



The
BUSINESS RECORDS MANAGEMENT
BULLETIN



A Service of **BUSINESS RECORDS MANAGEMENT**

1st Quarter 2008

FORENSIC RECONSTRUCTION

The threat of identify theft has made destruction of discarded personal information an absolute necessity. An increasing number of states have legislated that documents such as medical records must be thoroughly destroyed before being discarded. Despite the growing widespread use of systematic document destruction, there will be instances in which documents that were thought to have been destroyed have instead undergone forensic reconstruction to determine their original content.

One of the better known instances of such reconstruction came about after the United States Embassy in Tehran was overrun by Iranians in 1979. The Iranians found shredded documents, numbered the pieces and laid them out and used local carpet weavers to put them back together again. As stated by Malcolm Byrne of the National Security Archives at George Washington University, "For a culture that's been tying 400 knots per inch for centuries, it wasn't that much of a challenge." This was part of an article called "Back Together Again" by Douglas Heingartner, published July 17, 2003 in *The New York Times*.

Twenty years later, on November 5, 1999, Malcolm Byrne edited a National Security Archive Electronic Briefing Book No. 21 with declassified documents on Iran and the United States. By going to Document 4, you can see an actual CIA cable that had been shredded, then reassembled by the Iranians. Facsimiles of such documents were published by the Iranians in a series that exceeded 70 volumes. www.gwu.edu/nsarchiv/NSAEBB/NSAEBB21/index.html

The secrets of the Stasi are secret no more, with some exceptions.

In Germany, the archives of the dreaded East German Ministry for State Security, the Stasi, are now open to the public and to the world at large via a web site that includes English translations: www.bstu.bund.



Established in 1950, Stasi's purpose was to keep tabs on all the people living in the German Democratic Republic (GDR). To do this it used unofficial collaborators who spied on friends, co-workers, even family members in the name of loyalty to the Communist party. Gunther Bormann, head of the Stasi Record Office Leitungsburo, states that most persons approached by the Stasi declined to become collaborators. Those that were collaborators did so of their own free will and were not forced to do so, contrary to popular thought, according to Bormann. The ministry found that collaborators operating by choice provided more reliable information than that derived by coercion. In numbers, among the 17 million citizens of the GDR, there were 179,000 collaborators and 89,000 Stasi officers.

Members of PRISM who attended the 2002 Business Across Borders Conference in Berlin were able to visit the Stasi Archives. PRISM Executive Director Jim Booth wrote an article about this visit and it appeared in September 2003 InFocus magazine. Some of the following information comes from that article; other information comes from the archives' own web site.

In November 1989 huge public protests were being held in East Germany, particularly East Berlin and Leipzig. After a demonstration of 500,000 people on November 6, Stasi headquarters sent an order to its district offices to “destroy or remove official material of an explosive nature.” Under such an onslaught, the 100 shredding machines failed and Stasi staff began shredding documents by hand. The Berlin wall fell on November 9. Between that date and December 4, more than 40,000 bags of sensitive documents were shredded by hand. On December 4 and 5, the Stasi regional officers were occupied by citizens intent on preventing the further destruction of documents. Per the archives’ web site, “Without orders from the main office, officials did not know how to react and left the office. This scene was generally repeated at the 15 regional, 205 district and seven special offices around the country.”

Hans Altendorf is director of the archive. In briefing the PRISM group, he explained that “It is the responsibility of the archive to repair and preserve documents maintained by the East German secret police and to provide research services for those persons seeking information on their own files.” While the laws governing the archive have the intent of “promoting the political, historical and judicial reappraisal of the activities of the former Ministry for State Security/Office for National Security,” there are stringent privacy restrictions that govern access to personal data.

For example, a former citizen of the GDR can make application to view his or her file. However, because German law intends to protect the privacy of all citizens, a citizen’s file is reviewed and redacted before it is released to the person who requested it so that no information violates the rights of others. There is not that degree of protection for the files and references to ex-Stasi officers or ex-collaborators. A collaborator’s code name will be shown in a record, but the full name can be requested. Additionally, there are special rules that apply to persons of public interest such as politicians. Between 1991 and December 31, 2006, there were 6,022,774 applications and petitions made to the archives.

In November 1989 when Stasi files were being shredded, there was great concern to destroy the files of its spies in western Europe. It is believed that between two and five percent of the total files were completely destroyed, and most were from spies in West Germany. As years have gone by, researchers and journalists have unearthed facts about Stasi spies in other countries. Particularly startling were articles published in the London Times during September and November 2000 showing there had been at least 28 East German spies highly placed in Britain during the last days of

the Cold War. This included one working for six years at the Royal Institute of International Affairs (Chatham House).

One report says that the archive has been able to reconstruct only 300 files. However, a pilot project with digital reconstruction has been launched with the hope that this will speed up the process considerably.

Certain scanning technologies can assist with digital reconstruction.

In a process described as “scanning each shred and using algorithms to reassemble the materials on a computer,” one company calls its service Strip-Shred Reconstruction Technology and has gained some flashy exposure on television for its process.

The company is ChurchStreet Technology in Houston, Texas, offering “innovative forensic services and technology” working with strip shred, cross shred or torn documents. An overview of its process has been featured on the CBS show “NUMB3RS” and on the pilot episode of ABC’s new drama called “Eyes.”

The company’s web site, www.churchstreet-technology.com, gives no hints as to how the process works, but says it has provided assistance to law enforcement, legal teams, crime labs, government agencies and forensic accountants. The company also offers its Data Exposure Assessment as a confidential service that measures the amount of a company’s data that is exposed to the public, followed by recommendations on how to correct any leaks. One part of this is identifying the physical data that leaves the company undetected. This facet should be of interest to the storage contractor for the company having the assessment as it could open an opportunity to provide another service.

Beyond reconstruction of paper documents, there are many companies offering forensic reconstruction of electronic data from personal computers, servers, cell phones, PDAs, digital cameras and more. Data can be recovered from deleted files and file fragments. Your storage contractor can give you guidance on finding such services.

Cohasset Associates, Inc. is pleased to announce the program for the 2008 National Conference on Managing Electronic Records (MER '08).

DATE

May 19 - 21, 2008 for the conference,
May 18th for the pre-conference tutorials.

LOCATION

Westin Michigan Avenue Hotel, Chicago, Illinois

The unique location of the MER conference offers participants easy access to an extraordinary selection of restaurants and outstanding specialty stores as well as nearby cultural centers for music, art and theater.

CONFERENCE PROGRAM

The MER '08 conference program will include:

- 26 informative sessions
- 3 in-depth all day pre-conference tutorials
- 2 special Keynote Addresses
- 18 leading solution providers
- Lots of experience-rich case studies
- Special conference-wide managing e-mail focus
- 45 outstanding speakers
- There also will be three of the MER's highly successful networking receptions.
- Problem-solving exhibitor suites will be available for productive 1 on 1 meetings and briefings.
- In addition to their conference notebook, every registrant will receive a complimentary audio CD of all the sessions - so every attendee will benefit from all the information provided in every session.

COMPLETE CONFERENCE INFORMATION

Full details about the MER '08 conference program are available at: <http://www.merconference.com>

You will receive the MER '08 brochure in the mail shortly or you can download a PDF of the brochure now.

EASY REGISTRATION

- You can conveniently register now for the MER '08 conference:
- Directly online with our easy Online Registration
- Download a Registration Form from the MER website
- Use the registration form in the color brochure

Advance registration is required. Space at the MER is limited. The MER Conference sells out every year. Your registration is not complete until you receive your MER e-mail confirmation.

A record number have already registered, and early registration is strongly advised.

THE MER'S RENOWNED QUALITY

The MER's success is the result of Cohasset Associates' ongoing commitment to having the MER be a truly exceptional professional experience where:

- More consistent quality is assured in the content of its formal presentations.
- Real personalization is guaranteed due to the conference's limited size and special networking opportunities.
- Problem-solving answers are provided by the select exhibitors that participate, colleagues you meet, and the many distinguished speakers you will hear.
- The MER Sets the quality standard. Examine the comprehensive presentation of registrants' MER conference

SPECIAL MER HOTEL RATES

Special MER Cohasset Conference hotel rates are available at the two convenient conference hotels:

The Westin Michigan Avenue
The Wyndham Chicago

Information on both hotels is at
www.merconference.com/hotel.html

See interactive maps and Chicago information resources at www.merconference.com/chicago.html

QUESTIONS?

If you have any questions about MER please go to the MER FAQ at www.merconference.com/faq.html
If you need personal assistance, please contact MER Conference Administrator Chris Glatz at 1.800.200.7667 or email her at: mer@cohasset.com

Updates from the ARMA International Education Foundation (AIEF)

FOCUS ON RESEARCH REPORTS –

Articles that CFCs can use

One of the primary benefits that the AIEF brings to RIM professionals is the collection of research reports that are paid for by the Foundation (often with the assistance and support of local ARMA chapters and regions). These reports deal with topics of current interest to the RIM community and are made available without charge from the Foundation's website. To increase awareness of this resource, Pilar McAdam, coordinator for the Chapter Foundation Champions (CFCs), will write a series of articles for distribution to the CFCs that highlight the available research reports. These articles can then be included in chapter newsletters, posted to chapter websites, or sent out via email to chapter members. The first article should be distributed by the end of March.

IS THE CFC ASSIGNED TO YOUR CHAPTER CORRECT?

Chapter Foundation Champions (CFCs) are the representatives, supporters, boosters, and cheerleaders for the AIEF at the local level. The Foundation relies on our network of CFCs to receive and distribute AIEF news and information, and to promote Foundation activities and goals. If your chapter doesn't have a CFC – or if the CFC assignment has changed but we don't know about it – AIEF communications may not reach chapter members. To find out if your chapter has the correct CFC assignment, contact Pilar McAdam at cat_o_saurus@yahoo.com. www.armaedfoundation.org/cfc.html.

“OPRAH'S BIG GIVE” IS OPPORTUNITY FOR FOUNDATION SUPPORTERS TO DONATE TOO!

The philanthropic community is buzzing with the ABC network's new show, Oprah's Big Give. More than 15 million people tuned in to watch the premiere, in which contestants work to change people's lives and “give big or go home.” Visitors to Oprah.com and ABC.com are also given the opportunity to “give big at home,” and are directed to the Network for Good Web site. Network for Good, GuideStar's long-time partner, is a Web site where users can donate to their favorite charities. The ARMA International Educational Foundation is connected to the Network for Good through GuideStar, (GuideStar.org is a database of non-profit organizations).

If you want to be a part of this excitement and “give big” to help fund research and scholarship activities benefiting records managers, go to the Oprah's Big Give web site: www2.oprah.com/about/about_oprahbiggive.jhtml. On the right side, there is a box for Network for Good. Check the “I want to donate” box and click Network for Good. Type AIEF as a keyword and click Search. The window that opens will have two charities: National Relief Charities and ARMA International Educational Foundation. Click “Research” for detailed information about the foundation or “Donate” to make a donation to the foundation. Your donations help fund important research and scholarship programs for the foundation.

GRADUATE LEVEL SCHOLARSHIP

There is still time to submit applications for the ARMA International Educational Foundation Graduate Level Scholarship. Applicants for the \$3,000 award must have a relevant undergraduate degree and will be entering the second year of a records and information management related graduate program. Please encourage interested students in your area to apply. Applications are due by April 30, 2008. For more information and application materials, please go to www.armaedfoundation.org and click on Grants/Scholarships.

SILENT AUCTION

The ARMA International Education Foundation will once again hold a Silent Auction at the ARMA International Conference and Expo in Las Vegas this coming October. AIEF Treasurer Phil Albert is heading up this event for the foundation. Look for information about how you can donate or bid on items in the near future or contact Phil Albert at pkalbertsr@verizon.net or Preston Shimer, Foundation Administrator at pwshimer@comcast.net if you, your chapter, or other chapter members would like to donate items or assistance to the silent auction.

From the Office of the President

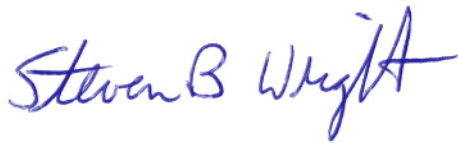
I am pleased to announce that I have formed a new company along with The Goldman Sachs Group, Inc. to acquire the assets of Business Records Management, Inc. This new company retains the BRM name as Business Records Management LLC. Under my continued management, BRM will service all accounts from the same facilities utilizing the same staff with no change to our operating procedures. Our existing Customer Service Team will continue to take calls and address requests as usual, and the terms and conditions of all existing contracts will remain the same.

Goldman Sachs has been involved with the information management business for a number of years and is proud to be part of such a valued brand name in the industry. We will continue to retain the BRM name as we improve and expand our business throughout North America. As a result of the transaction, we also welcome a new CEO, Chris Neefus, to the BRM family to pursue this growth strategy. I believe having Chris and the resources of Goldman Sachs at our disposal will benefit our customers, our company, and our employees alike. The growth of BRM will also bring additional benefits as we are able to increase our service offerings and continue to increase the quality of all services.

Both Chris and I personally look forward to the opportunities that lie ahead for ourselves and for BRM. We would like to take this opportunity to pledge our continued commitment to the success of your company and our ongoing partnership in servicing your needs.

I want to personally thank you for your business and I am confident that this transaction will strengthen our mission to be the premier business records management company.

Sincerely,



Steven B. Wright

Employee Profile



Chris Neefus is BRM's new Chief Executive Officer. Chris has worked in the services industry since 1978, bringing for more than 29 years of business services experience to BRM. Most recently, he was the Executive Vice President and Chief Operating Officer for the North American operations of Iron Mountain Inc., based in Boston MA. His breadth of practical management experience positions Chris to offer strong business planning leadership to BRM.

Chris has a long history of business development and management responsibility beginning in New York with Time Sharing Resources Inc., Informatics Inc. (a wholly owned subsidiary of the Equitable Insurance Company) and Anacomp Inc., (a Fortune 500 technology services provider). Chris also acquired retail experience as the founder and President of Cobbler Ventures Ltd., a small chain of restaurants which he sold in 1989.

Chris and his wife Teresa enjoy spending time with their Golden Retriever "Tess" and vicariously reliving their college years through their two sons.

Congratulations eNewsletter 1st Quarter Winners

Congratulations to **Linda Ammon** of Beaver Concrete & Gravel in Rochester, PA and **Robert Wise** of PerkinElmer Genetics Inc. in Bridgeville, PA. They both won restaurant gift certificates. On behalf of everyone at BRM, thanks again and we hope you have a great time dining out!

