



Thank you for attending the Twin Cities ARMA chapter meeting. We all know that the world of RIM is constantly changing. To help you get the most out of your Twin Cities ARMA Chapter monthly meetings, we have put together this document full of resources, tips, as well as an overview of the information that was shared at this month's meeting.

**Don't leave your organization in the dark.
See how Xcel Energy 'turned the lights on' RIM!**

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FOCUS

In the Twin Cities ARMA chapter meeting, you learned about how Xcel Energy improved their Records and Information Management (RIM) program.

KEY POINTS

1. Conduct an assessment of your company.
2. Create policies and procedures to define your program.
3. Develop or update your Records Retention Schedule.
4. Establish a network of Records Coordinators/Business Unit Liaisons, and meet regularly.
5. Establish key people to create a Steering Committee and an Oversight Committee, and meet regularly.
6. Identify areas needing improvement and create a plan.
7. Develop a format to communicate to your audience (the company).
8. Develop a training program.
9. Develop a change management program.

PLANNING FOR THE FUTURE

1. Use the GARP Maturity Model to determine where your program is.
2. Use the Glossary of Records and Information Management Terms, 3rd Ed. for definitions and RIM 101 to gain understanding of applicable policies and procedures.
3. Attend the January TC ARMA Monthly Meeting - Starting a RIM Program: How to do a Records Inventory.
4. Determine who your "go to" people will be in the company. Find all levels: local/user level, Coordinator Level, and "C" level officers.
5. Work with these individuals to determine where improvement is needed and what priority it will receive.
6. Work with these individuals to determine a communication tool. Develop standards for communications.

7. Work with these individuals to develop a training program.
 - Determine what training level is appropriate for the different people in your company.
 - Determine how often this training should be conducted and how often individuals should complete.
8. Work with these individuals to address how the change will affect the employees themselves. Consider generational gaps, employee ability to accept change (the culture of change acceptance in the company) and how this information is delivered to them. Understand that change is hard for many people and that there will be individuals that will need extra motivation, training and support to succeed through this time.

RESOURCES

- ARMA International Online: <http://www.arma.org/>
- Code of Professional Responsibility, <http://www.arma.org/about/overview/ethics.cfm>
- GARP – Generally Accepted Recordkeeping Principles, <http://www.arma.org/garp/>
- GARP Maturity Model <http://www.arma.org/garp/metrics.cfm>
- Standards and Best Practices, <http://www.arma.org/standards/index.cfm>
- RIM Fundamentals, <http://www.arma.org/rim/fundamentals/index.cfm>
- RIM 101, <http://www.arma.org/rim/101/index.cfm>
- TC ARMA Chapter Library, http://www.twincitiesarma.org/atcwff_014.htm
- Kaitlyn Williams, Corporate Records Manager.
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Stay connected with your Twin Cities Chapter resources. Please visit the chapter website at <http://www.twincitiesarma.org/home.html> .

In addition save the date for our monthly meeting educational topics. Follow this link for a preview of what to expect this program year. http://www.twincitiesarma.org/linked/program_summary.pdf

Sincerely,
Your Twin Cities ARMA Program Committee