

## InSights Newsletter

Records Management Program Need an Extreme Makeover? IMERGE Consulting is a Vendor-Neutral Analyst and Consulting Firm That Can Help You Save Money and Increase Productivity.

**imerge**  
CONSULTING



December 2008

## Speaking Engagements

## Billing Output '09

William Broddy, Principal, will be speaking at the Billing Output '09 in Orlando January 21-22, 2009. Title: Lessons Learned from the Great Statement Project.  
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IMERGE Books: Available for purchase, written by IMERGE consultants

## ARTICLES

## Don't Count out This Dinosaur

Written by Jim Just, Partner

The most common definition of metadata is "data that describes data" - not the most useful definition ever written. The ISO Records Management standard definition is more useful in the context of this article and document management in general. ISO 15489 defines metadata as "data describing context, content and structure of document and records and their management through time."

[READ FULL ARTICLE](#)

## Make Your Mark

Written by Bernard Chester, Principal

Even if you are not a programmer, you have likely heard some mention of XML within your organization and throughout the industry. Certainly your technologists use it when explaining how they are going to implement a new solution. Often, it is spoken of in almost reverential terms, as the cure-all for a variety of problems....

[READ FULL ARTICLE](#)

## Change: Window of Opportunity for Your BPM

Written by Jim Minihan, Partner

If ever a project demanded a "change management" program, it is a BPM (and yes, workflow) strategy. Like many other IT projects, the footprint of your BPM plan can be both large (meaning many people) and deep (meaning each of those people are interacting with it day to day). Equally important is the fact that the new BPM application will also be tied to some legacy application(s) as part of the implementation....

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## EDUCATION

## Attend an AIIM ERM Certificate Workshop or Bring It to Your Location!

Do you need your AIIM ERM Certificate Practitioner or Master Certificate, but can't get to a workshop? Sponsor a workshop at the venue and on the days you choose. It is convenient and cost effective! Register yourself and your attendees. We bring the needed materials, and an interactive, effective learning experience. Workshop attendees can avoid overnight travel, and sponsoring organizations can open their workshop to persons from other organizations. Classes must have a minimum of five persons, and dates are available on a first-come first-served basis. Contact us at 815-398-0492 (US) or 416-840-4461 (Canada).

## AIIM ERM Practitioner

Course covers concepts, lifecycle of a record, classification schemes, controls and security, retention and disposal and metadata. After successful test completion participants receive the AIIM ERM Practitioner certificate.

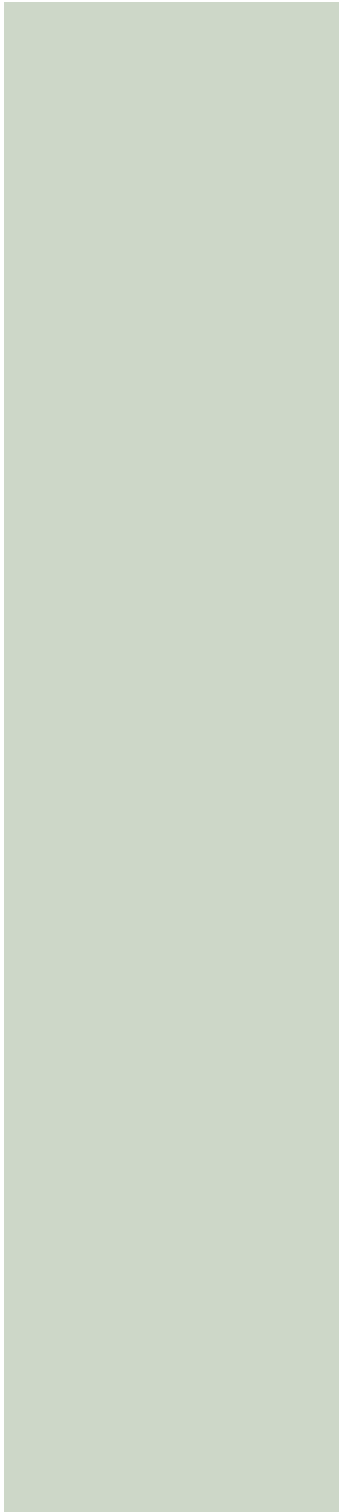
## AIIM ERM Master

The course includes the above certificate workshop and adds real-world experience through the use of case study experiences. After completion of this workshop, exam and case study approval, participants will receive the AIIM ERM Master certificate.

[CLICK HERE FOR MORE INFORMATION AND SCHEDULE](#)

## About IMERGE Consulting, Inc.

IMERGE is a leading analyst firm providing management and



technology consulting services, with a focus on records management, enterprise content management, business process improvement and compliance advisory services. IMERGE helps organizations improve ECM project ROI, clearly define requirements and business case, evaluate software and deploy systems faster. IMERGE does not sell hardware, software, or systems. We have more than 20 offices in major cities across North America--most of them within 90 minutes of your location. [www.imergeconsult.com](http://www.imergeconsult.com)