



Great Northwest Region ARMA

Alaska | Idaho | Oregon | Washington

2020 ARMA Great Northwest Region Conference

Region Conference – **NEW DATE**

MON and TUE
AUG 31th & SEP 1st

*“Clear Vision into the Future
of Information Governance,
Security & Compliance”*

The full two-day educational conference features presentations by leading subject matter experts in Records Information Management, Information Governance, Software & Technology, Security, and Policy & Compliance with relevant and current information for seasoned and new RIM professionals, CIOs, attorneys, Project/Program Managers, IG Leads, & anyone charged with records management and governance programs in their organization. Early bird member and non-member pricing is available. **Conference is Pre-approved for CRM, IGP, credits! Registration opens March 1, 2020!**

Registration open MAR 1	Early Bird** Before Aug 4	Regular
ARMA Member	\$325*	\$375*
Non ARMA Member	\$375*	\$425*
One Day Conference	\$225*	\$225*

* Registration includes buffet lunch each day, break refreshments, & admission to the evening event – NO EXTRA CHARGES!

** Early Bird is before Aug 4th.



Time for focus, time for clarity!

Industry speakers, trending topics, and latest technologies wrapped up in a conference with fellow colleagues and RIM/IG professionals!

GNWR Website for updated Info & to Register:
<https://www.armagreatnorthwest.org/> (open 3/1/2020)

GNWR Email with questions:
armagnw@outlook.com

MAR 1 - Registration opens

AUG 4 - Early bird deadline

*** **2020 Region Leadership Conference (RLC):** GNWR loops in our Region Leadership Conference with our Region Conference. We no longer partner with another Region for our RLC. However, due to the COVID 19 outbreak and the changes in social responsibilities combined with local government orders and requirements, the 2020 RLC will NOT be held with this Region Conference. Instead, we will make alternative arrangements so that we meet before the Region Conference date, to get the information to incoming board members and chapter leaders in a timely fashion.

Location

Doubletree Suites by Hilton at Southcenter
16500 Southcenter Parkway, Seattle, WA 98188 (206) 575-8220

Register Online: https://doubletree.hilton.com/en/dt/groups/personalized/S/SEASPD-ARM-20200604/index.jhtml?WT.mc_id=POG

**(following registration attendees can download a form to pay by check or pay on-line with credit or debit card)*



2020 Great Northwest Region Conference HOTEL

Location

DoubleTree Suites by Hilton Hotel

16500 Southcenter Pkwy
Seattle, WA 98188-3388
1 (206) 575-8220

Shuttle

Courtesy Shuttle provided from/to SeaTac Airport (coordinate times through hotel)

Parking

Parking is free for conference attendees.

Hotel Amenities

- Pool/Fitness Center
- Business Center and ATM
- On-Prem bar and restaurant
- WiFi (in-room and touch-down areas)
- Room Service
- In-Room iron/board, coffee, and flat screen TV
- Fitness Center
- Baggage storage
- Parking
- Safety Deposit boxes available

Hotel Reservations

DoubleTree Suites by Hilton Hotel

16500 Southcenter Pkwy
Seattle, WA 98188-3388
1 (206) 575-8220

Conference Rates

\$155.00 Single or Double
Each night, rate available until Aug 10th, 2020

Reservations

1 (800) 222-8733. Register online with the hotel directly. Use this link to receive our special conference discounted rate:

https://doubletree.hilton.com/en/dt/groups/personalized/S/SEASPD-T-ARM-20200604/index.jhtml?WT.mc_id=POG

Group Name: **ARMA Great NW Region, Region Conference**

Check-in AUG 30, 2020, check-out SEP 1, 2020 (for ARMA rate).

You are responsible to book your own room, using your credit card. This card will remain on file for your room and tax charges, incidental charges, and any "no show" charges should you not arrive for your reservation and haven't cancelled 48 hours in advance.

After Hours Social Event:

An evening event will be held on AUG 31st at the hotel. The cost is **INCLUDED WITH YOUR REGISTRATION**. **4:30-6:30pm - Heavy Appetizers.** *Reception/Meet and Greet with Preferred Partners.*

Things to Do:

Discover what Seattle has to offer! Enjoy well deserved retail therapy at Westfield Southcenter near the conference venue. Spend the day at Seattle Waterfront or hop on a ferry to explore the Puget Sound Islands. Enjoy the arts at Pike Place Market or visit the Museum of Flight to learn aviation history. Visit the iconic Space Needle (restaurant closed during their renovation), the Seattle Aquarium, or the Great Wheel on Pier 57. Sorry baseball fans, the Mariners are playing out of town during the conference.



Links to Seattle Attractions:

[Museum of Pop Culture](#) [Ride the Duck](#) [Golfing](#) [Pike Place Market](#) [Seattle Art Museum](#) [Shopping](#) [Seattle Water Front](#) [Space Needle](#) [Seattle](#) [Great Wheel](#) [Pacific Science Center](#) [Woodland Park Zoo](#) [Seattle Center](#) [Underground Tour](#)

Links to Other Options:

(some just a short cab ride from the hotel)
[Boeing Museum of Flight](#)
[Light link Rail](#) (Hotel shuttle can drop you at station)
[WestField Southcenter Mall](#) (food/stores/movies)

Monday, August 31 Keynote 8:10am-9:30am	Monday, August 31 Keynote 9:40am-11:00am
<p><i>An Overview Of Office 365 Compliance</i></p> <p>Office 365 has a lot of solutions and features to help organizations meet their compliance obligations. But many people aren't aware of what they already own or what is available. This session will provide an overview of the Office 365 Compliance solution, including retention, insider risk management, data governance, eDiscovery, information protection, and more. Attendees will understand the business value of each area and see a live demo.</p> <p>Erica Toelle, Consultant, Erica Toelle LLC:</p>	<p><i>From 3D to 4D: Refreshing Records Retention Schedules with Privacy in Mind</i></p> <p>As privacy becomes a paramount concern, many organizations increasingly look to their records retention schedules ("RRS") as a method to address and mitigate certain privacy risks. Overlapping objectives between the organizational RIM RRS and Privacy provide opportunities to develop supplemental C-Suite support and collaboration between these often compartmentalized groups. An organization's routine retention schedule refresh presents the perfect opportunity to accomplish various shared RIM/Privacy compliance and risk mitigation efforts. This presentation provides insight into these overlapping objectives and actionable takeaway items so any RIM professional can get started immediately.</p> <p>Jennifer Chadband, Senior Analyst/Licensed Attorney, Zasio Enterprises</p>
Tuesday, September 1 Keynote 8:00am-9:20am	Tuesday, September 1 Keynote 9:30am-10:50am
<p><i>Using Machine Learning to Structure Unstructured Content and Improve Total Governance</i></p> <p>For many organizations, the ability to intelligently discover and apply classification to each of the myriad content sources is a daunting task. What are modern organizations looking towards? Leveraging Machine Learning to deliver automated in-place data management and information governance capabilities across repositories, and unburdening end users and Records Managers.</p> <p>Anthony Woodward, CTO, RecordPoint, CTO</p>	<p><i>Getting Your Retention And Privacy House In Order: A Key Step To Security And Compliance</i></p> <p>TBD</p> <p>John Isaza Esq., FAI, CEO and Co-Founder, Information Governance Solutions</p>

THANK YOU TO OUR PLATINUM SPONSORS:





2020 Great Northwest Region Conference **SCHEDULE**

"Clear Vision into the Future of Information Governance, Security & Compliance"

MONDAY, AUGUST 31

7:00am – 8:00am: Registration Open and Continental Breakfast

Time	Redondo and Alki Rooms	
8:00am-8:10am	2020 GNW Region Conference Kick-Off <i>Opening Remarks and Welcome</i>	
8:10am-9:30am	KEYNOTE – Erica Toelle, Consultant <i>An Overview of Office 365 Compliance</i>	
9:30am-9:40am	10 Minute Break	
9:40am-11:00am	KEYNOTE – Jennifer Chadband, Zasio Enterprises <i>From 3D to 4D: Refreshing Records Retention Schedules with Privacy in Mind</i>	
11:00am-11:15am	MORNING BREAK and Vendor Visits	
Time	Redondo Room	Alki Room
11:15am-12:15pm	<p>"TRACK A-1"</p> <p><i>Preventing and Coping with Orphaned Information Assets</i></p> <p>How can your organization be better prepared to prevent and cope with orphaned information assets it likely has scattered across the enterprise in its physical and electronic repositories? This session will provide a basis on which you can reduce and hopefully prevent the accumulation of orphaned information assets, focusing on defensible disposition and avoidance. Takeaways will include: Identification of sources of orphaned information assets in your organization; Identification of how to cope with and dispose of eligible orphaned assets through defensible disposition or reintegration with existing information management practices in your organization; Identification and implementation of methods to avoid orphaned information assets in your organization</p> <p>Tod Chernikoff, ISD Analyst - RIM Team, Navy Federal Credit Union</p>	<p>"TRACK B-1"</p> <p><i>Microsoft Search And Compliance Center For E-Discovery</i></p> <p>Use Office 365 eDiscovery for Internal Investigations and Litigation. Responding to data discovery requests can be costly and time-consuming. Fortunately, the new intelligent discovery tools in Office 365 can help to minimize these impacts. Attend this session to learn how you can use Office 365 eDiscovery and Advanced eDiscovery to meet your organization's internal investigation and litigation needs. You can manage content across all your Office 365 assets, including SharePoint, Exchange, Microsoft Teams, Yammer, and more.</p> <p>Erica Toelle, Consultant, Erica Toelle LLC:</p>
12:15pm-12:30pm	VENDOR VISITS	
12:30pm-1:30pm	<p>LUNCH BREAK</p> <p><i>(buffet lunch served in the conference area and Atrium, included with your registration)</i></p>	

Time	Redondo Room	Alki Room
1:30pm-2:30pm	<p>“TRACK A-2”</p> <p><i>Privacy And Security: Recent And Emerging Regulations</i></p> <p>In the 2017-2018 AG Data Breach Report the Washington State Attorney General reported data breaches have increased 700% in the past two years in Washington State. Smart phones, Internet of Things (IoT) and big data repositories collect an ever increasing amount of data on us that can be stolen and used for identity theft or collected by companies and sold, used and misused in ways we don't know about and haven't authorized. Privacy and security regulations are behind the times and trying to catch up with the issues presented by technology. During this conversation we will discuss the current regulatory landscape and proposed and recent privacy and security regulations and their impact on our information management programs and policies.</p> <p>Denise Simons, Data Governance, Puget Sound Energy</p>	<p>“TRACK B-2”</p> <p><i>Taking Flight: A Case Study Leveraging ARMA's IG Maturity Model</i></p> <p>Does your RIM or IG staff seem like they're always reacting to the latest crisis? Do you have a lot of projects but few successes? In this case study, learn how one agency used ARMA's IG Maturity Model to assess its current risks, define agency-wide goals, and build a road map to transformational IG practices. Using gauges for an aviation-themed presentation, learn how we were able to "move the needle" to more stable RIM and IG programs and practices agency-wide.</p> <p>Carissa Bourdon, Records Officer, Washington State Department of Fish and Wildlife</p>
2:30pm-3:00pm	AFTERNOON BREAK and Vendor Visits	
Time	Redondo Room	Alki Room
3:00pm-4:00pm	<p>“TRACK A-3”</p> <p><i>The HUB Project: A Provincial Government Digital Transformation Case Study</i></p> <p>Michael will walk you through the ins-and-outs of “the HUB Project” – a successful compliance-inspired digital transformation initiative for a billion-dollar provincial government agency. Gravity Union worked with all departments across the enterprise to migrate and classify over four million records. Based on lessons learned, best practices and key takeaways, you will learn: - Benefits of ECM and records management to a government organization - How Gravity Union used an Agile project management approach to manage a SharePoint and Collabware CLM rollout - How the project leveraged fun interactive tools and processes to generate excitement and keep stakeholders engaged</p> <p>Michael Schweitzer, President & CEO, Gravity Union</p>	<p>“TRACK B-3”</p> <p><i>The Impact Of Emoji In Workplace Communications</i> 😊😞</p> <p>More than 26 million custom emoji have been created in Slack and the use of emoji in Teams is universal, revolutionizing the way we communicate. Some employees are capable of having entire discussion with emoji, and it takes just one emoji to change the meaning of the message. This session will discuss the challenges and risk associated with emoji in workplace communication and provide practical solutions for the problems they present.</p> <p>Eric Parish, Consultant, Ricoh Information Governance</p>
<p>4:30-6:30pm - Heavy Appetizers Reception/Meet and Greet with Preferred Partners INCLUDED with your registration</p>		

TUESDAY, SEPTEMBER 1

7:00am – 8:00am: Registration Open and Continental Breakfast

Time	Redondo and Alki Rooms	
8:00am-9:20am	KEYNOTE – Anthony Woodward, RecordPoint <i>The Machines are Already Learning by Watching You File</i>	
9:20am-9:30am	10 Minute Break	
9:30am-10:50am	KEYNOTE – John Isaza, Information Governance Solutions <i>Getting Your Retention and Privacy House in Order: A Key Step to Security and Compliance</i>	
10:50am-11:15am	MORNING BREAK and Vendor Visits	
Time	Redondo Room	Alki Room
11:15am-12:15pm	“TRACK A-4” <i>Emotional Intelligence: The Leadership Secret Sauce</i> <p>Presented by Shelly Ray (Senior Departmental Systems Analyst/LA Metro) and Julia Mewbourne (Manager of Records Management & Imaging Services/Metropolitan Water District of Southern California) Rogue Records Coordinators? Shadow retention schedules? Why would anyone expose their organization to increased risk, costs and inefficiencies? Maybe Shreddy Freddy just wants a clean desk or Secret-Cloud-Drive Sally just needs to work remotely, after hours. Learn how Emotional Intelligence can help you find out what's behind the boggling behavior, and new solutions for pitching RIM compliance based on what THEY VALUE.</p> <p>Shelly Ray, Senior Departmental Systems Analyst, Los Angeles County Metropolitan Transportation Authority</p> <p>Julia Mewbourne, Manager of Records Management & Imaging Services, Metropolitan Water District of Southern California</p>	“TRACK B-4” <i>Demonstrating Records365 Classification Intelligence: Applying Machine Learning for Improved Compliance Outcomes</i> <p>For many organizations, the ability to discover and apply classification across the myriad of content sources available to organizations is a daunting task. Did you know that there is an "intelligent" way to deliver automated federated data management and information governance capabilities across your organization no matter where your content resides? In this session, we provide a live demonstration of Classification Intelligence at work, including an in-depth look at how easy machine-training can be for records managers.</p> <p>Paul Kelly, Pre-Sales and Delivery Lead North America, RecordPoint</p>
12:15pm-12:30pm	VENDOR VISITS	
12:30pm-1:30pm	LUNCH BREAK <i>(buffet lunch served in the conference area and Atrium, included with your registration)</i>	
Time	Redondo Room	Alki Room
1:30pm-2:30pm	“TRACK A-5” <i>Cleaning Up The Monsters In Our Closet: Using Performance Metrics And Information Governance To Create 20/20 Vision</i> <p>We, as information professionals, know well that hairy monster in the closet- it's big and getting bigger and soon it break out to cause havoc. Nevertheless, to move into the next era of information management, have we quantified just how big it is? Can we</p>	“TRACK B-5” <i>Find Balance For Security</i> <p>This discussion will be around finding the balance as you employ a security strategy and how it corresponds with data governance.</p> <p>Kelli Burns, CISCO & VP, Symetra</p>

	<p>accurately outline just how much havoc it will cause? Have we even defined what exactly it is?</p> <p>Learn how the City of Bellevue records management team is utilizing performance metrics, gaining City leadership support, and moving forward into 2020 with 20/20 vision. Discover the value of performance metrics; how to gain leadership and organization support; Bellevue's information governance team approach and process for identifying and managing the monsters; and examine the impact of the metrics on the outcome of the monster hunt—cleanups.</p> <p>Danelle Court, Records Management Program Manager, City of Bellevue</p>	
2:30pm-2:45pm	AFTERNOON BREAK and Vendor Visits	
Time	Redondo Room	Alki Room
2:45pm-3:45pm	<p>“TRACK A-6”</p> <p><i>Privacy And Records Management</i></p> <p>The county is in the process of launching a Privacy Program based on an audit of PII. The Program is run by IT, while the Records Management group is based in a different department in the county. I'm the facilitator of a workgroup that focuses on issues that intersect between the Privacy Program and Records Management. This has been a learning experience, and I'd like to share what I've encountered and achieved.</p> <p>Alex Harris, King County Department of Public Defense</p>	<p>“TRACK B-6”</p> <p><i>IG Shepard Program Pie With A Side Order Of Blockchain Wraps</i></p> <p>Shepard Program Pie – Using the best ingredients from the IG pie to sell your IG program. o Andrew will highlight his specific recommendations on ARMA's new Information Governance Implementation Model, their IGBOK (Information Governance Body of Knowledge) that he contributed to, the CGOC's Information Governance Process, Maturity Model, and key questions to ask IG stakeholders why an IG program is necessary for organizations today.</p> <p>Blockchain Wraps - What IG professionals should know about blockchain technology o A brief overview is provided on how blockchain works and how it can help and hinder RIM. Further, Andrew will discuss the AIEF Blockchain Technology & Recordkeeping report and why it should be in your digital bookshelf.</p> <p>Andrew Ysasi, VP, Advocacy, Vital Records Control</p>
Time	Redondo and Alki Rooms	
4:00pm-4:30pm	<p>2020 GNW Region Conference Closing Remarks and GIVE AWAYS/PRIZES</p>	

THANK YOU TO OUR **GOLD** AND **SILVER** SPONSORS



Speaker Biographies

ARMA Great NW Region, 2020 Region Conference

Kelli Burns, CISO & VP, Symetra: Accomplished, dedicated, and leading a culture of excellence through a Digital Transformation. Kelli's primary role is enabling the business to make decisions swiftly while protecting the data of our customers and employees. Kelli translates the regulatory, IT-risk requirements, and constraints of the business into technical control requirements and specifications, as well as develops metrics for ongoing performance measurement and reporting. Kelli also leads Enterprise Governance, Planning, and Service Management to ensure consistency and agility across the company. Kelli's leadership role expands beyond her technical capabilities. She also serves as the founding leader and executive sponsor for the Symetra Diversity and Inclusion Council, which is an important employee-centric part of the company's Diversity, Equity and Inclusion (DE&I) initiative. Kelli helped to develop the IT Emerging Leader Program, that has now expanded to all Symetra divisions. Kelli also acts as a mentor for many individuals, in and outside the company. Her passion is people day in day out.

Carissa Bourdon, Records Officer, Washington State Department of Fish and Wildlife: Carissa Bourdon is the Records Officer for Washington State Fish and Wildlife. In her 5 years as a records professional she participated in Enterprise Content Management (ECM) implementation, and has built an agency wide records management program for an agency of over 2000. Previous jobs include the Washington State Archives and experiences in both local and state government. Carissa is the Program Director of the Puget Sound Chapter of ARMA and serves as the Chair of the Washington State Records and Information Manager's Forum.

Jennifer R. Chadband, CRM, IGP, ECMP, and Licensed Attorney

Ms. Chadband is a Senior Analyst with the Consulting Division at Zasio. Ms. Chadband's legal research experience is focused towards U.S., European Union and member country laws, as well as the law of Latin American countries. In addition, she analyzes the applicability of discovered retention mandates to record series, addresses ad hoc queries related to client records management and information governance programs, and routinely assists in the development of enterprise records retention schedules. Ms. Chadband's breadth of client experience is diverse ranging from local and regional domestic organizations to highly regulated multinational Fortune 100 Companies, including several pharmaceutical and financial services companies.

Tod Chernikoff, ISD Analyst - RIM Team, Navy Federal Credit Union: Tod Chernikoff is a Certified Records Manager, an Information Governance Professional and a Certified Information Professional. He has over twenty years of experience providing records and information management and information governance services to organizations and clients. He has served ARMA International in positions at the local, regional and international levels including as a member of the ARMA International Board of Directors. He received the ICRM's 2014 Alan Andolsen Award in recognition of outstanding CRM Mentorship. He is a member of the Records and Information Management Team at Navy Federal Credit Union where he is helping to enable RIM operations across the global enterprise.

Danelle Court, Records Management Program Manager, City of Bellevue Court has worked at the City of Bellevue for over six years in their public records program and is currently the Records Management Program Manager. Court has also spent time working at King County and NARA. As the Records Management Program Manager Danelle oversees the implementation and monitoring of RCW 40.14 Preservation and Destruction of Public Records, which includes oversight of the Records Management Program and the Enterprise Content Management Program (ECM). Court has her master's degree from the Western Washington University history program in archives and records management.

John Isaza Esq., FAI, CEO and Co-Founder, Information Governance Solutions: Isaza, Esq., FAI is internationally recognized in the legal fields of Information Governance (IG) and Records and Information management (RIM). He is a leading expert on electronic discovery and legal holds. He has developed IG programs for some of the most highly regulated Fortune 100 companies, including regulatory research opinions.

Paul Kelly, Presales and Delivery Lead North America, RecordPoint: Kelly is the Presales and Delivery Lead in North America. He has established a successful career in information and records management by delivering innovative and modern solutions for customers around the world. Paul has a proven track record.

Julia Mewbourne, Manager of Records Management & Imaging Services, Metropolitan Water District of Southern California: Julia Mewbourne, M.Ed., IGP Julia brings over 25 years of experience in sales, operations, facilities, records management and information governance to her work at Metropolitan Water District of Southern California. Julia's first Records and Information Management (RIM) assignment was with Lyon & Lyon, LLP where she focused on document security procedures, lateral moves and off-site records management. After the firm's dissolution, Julia worked with service providers and as a consultant to develop and implement strategic plans to reduce the risk and costs surrounding discovery preparedness, as well as increase efficiency and productivity. Julia has both a bachelor's degree in Communication Studies and a master's degree in Human Resource Development from Vanderbilt University. She is a certified Information Governance Professional and has a professional certificate as a paralegal.

Eric Parish, Consultant, Ricoh Information Governance: Eric Parish is an Information Governance Professional (IGP) & Certified eDiscovery Specialist (CEDS) with Ricoh. He received his B.S. Biology from Purdue University and his JD from the University of Tulsa. He is also a former practicing attorney with more than 14 years working in the legal and litigation support sector. Eric has presented CLE accredited programs to numerous law firms and legal organizations around the country.

Shelly Ray, Senior Departmental Systems Analyst, Los Angeles County Metropolitan Transportation Authority: Shelly is Senior Departmental Systems Analyst for Research, Records & Information Management at Los Angeles County Metropolitan Transportation Authority (Metro). She develops requirements for, implements, supports, troubleshoots and trains users on the systems which ensure Metro is a transparent and accountable public agency; meets the requirements of the California Public Records Act (CPRA); supports internal research needs with storage and retrieval solutions; and mitigates litigation risk related to records. Her prior experience includes eLearning Program Development, Digital Asset Management, and Database Engineering. She's developed systems and user training for mid-sized businesses in the private sector, and large public-sector agencies. Shelly holds an MLIS degree, focused in Informatics, from UCLA.

Michael Schweitzer, President & CEO, Gravity Union: Michael Schweitzer is the founder of Gravity Union with deep experience in Office 365 and Collabware CLM. He has assisted dozens of customers reach their organizational information management goals. He was awarded the first Collabware MVP designation and is the creator of the "Seven Pillars of ECM" philosophy.

Denise Simons, Data Governance, Puget Sound Energy: Denise is an experienced professional working with large and small enterprises throughout the US to provide guidance and develop policies and programs that support corporate goals to effectively manage information, reduce risk, and document compliance with retention, discovery, and information security and privacy regulations.

Erica Toelle, Consultant, Erica Toelle LLC: Erica Toelle is a Microsoft MVP in Office Apps and Services. She is an internationally recognized speaker on Compliance, Office 365, and SharePoint. Erica has been working with customers to deploy these solutions since 2004 and has been hired as an expert by over 30 Fortune 500 companies, several Microsoft Product Teams, and Microsoft IT. Look for her upcoming book on Office 365 Compliance, which will be published by Apress in April 2020. Erica was #15 on the 2019 International SharePoint Influencer list.

Anthony Woodward, CTO, RecordPoint: Woodward as one of the original founders, Anthony has a vast amount of experience in the ECM features of SharePoint and the Microsoft stack. He has worked with hundreds of organizations around the world delivering compliant records management solutions. Anthony is originally from Australia but is now based in Seattle overseeing global operations and product strategy & support.

Andrew Ysasi, VP, Advocacy, Vital Records Control: Andrew Ysasi (EE-SA-SEE), MS, FIP, FIIM, CIPM, CIPP, CISM, PMP, CRM, IGP, CIP has worked in information management since 2007 and is an expert in information governance and records management. As Vice President of Advocacy for VRC, Andrew is tasked with mentoring, educating, volunteering, and advocating for all matters related to information governance (IG). Andrew is also the President of IG GURU®, an IG news organization to ensure relevant IG news is shared with the IG community and a resume expert where his work is published on CIO.com. Andrew is a frequent guest on the Inside the Records Room podcast, a contributor to ARMA's IGBOK, contributor to Wiley's Information Governance 2nd Edition, a former Regent for the ICRM, a former board member for i-SIGMA, and a former adjunct professor at Davenport University. Andrew has a bachelor's degree in information technology, holds a Master of Science in Administration with a concentration on Information Resource Management from Central Michigan University, and has completed coursework towards a doctorate in strategic leadership.