18 Months in a variety of formats.
- Current Issues Faced by RM:
  - Increased need to develop and implement an approved retention schedule for both physical and digital records and files
  - Ability to protect and secure data
  - Accessibility of files 24/7/365
  - Assigning responsibilities and authorities within a company and organization
  - Training and Certifications
  - Migration to Digital and Cloud Technology

# In-House or Offsite RM

## IN-HOUSE

- Pros of In-House RM
  - Onsite access to the box / file
  - No contracts / agreements
- Cons of In-House RM
  - Companies are vulnerable to a variety of compliance and security issues
  - Disaster Preparedness
  - Staff training and certifications
  - Increased Capital Expenditures
  - Unrealized Financial Burden

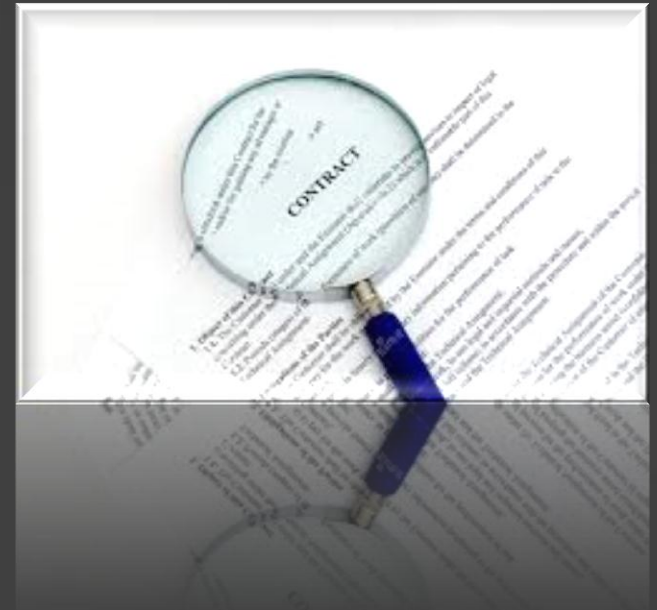
## OFFSITE


- Pros of Offsite RM
  - Ability to help companies
    - Identify, Organize and Safeguard their information
  - Development of Retention Programs
  - Disaster Preparedness and Recovery
  - Certified & Trained Staff
  - True Cost Management
- Cons of Offsite RM
  - Immediate access of box / file
  - Perceived control of inventory
  - Excessive Fee Structure

# Inventory Discovery

What type of records do we have?

- Financial
- HR / Personnel
- Contracts
- Patient Files
- General Ledger / Accounting
- Tax
- Legal
- HIPAA Information (Not just for Doctors/Hospitals)
- Historical / Archived



- 
- Do you have a corporate retention policy?
  - Is it utilized?
  - Have you ever been penalized for not having one?



# Develop a Retention Policy

- True or False:
  - “We only need to keep our files for 7 years and then we are free to destroy them.”
  - FALSE – retention policies and standards change based on organization type, industry, content of the record and a variety of other factors that a RM needs to be aware of in order safeguard their organization
- Companies are turning to organizations to manage and maintain a proper Retention Schedule to stay within compliance and be up-to-date with constant changes
- Organizations are starting to offer searchable regulation databases that RMs can reference for the proper retention policies to stay in compliance.

# Develop a Retention Policy Based on Inventory Discovery

- Use your legal team or compliance officer
- Use your (potential) Records Management Partner
- Benefits
  - Classification defines records lifecycle
  - Cost Reduction by eliminating extensive legal fees
  - Managing Assets

Search

Country: United States, Indiana

Functions: Tax and Audit

Keyword: filing

Matrix View \*

(G)overnance: # of regulations within the selected Function & Region

(C)ompliance: # of unique impacted record within the previously selected regulations

(R)isk: calculation between the number of regulations and associated impacted records

Total 1 regulations found

Recent Updates

see more filters

Citation #	Source	Quote	Region	Impacted Records
45 IAC 6.1-12	Indiana Administrative Code	Sec. 12. Books and Records. Every taxpayer under the provisions of this Act [IC 6-8-1] shall keep and maintain proper books and records, proper and sufficient to adequately reflect the severance of all petroleum products under this Act [IC 6-8-1] and the value thereof. Such books and records shall ... More >>	US - IN	Books and records, proper and sufficient to adequately reflect the severance of all petroleum products

Total 1 regulations found

< Previous | 1 | Next >

45 IAC 6-1-12

Source

Name: Indiana Administrative Code

Impacted Industries: General

Citation: 45 IAC 6-1-12

Source Title: DEPARTMENT OF STATE REVENUE; PETROLEUM SEVERANCE TAX; GENERAL PROVISIONS; Books and records; retention

Quotation

Sec. 12. Books and Records. Every taxpayer under the provisions of this Act [IC 6-8-1] shall keep and maintain proper books and records, proper and sufficient to adequately reflect the severance of all petroleum products under this Act [IC 6-8-1] and the value thereof. Such books and records shall reflect the interest of the taxpayer, purchaser of the petroleum products, etc. Such books and records shall be maintained and kept by the taxpayer for a period of three (3) years from the date of the filing of the return and the payment of the tax for each taxable period.

Impacted Records	Record Retention	Special Instructions
Books and records, proper and sufficient to adequately reflect the severance of all petroleum products	3 years from the date of the filing of the return and the payment of the tax for each taxable period	

# Source a Records Management Company Based off a List of Criteria

Technology

Access

Security

Certification Credentials

Pricing

Contract Terms

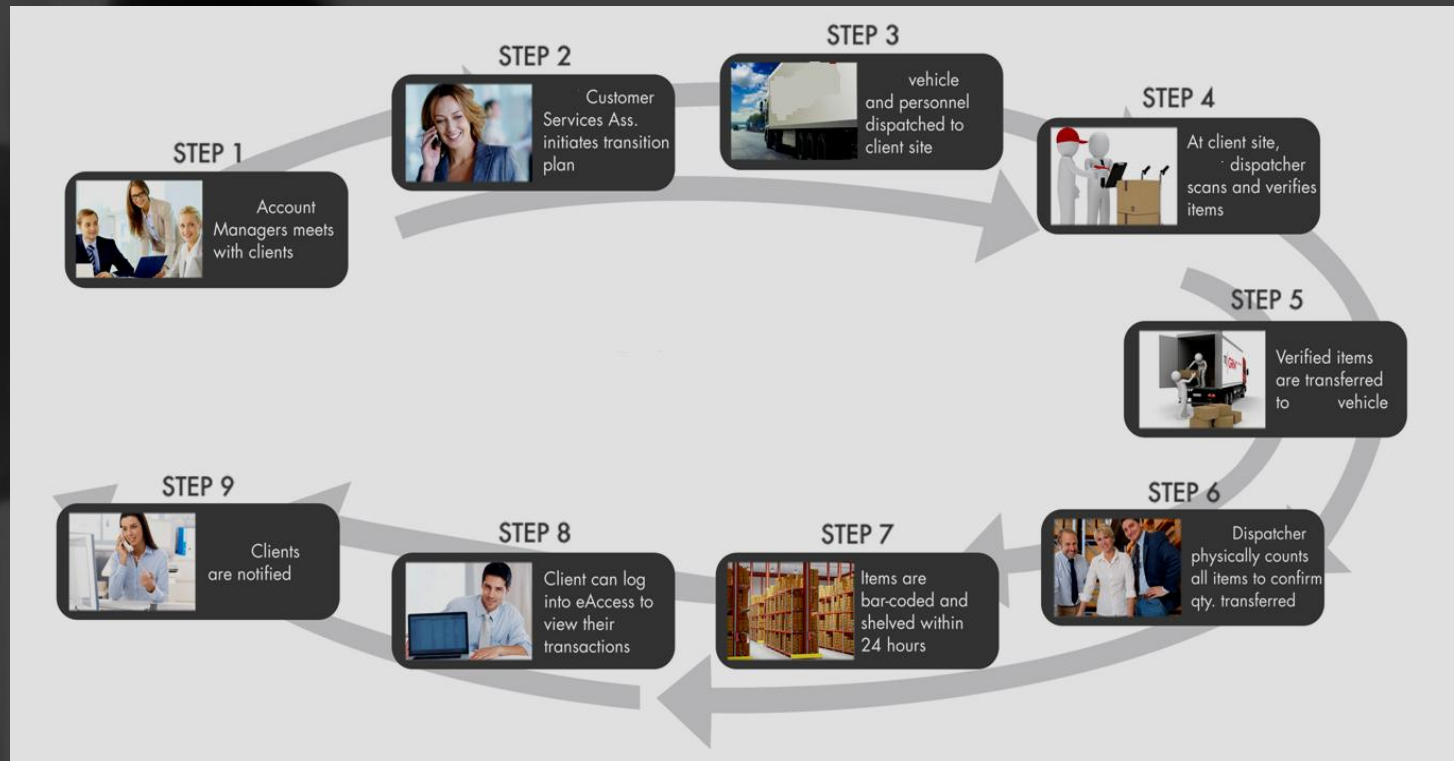
Account Closure Fees

Single Source Vendor?

# Transfer Process

1. Box Inventory vs File Inventory vs Digitization
2. Bar-coding Inventory
3. Mapping Departments and Cost Centers
4. Applying Retention Schedule (Physical & Digital)
5. Utilizing Descriptive Fields
6. Physical Pick up/Transfer Offsite

# Chain of Custody



# Managing and Accessing Inventory - Box/File/Digital Retrieval

- Retrieval Process
  - E-mail, Phone, Online Access
- Pick Up Process
  - Online Data Entry/Editing Tool
- Chain of Custody/Reporting
  - Access to Reports
  - Access to Order Status
  - Access to Delivery Signature(s)

# Online Access

Browser address bar: <https://eaccess.grmdocument.com/EAccess2.1/InventoryChangePage.prf>

Navigation: GRM GRM - eAccess BaseCamp Vocus Twitter Facebook Salesforce

Page Header: GRM - EAccess New Jersey - 01100556 | 0014 - Guarantee Records Management | Marketing

Menu: Inventory Online Order Settings Reports Tools Help

Account: 0014 - Marketing

INVENTORY

Page: 1 / 1 FILTER BY: Containers - 430 GRM Active (In + Out)

Nb	Sel.	Item	GRM #	Client #	Account Number	Status	Review Date	Add Date	Description	LongDescription
1	<input type="checkbox"/>		006226630		0014	In		02/14/2012	GRM PENS	
2	<input type="checkbox"/>		006216008		0014	In		12/01/2011	18.5/47 COM VMDE LCD MONITOR	
3	<input type="checkbox"/>		006216007		0014	In		12/01/2011	18.5/47 COM VMDE LCD MONITOR	
4	<input type="checkbox"/>		006216006		0014	In		12/01/2011	18.5/47 COM VMDE LCD MONITOR	
5	<input type="checkbox"/>		006216005		0014	In		12/01/2011	18.5/47 COM VMDE LCD MONITOR	
6	<input type="checkbox"/>		006216004		0014	In		12/01/2011	AA 90942 BOX 2	
7	<input type="checkbox"/>		006216003		0014	In		12/01/2011	GRM 320015 R9 60005	
8	<input type="checkbox"/>		006216009		0014	In		12/01/2011	DOCUMENT STORAGE GRM	
9	<input type="checkbox"/>		006216001		0014	In		12/01/2011	NIMIOK GRM	
10	<input type="checkbox"/>		006215998		0014	In		12/01/2011	GRM FACTS SHEETS	
11	<input type="checkbox"/>		006216000		0014	In		12/01/2011	GRM BROCHURES	
12	<input type="checkbox"/>		006215999		0014	In		12/01/2011	GRM BROCHURES	
13	<input type="checkbox"/>		006216002		0014	In		12/01/2011	GRAPHICS INSIDE	
14	<input type="checkbox"/>		006163495		0014	In		10/19/2011	GRM BROCHURES DIGITAL	
15	<input type="checkbox"/>		006128389		0014	In		09/21/2011	Tabletop Display 2 of 2	
16	<input type="checkbox"/>		006128388		0014	In		09/21/2011	Tabletop Display 1 of 2	
17	<input type="checkbox"/>		006058964		0014	In		07/18/2011	CHIA Graphics & Hardware	

# Destruction

- Monitor Retention Policy Annually
  - Reduce Inventory
  - Cost Reduction
  - Mitigate Risk
  - Maintain Compliance
- Process To Destroy
- Do the documents have to leave the building to be destroyed
- In-Office Shred Bin Rotation



**Which one are  
your employees  
using?**




# Physical Files vs. Digital Files

- Physical documents and records are present within every organization and are stored in a variety of places
- Organizations are looking to clear room and better allocate building space
- The mix of active files and dormant / inactive files
- RMs are responsible for the inventory, storing, retrieving, sharing and destruction of physical files within an organization
- Security and access to files and records can be an issue

# Physical Files vs. Digital Files cont'd

- Full conversion to a digital database...It's possible and easier than you would think
- Digital solutions are being offered by a number of organizations at a low cost
- Digital repositories allow for:
  - Increased productivity of staff
  - Secure distribution, file sharing and tracking of files
  - Disaster preparedness and faster recovery times
  - Development of strategies that align with retention standards and guidelines
  - Certified destruction and disposal of inactive and dormant files

# Physical Files vs. Digital Files cont'd

- Moving to the Cloud 
  - Collectively, the digital industry is still exploring & learning different uses
  - Hosted services should have sufficiently flexible analytics technology and in-house expertise to support
  - Start small with pilot implementations
  - Apply rigor in your technical valuation of vendors' cloud offering

# Best Practices & Next Steps

- Evaluate current information management practices:
  - Is our Records Management Strategy an Asset or Liability?
  - What does our company retention schedule look like? Does it need to be updated?
  - Can we better allocate our staff and space to increase company efficiencies?
  - Are we facing the accelerating pressure for fundamental transformation including embracing digitization to survive and stay competitive?
  - Are we prepared if a disaster occurs Today?

Thank You

Q & A