



### *Practical Information Management for Beginners and Experts*

*Sheila Taylor is an experienced presenter and educator as well as a certified information management professional. Her presentations have been highly valued and well-received by both senior information managers and newcomers to the field.*

#### Presentation Topics

Sheila Taylor has been delivering presentations, workshops, webinars, and certificate courses for over 15 years on topics such as:

- Admissibility of electronic records as evidence
- Marketing for IM Programs/initiatives
- Measuring IM performance
- Researching Canadian records retention requirements
- IM strategic planning
- E-mail management
- Employee buy-in and compliance with IM policy
- IM certification
- IM policies and procedures
- IM trends
- Records inventory
- Records retention scheduling
- Vital records
- IM implications of emerging technologies such as BYOD, cloud computing, and social media

Ms. Taylor is able to customize presentations on these topics to meet the needs of event organizers and audiences, and develop presentations on additional topics in the information management field.

#### Speaker Background

Sheila Taylor has 25+ years of information management (IM) experience as a practitioner, consultant, and educator.

As the President of Ergo Information Management Consulting since 1999, she has worked with many public, private, and not-for-profit clients to conduct IM needs assessments, benchmark IM practices against industry standards/best practices such as the *Generally Accepted Recordkeeping Principles®*, prepare IM strategies and action plans, develop and implement new IM Programs, and both review/assess and expand existing programs. Prior to establishing Ergo, Ms. Taylor developed and managed a records and information management program at an Ontario municipality.

For more than 15 years, Ms. Taylor has taught in the records management certificate programs at The iSchool Institute of the University of Toronto's Faculty of Information. She is the recipient of the Institute's 2007 Award for Outstanding Teaching.

A long-term ARMA member, Ms. Taylor has served on the Board of Directors of both the ARMA Southwestern Ontario Chapter and the ARMA Toronto Chapter. She also served as the 2009-12 ARMA Canada Region Conference Program Director. Ms. Taylor is currently a member of

ARMA International's Content Editorial Board. She is also a member of AIIM.

Ms. Taylor's articles on a variety of IM topics have been published in such periodicals as *Canadian Facility Management and Design*, *Information Management Journal*, and *Municipal World*. She also blogs regularly at [impress.eimc.ca](http://impress.eimc.ca)

“Excellent speaker with great energy and ability to deal effectively with a diverse group. Obviously a professional from the field.”

- Presentation attendee, 2013

“Communicates concepts very clearly; easy to follow and understand.”

- Presentation attendee, 2011

## Selected Recent Presentations

Ms. Taylor has presented webinars, spoken at numerous ARMA events/conferences (at the chapter, region, and international levels), and delivered courses at the University of Toronto's iSchool Institute. She has also spoken on a variety of IM topics at various industry sector conferences (e.g. municipal government, facilities management, etc.). Some of her recent speaking engagements include:



### 2014 – “Measuring IM Performance”

*A process for designing and executing performance measurement as part of any IM initiative.*

- 2014 ARMA Canada Region Conference (Ottawa, Ontario)



### 2013– “The RIM Implications of Social Media”

*An overview of social media technologies and a blueprint for managing information communicated via social media according to records and information management (RIM) best practices.*

- 3<sup>rd</sup> Annual CSAE Trillium Chapter Winter Summit (Niagara Falls, Ontario)

### 2013 – “Mitigating the Risk of Records Retention Policy Termination at the Implementation Stage”

*Strategies to secure senior management support for retention policy compliance and tactics to keep implementation running smoothly when there's a change in management.*

- The Canadian Institute's Forum on Records Retention and Electronic Information Management (Toronto, Ontario)



### 2013– “An Introduction to Records Management”

*The business and legal cases for records management (RM), RM policy, organizing and retaining information, and a RM case law update.*

- The Osgoode Certificate in eDiscovery, Records Management, Information Governance, and Privacy (Toronto, Ontario)



### 2012– “Strategic Planning for IM Professionals” and “Marketing for IM Professionals”

*The IM strategic planning process and fundamental marketing principles to help IM professionals understand stakeholders' needs, develop powerful strategies to communicate the value of IM, and create a plan to raise the profile of IM.*

- ARMA Calgary Chapter (Calgary, Alberta)



## What Others Have Said

“**Sheila's presentation was outstanding. It has transformed the way I will approach my team as we embark on a major information management initiative.**”

- Presentation attendee, 2012

“**Sheila is a truly gifted communicator. Her courses are always informative and a delight.**”

- Presentation attendee, 2012

“**Excellent speaker, really enjoyed the session. Very knowledgeable.**”

- Presentation attendee, 2011

“**Fabulous! I'm now as excited about this topic as you are.**”

- Presentation attendee, 2011

## Contact Info

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