

# Terra Nova Times



SPRING 2011

This newsletter will be published four times per year and distributed to all members free of charge through e-mail and will also be posted on our chapter website for any interested person not directly employed in the information management industry. The intent is to format the newsletter around the concerns and interests of our members based on input from them.

We invite your comments and questions on issues and educational needs you have. Please contact any member of our Executive if you wish to submit an article for publication.

## *A Note From the President*

*April is Records and Information Management Month. On April 16 the Terra Nova Chapter proudly hosted our 10<sup>th</sup> Annual Personal Information Privacy (PIP) Day. It was a very cool, sunny Saturday morning and we had a fantastic turn out. The individuals who took advantage of the free shredding service were most appreciative. Several people were repeat customers from previous years who said they will be back again next year! On behalf of our chapter, a special thank-you to Information Protection Services (IPS) a division of SGS Laser-Paper Plus Inc. who provided our Chapter with the shredding Services, which included both paper and hard drive shredding. Thank-you to Corporal Steve Conohan of Crime Stoppers for participating in PIP Day and for providing folks with important information about identity theft.*

*The Rooms was a beautiful location for a fabulous lunch and learn on April 19. Many thanks to the staff at the Rooms for the interesting and informative archive tours and thank-you to Constable Kevin Foley of the Royal Newfoundland Constabulary for his presentation on Internet Safety. It was very enlightening and provided all in attendance with incredibly valuable information.*

*Paulette*

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## Identity Theft: Could it Happen to You?

Maybe you never opened that account, or ordered an additional card, but someone else did....someone who used your name and personal information to commit fraud. When an imposter co-opts your name, your Social Insurance Number (SIN), your credit card number, or some other piece of your personal information for their use - short when someone appropriates your personal information without your knowledge - it's a crime, pure and simple.

### Are you a Victim?

The signs can be many, but typical indicators that your identity is being used include:

- A creditor informs you that an application for credit was received with your name and address, which you did not apply for.
- Telephone calls or letters state that you have been approved or denied by a creditor that you never applied to.
- You receive credit card statements or other bills in your name, which you did not apply for.
- You no longer receive credit card statements or you notice that not all of your mail is delivered.
- A collection agency informs you they are collecting for a defaulted account established with your identity and you never opened the account.

### Identity Theft Statement - What is it?

If you suspect that your personal information has been hijacked and misappropriated to commit fraud or theft, take action immediately and keep a record of your conversations and correspondence. The following basic actions are appropriate in almost every case.

- Start a log of dates, person(s) that you spoke with and exactly what they said.
- Contact the fraud departments of each of the two major credit bureaus.
  1. [Equifax](#): (877) 323-2598, for lost or stolen identification press 1, if you are a victim of identity theft press 2.
  2. [Trans Union](#): (800) 663-9980 except Quebec residents (877) 713-3393Request that a "Fraud Alert" be placed in your files. At the same time order copies of your credit reports.
- Contact the fraud department of creditors for any accounts that have been opened or tampered with fraudulently. This may include credit card companies, phone companies, banks and other lenders.
- File a report with your local Police or the Police in the community where the identity theft took place.
- Contact PhoneBusters National Call Centre. PhoneBusters is currently central sourcing all pertinent information on Identity Theft to identity trends and patterns, information is also used to assist law enforcement agencies in possible investigations.

**Remember:** There is no reason to be paranoid; there's just reason to be careful. If someone wants desperately to target you, they can probably get a lot of information about you -- so you just need to minimize the criminal's opportunities to get that information. You can make yourself a harder target and that the best defense. If you are a victim, do not panic, you will not be out any money. The losses will be attributed to the banks and or companies associated with the fraud.

### Minimize The Risk

While you probably can't prevent identity theft entirely, you can minimize your risk. Identity theft is on the rise and it can happen to anyone. It can happen to you. By managing your personal information wisely, cautiously and with an awareness of the issue, you can help guard against identity theft.

Reprinted by RNC Supervisor of Economic Crime Sgt. Sue Bill with permission from Phonebusters website: [www.phonebusters.com](http://www.phonebusters.com)



## ARMA Terra Nova 10<sup>th</sup> Annual PIP Day



Thanks to all who participated in our 10<sup>th</sup> Annual Personal Information Privacy Day



The hard drive shredder quickly turned the 'Bits and Byte's into 'Bits and Pieces'!!



...The IPS shredder sure beats sitting at home having to remove staples and shred a few pages at a time!!



## Archive Tours at the Rooms...



The Terra Nova Chapter would like to give a special thanks to Melanie and Joy of The Rooms for the informative tours.

Melanie demonstrates the storage and preservation methods of old photographs.



Cheryl admires the old business ledgers on the shelf to the left.





## **CAUTION** Re-zoning in progress

By Kim Anstey

Have you've been to a daycare lately? If so, you'll notice that the rooms are divided into different areas. Each area is for a different activity. In my daughter's daycare, there's a place to eat, a place for arts & crafts, & a place for naps. They even go further by separating toys by categories, such as science play, block area, dramatic play, story corner, puzzle area & music area

I know by this time you must be thinking, "What does a daycare have to do with getting my office organized?" There's a reason why they set-up a daycare in activity areas. The children will always know where things go (which makes tidy-time easier) & the necessary materials for those activities will be stored nearby. Dividing your office into different zones will help you create an efficient workflow, by having what you need most often close by, while everything else is there when you need it. After experiencing the benefits of working in a zoned office, you'll wonder how you could've worked any other way.

Let's take a look at each zone separately.

### **Zone 1**

This zone is where you'll be spending the majority of your time. The most important information you access on a regular basis will have a "home" here. Zone 1 area includes:

- *Your desktop*
- *The shallow drawers in your desk*
- *The file drawer in your desk*



The perfect home for your current projects or items that require action would be the file drawer in your desk. If luck isn't on your side & you don't have a file drawer, a desktop organizer would be fine. Other items that belong in zone 1 are:

- *Computer*
- *Your daily planner or calendar or PDA*
- *Phone*
- *Pens, stapler, liquid paper & highlighters*
- *Calculator*
- *Printer*
- *Phone list*
- *Your action files*
- *Other daily accessed reference materials & manuals*
- *Post-it notes or a writing pad*

Just remember to keep your desktop "clutter-free" as possible. It's nice to have 1 or 2 pictures of your family displayed, however covering your work area with too many nick knacks will distract you & give you less workable space.

## **Zone 2**

Zone 2 is the new home for the less frequently visited files & office supplies. This area includes:

- *The wall space next to your desk*
- *Your stand-alone filing cabinet*
- *Your credenza, if you have one*
- *The supply closet in your office*

Remember your reference files? They now belong in this zone. They require a little more effort to retrieve (you may need to swivel your chair or stand up to get to them). However they are not interfering with your core files.



Remember your reference files? They now belong in this zone. They require a little more effort to retrieve (you may need to swivel your chair or stand up to get to them). However they are not interfering with your core files.

Items that belong in this zone are:

- *Computer disks or CD's*
- *Fax machine &/or photo copier*
- *Your "In-Box"*
- *Office Supplies*
- *Printer Paper*
- *Reference books*
- *Catalogs or manuals*

### **Zone 3**

Your archive, closed or inactive files will now live in this zone. This area doesn't need to be located in your office. They could be stored in an off-site facility or in another room. Such items that will now have a new residence could be:

- *Company history*
- *Inactive customer files*
- *Old employee records*
- *Papers related to income taxes*
- *Old personal files*
- *Inactive promotional material*

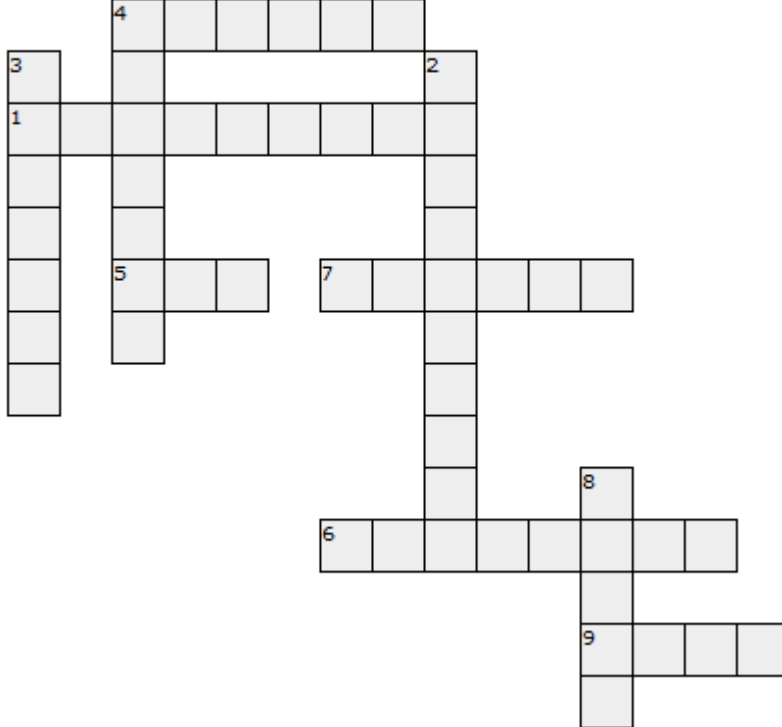
It's okay to have these items stored elsewhere because 80% of files are never looked at again. Just remember the purpose of zone 3 is to store legitimate information it's not a place for things you have no idea what to do with.

If you're still not convinced of the benefits of having your office divided into zones, the next time you drop your son or daughter off to daycare, take a closer look around. Ask the teachers if it's useful to have defined areas. You'll be surprised of their answers.



# RIM Month Crossword

Please complete the crossword puzzle below

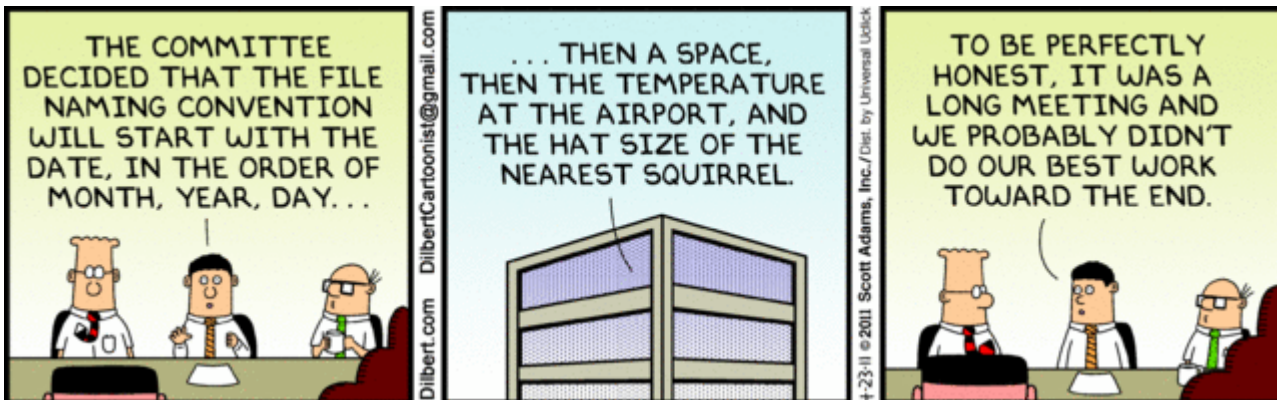


## Across:

1. A person professionally occupied in the administration of archives
4. Information created, received, and maintained as evidence & information by an organization
5. Microsoft's Personal Message Store format
6. Data about data
7. A copy of information created as a precaution in case the original is lost or destroyed

## Down:

2. File that is sent as part of the email transmission but is not part of the message proper
3. A listing of either individual or collections of records, usually arranged systematically with descriptive details
4. A specialized email message that indicates that a previously transmitted message has been received
8. A group of documents treated as a unit for a specific process



# How to Prevent Spyware on Windows Based Computers

Spyware and other unwanted software can:

1. Invade your privacy
2. Bombard you with pop-up windows
3. Slow down your computer
4. Make your computer crash



There are several ways you can help protect your computer against spyware and other unwanted software.

## Step 1: Use a firewall

While most spyware and other unwanted software come bundled with other programs or originate from unscrupulous websites, a small amount of spyware can actually be placed on your computer remotely by hackers. Installing a firewall or using the firewall that's built into Windows provides a helpful defense against these hackers.

## Step 2: Update your software

Visit Microsoft Update to confirm that you have automatic updating turned on and that you've downloaded and installed all the latest critical and security updates. If an application (such as Adobe Reader or Oracle Java) notify you that updates are available, allow them to update. Scanners such as Secunia PSI can be used to scan you computer and let you know if you have vulnerable applications and how to mitigate.

## Step 3: Adjust Internet Explorer security settings

You can adjust your Internet Explorer web browser's security settings to determine how much or how little information you want to accept from a website.

Microsoft recommends that you set the security settings for the Internet zone to Medium or higher. (If you use Windows 7, Windows Vista or Windows XP Service Pack 2 (SP2) and you use Internet Explorer to browse the web, your browser security settings for the Internet zone are set to Medium by default.)



To view your current Internet Explorer security settings:

1. In Internet Explorer, click Tools (in Internet Explorer 9, click the gear icon) and then click Internet Options.
2. Select the Security tab

Internet Explorer 7 and above also includes a number of features to help protect against spyware and many other kinds of deceptive or unwanted software.

#### Step 4: Download and install antispware protection

Microsoft Security Essentials helps protect your computer from spyware and other unwanted software. It's available as a no-cost download for Windows XP SP2 and higher, Windows Vista, and Windows 7. There are also several other products that can be used to protect your machine such as AVG and Avast.

#### Step 5: Surf and download more safely

The best defense against spyware and other unwanted software is not to download it in the first place. Here are a few helpful tips that can protect you from downloading software you don't want:

- Only download programs from websites you trust. If you're not sure whether to trust a program you are considering downloading, enter the name of the program into your favorite search engine to see if anyone else has reported that it contains spyware.
- Read all security warnings, license agreements, and privacy statements associated with any software you download.
- Never click "Agree" or "OK" to close a window. Instead, click the red "x" in the corner of the window or press Alt + F4 on your keyboard to close a window.
- Be wary of popular "free" music and movie file-sharing programs, and be sure you understand all of the software packaged with those programs.
- Use a standard user account instead of an administrator account.

**Daniel Greenland**

Infrastructure Specialist - Energy Systems

Information Systems

Nalcor Energy



## Records Management Word Find

N X B C A P T U R E I A K T Y Z V L F D  
 E O Y X X E L U D E H C S C T B R A R I  
 A I C W D A S F Y V N P N X I A U N A S  
 U U N A N V D A T A B A S E R C I O U C  
 T G E M O B U B H N C Z Q E G C W I T O  
 H G R R I O K R S O O N P L E O S T N V  
 E Q A A T M D E S I M O T O T U T C Z E  
 N E P Y I A H D E T P I E R N N N N M R  
 T C S C S N E L C C E T Y E I T E U N Y  
 I N N A O A Y O C U T A U T L A M F V T  
 C A A G P G A F A R E M Y E I B E X S N  
 I I R E S E C E M T N R R N F I R T E J  
 T L T L I M J M P S C O O T E L I X V W  
 Y P E E D E I E K E I F T I I U U I M  
 D M J M M N K L O D E N N O C T Q Z H P  
 M O M A N T H I I G S I E N Y Y E I C F  
 U C L I K G E F T P Q I V N C N R N R W  
 X I J L A D A T A S W L N G L W A T A J  
 O A R V J X P U H V Y A I L E O J Y B W  
 V D O C U M E N T A T I O N Z F E Z X B

ACCOUNTABILITY  
 INFORMATION  
 FOLDER  
 DATA  
 EMAIL  
 DISCOVERY  
 RETENTION

INVENTORY  
 DOCUMENTATION  
 CAPTURE  
 COMPETENCIES  
 AUTHENTICITY  
 ARCHIVES  
 LIFE CYCLE

DESTRUCTION  
 TRANSPARENCY  
 REQUIREMENTS  
 ACCESS  
 LEGACY  
 COMPLIANCE  
 SCHEDULE

FUNCTIONAL  
 DATABASE  
 MANAGEMENT  
 INTEGRITY  
 ARMA  
 DISPOSITION  
 FILE

Answers on the last page of the Newsletter





## Need a change?

<http://www.armacanada.org/positions.shtml>

<https://www.hiring.gov.nl.ca>



*Have an article lying around?  
Contact Us:*



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St. John's, NL  
A1B 4J9**

**armaterranova@gmail.com**





## Upcoming Events



**Newfoundland and Labrador  
Access & Privacy Workshop 2011**  
May 16 & 17, 2011  
Holiday Inn Gov't Centre  
St. John's, NL

ARMA Canada  
Conference  
**2011**  
Charlottetown  
Prince Edward Island



**27TH Conference & Expo**  
Charlottetown, PEI - June 5<sup>th</sup>-8<sup>th</sup>, 2011

**The MER Conference  
2011**  
National Conference on Managing Electronic Records (MER)

ARMA International is proud to co-sponsor this year's National Conference on Managing Electronic Records, May 23-25, 2011, in Chicago (MER 2011).

**56TH ANNUAL ARMA INTERNATIONAL  
CONFERENCE & EXPO**  
OCTOBER 17-19 GAYLORD NATIONAL HOTEL & CONFERENCE CENTER

Check Out

<http://events.linkedin.com/records-management>

for a great list of upcoming events!!!!



### **Chapter Newsletter Advertising Rates**

Reach the people who manage and use the information management products and services. Advertise in the Terra Nova Times newsletter. Great rates make it affordable to reach hundreds of people in the records management industry.

Advertising Rates are as follows:  
Full Page - \$75.00 per issue  
Half Page - \$50.00 per issue  
Quarter Page - \$40.00 per issue  
Business Card - \$25.00 per issue

Contact us for further information.

*This space is available for advertising.*

*Call or email the Board today!*

### **INTERESTED IN BECOMING A MEMBER?**

Helen Norman is the right person to answer any questions regarding membership.

Go to <http://www.arma.org> to download a membership application.

Be sure to join our local ARMA Terra Nova Chapter too!

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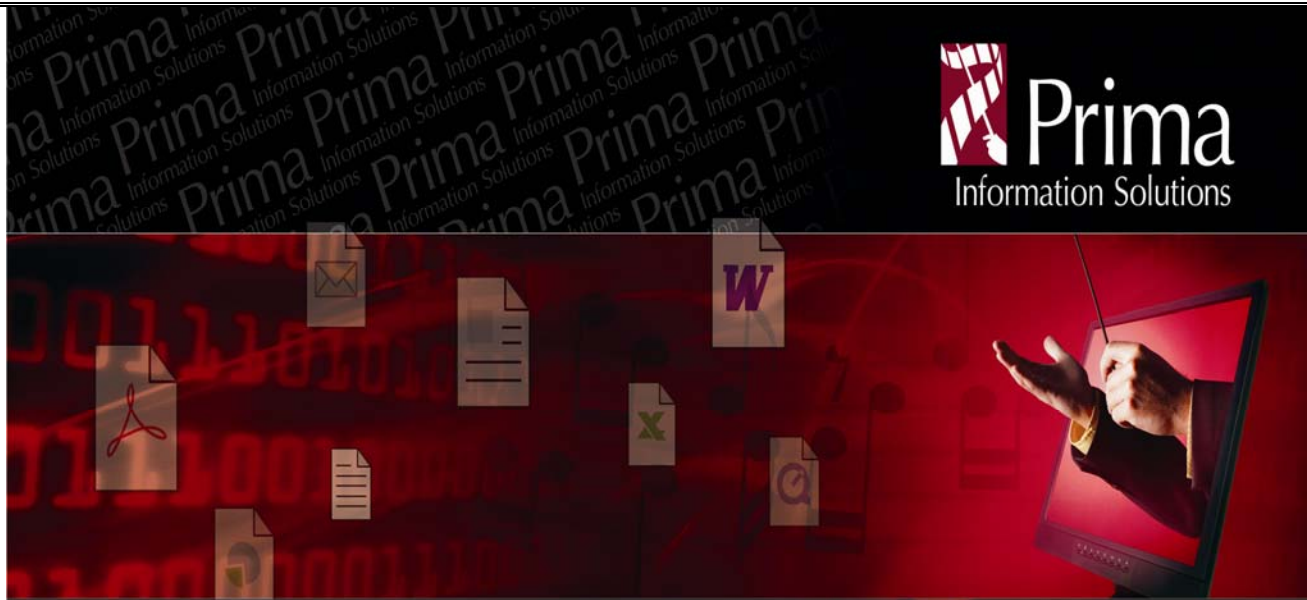
### **Disclaimer**

This newsletter is published on a quarterly basis. The content is offered as a source of information only and does not necessarily reflect the views of the ARMA Terra Nova Board of Directors, ARMA International, or the editor(s).

### **Deadline for Submission**

All articles and advertisements are to be submitted in electronic format by the 15<sup>th</sup> day of the month preceding publication.





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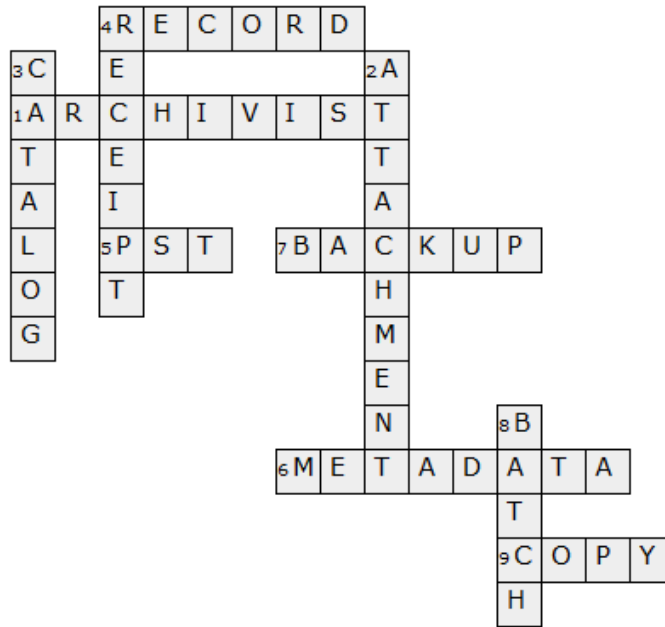


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# Puzzle Answers



**★ Answer Key:**

\_ \_ \_ C A P T U R E \_ \_ \_ \_ Y \_ \_ L \_ D  
 \_ \_ Y \_ \_ E L U D E H C S \_ T \_ \_ A \_ I  
 A \_ C \_ \_ \_ \_ \_ \_ \_ \_ \_ I A \_ N \_ S  
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 I N N A O A \_ O C U T A \_ T L A M F \_ \_  
 C A A G P G \_ F A R E M Y E I B E \_ S \_  
 I I R E S E \_ \_ \_ T N R R N F I R \_ E \_  
 T L T L I M \_ \_ \_ S C O O T E L I \_ V \_  
 Y P \_ E D E \_ E \_ E I F T I \_ I U \_ I \_  
 \_ M \_ M \_ N \_ L \_ D E N N O C T Q \_ H \_  
 \_ O \_ A \_ T \_ I \_ \_ S I E N Y Y E \_ C \_  
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