



Welcome to the AIIM Florida Chapter Newsletter!

AIIM Florida Chapter works hard to provide Intelligent Information Professionals up-to-date information on the latest information management technologies and providers, through continuous research, consulting, collaboration, regular educational events and communications. The AIIM Florida Chapter, formerly known as the AIIM Gulf Coast Chapter, is one of the key AIIM Chapters worldwide.

Please read on to learn more about how the Chapter is celebrating its 35th year! We feature a few very interesting articles from industry veterans, AI+IM Summit call for speakers, highlights on upcoming events and more!



A Letter From Our President



Hello to our Members and Friends of the AIIM Florida Chapter,

Did someone say September? So soon?? The start of global warming's version of Fall is underway. And that old "See you in September..." song is rattling in my head and now it's suddenly taking up space in yours as well.

Something else that is also up space in our minds, newsreels and social media is AI and what it can be and will be. And we have our valuable, key AIIM Florida Chapter sponsor Ricardo Rengifo of DBS Software and Services that in recent days pointed out some of the feel-good newsy stuff that ends up not taking into account what IM + AI really are about.

In the expose, Ricardo so poignantly notes among the key realities that:

Fully Autonomous Document Lifecycle Management

Example: AI systems that manage a document from creation to deletion, with minimal human oversight.

In theory, AI could automate the entire document lifecycle—creating, classifying, sharing, securing, archiving, and ultimately deleting documents based on relevance, compliance, and business value. In reality, we're still far from fully autonomous systems that can reliably manage this process end-to-end.

Most organizations today rely on workflow rules and human input to guide these decisions. For AI to take over this lifecycle responsibly, it must become significantly more transparent, auditable, and adaptable.

Be sure to read Ricardo's AI and Document Management: Hype vs. Reality [HERE](#).

And while Ricardo opens our eyes to what AI currently is and what it can be, two other MVPs in the growth and the success of the AIIM Florida Chapter over the run of 35 years, Harvey Spencer and Kevin Neal on a key initiative that further adds value in targeting the vertical markets. They're doing so in teaming at [iAlme](#).



Powering up key AI+IM Technology Educational Insights
for 35 years in our Community & Beyond

The founding of [iAlme](#) by two always key contributors to Harvey Spencer with Kevin Neal. In Harvey's LinkedIn words..."It seems, with all the comment on failures of new LLM initiatives (about 42% I just saw), that we have developed the right model with a focused architecture to create user-curated vertical market SLM's (Small Language Models) as discussed by the Turing Institute."

It's great to see this initiative from these two key players and my suggestion is that you follow what they are developing and even better yet provide yourself with the opportunity to meet with Harvey and Kevin in person in Safety Harbor Spa (Safety Harbor, Florida near Tampa) on **November 12th and 13th at [Converge](#), the TWAIN Working Group conference**. That way you'll have the information that you need in a face-to-face conversation with these two strategic thinkers.

And if you feel that you are innovating in this industry or seeking to advance your knowledge Converge is really where you need to be. The AIIM Florida Chapter is a proud sponsor of this event.

As we finish Q3 we're winding down the celebration of AIIM Florida Chapter's 35th Anniversary and we're still keeping it exciting. Nominations are now open for the AIIM Florida Board of Directors, and we'll be sending out information very soon regarding the positions on the Board, the self-nomination process and elections.

Stay tuned as there is much more to happen to close out our 35th.

Sincerely,

Craig

Current AIIM Florida Chapter Board of Directors:

Craig Laue – President

B. John Masters – Vice President

Erin Dempsey – Director of Communications and Marketing

Alvaro Arias – Director at Large – LATAM Focus

Bob Larrivee – Director - Past President - Advisor to the Board

Patrick White – Director at Large

Peter Klentos – Director at Large

The AI+IM Global Summit 2026 is focused on ONE thing: practical solutions that actually work.



AIIM is seeking speakers who can share:



Real implementations (successes AND failures)



Actionable strategies for Information Management in the AI era



Hands-on approaches to information governance in the AI era



Process automation strategies that deliver ROI



Change management tactics that actually get buy-in

Apply to speak at AIIM 2026 (Baltimore, MD, April 28-30, 2026). Selected speakers get free full event registration + the satisfaction of actually helping your peers solve real problems.



Apply by September 26 – don't wait!

Submit your session: <https://hubs.la/Q03FjC7K0>

Your Information Architecture Is Failing You— Here's What to Do About It

By [Amitabh Srivastav](#), PMP, CIP, IGP, AIIM Fellow & AIIM Ambassador, CDO & VP, Compliance & Risk Management, HELUX Systems



This is the second of a 3-part series examining redundant, obsolete, and trivial (ROT) information assets, the risks ROT presents to your organization, and how information governance (IG) is essential to reduce ROT and realize the benefits of AI.

In the first part of this series, I talked about cleaning up ROT. Now that you've cleaned up the ROT. You've started reducing your digital clutter. That's great! However, you haven't fixed the foundation; you have only organized the chaos.

"That foundation?" It's Your Information Architecture.

Information Architecture (IA) defines how content is structured, categorized, and connected across your digital environment — especially in tools like SharePoint Online and Microsoft 365 Co-pilot. When done right, IA becomes the "blueprint" for efficient search, secure access, and scalable governance. However, when done incorrectly — or neglected altogether — it can quietly sabotage your digital workplace and reduce your ROI, regardless of how advanced your tools are.

Let's see why poor IA is holding you back — and what to do about it.

The Hidden Impact of Broken AI - [READ MORE](#)



TWO interesting articles

by [John Masters](#), AIIM Florida Chapter Board VP and Digital Transformation/Records and Information Management Expert

Listen to Lead

"Listen to lead." I saw this phrase this past week while walking through the vendor area at a delegate conference I attended. Palm Beach Atlantic University had it on stickers and t-shirts. It caused me to pause for a moment. I've been on a contemplative journey lately that started with a challenge to consider some lessons from the Stoics. I'd been looking for the next topic; inspiration struck when I saw that sticker. It's a simple phrase, but one that carries hard-earned wisdom. I didn't learn it from a book. I learned it in a conference room the day my "perfect plan" quietly fell apart.

Years ago, I managed a large COM production operation—three shifts a day, six days a week. Work arrived at irregular intervals, and when staffing was reduced due to

attrition and a corporate hiring freeze, I had to find a more efficient way to distribute our person-hours.

I did what I thought good leadership required: I analyzed the data, mapped workload trends, and built a schedule. It staggered start times slightly and gave most employees a three-day weekend every other week while maintaining their full 40 hours. From a technical standpoint, it worked beautifully.

[READ MORE](#)

Harnessing AI in Records Management: From Administrative Burden to Strategic Advantage

Artificial Intelligence (AI) is transforming nearly every industry, and records and information management is no exception. But for all the hype, practical guidance is still hard to find. Many articles tout how AI will revolutionize compliance or automate retention, but few offer concrete ideas on where to start or how to plan for change.

If you're a records professional, compliance officer, or information governance lead, you may wonder how to move from pilot ideas to operational value. This article offers a grounded perspective on how AI can realistically support records functions today, what technologies are involved, and what organizational conditions make adoption successful.

Why AI Matters in Records Management - [READ MORE](#)



AWS wants to be the central place for AI agents to run

Agentic AI is becoming a [common sight in workplaces](#) everywhere, as more of us get to grips with how the technology can revolutionize workflows across the board.

[Amazon](#) Web Services (AWS) has long been a key player in the development of agents and the [AI tools](#) behind them, and at the recent AWS Summit New York 2025, announced [Amazon Bedrock AgentCore](#), its new platform to support the next generation of AI.

But just how major a step can agentic AI offer for your business?

The next big thing - that's already here

“Agentic AI could be as transformational as data networks - it changes how we live our lives, and how we do our work...(and) it’s a world that’s going to get real very quickly,” Deepak Singh, VP, Developer Agents and Experience, AWS, told me at the event.

AWS and a wide number of tech heavyweights are all backing agentic AI - with Swami Sivasubramanian, company VP for Agentic AI, calling the technology ["the most impactful change we've seen since the dawn of the internet"](#), but as the underlying foundational models evolve, and frameworks and tooling evolve, building and running AI agents at scale is challenging, especially for companies keen to ensure they don’t fall behind the competition in a fast-paced market.

[READ MORE](#)

Upcoming Events

November 12-13, 2025

Safety Harbor Resort and Spa (Tampa area)



TWAIN Converge will feature multiple **roundtable discussions** around hot topics and challenges that provide actionable information to take back to your business. In parallel, they will host a hackathon for Cloud Capture Application development targeted at engineers.

If you are an individual or company interested in learning about the most recent technologies and inherent challenges within end user organizations for **Capture, IDP, AI, GenAI, Agentic AI and more**, this event is for you. If you are looking to evolve your distributed capture strategy, are a technology provider or an ISV, then this is a must-attend event.

Check out the agendas at [TWAIN.org](https://www.twain.org) and save your seat now for this exciting event!

Learn why attending TWAIN Converge November 12-13 will benefit you and be part of the conversation shaping the future of digital transformation. Attend to learn about conference structure, content and how you can become involved as an attendee or sponsor. [REGISTER TODAY](#)

TWAIN CONVERGE

BUSINESS PRACTICES & DEVELOPER CONFERENCE



[365 Leadership Summit](#)



September 18-19, 2025

Ritz-Carlton Denver

[Receive a \\$ 500 discount using this link and the promo code AIIMFL](#)

Join organizational leaders and change influencers at the [365 Leadership Summit](#)—
a non-technical Microsoft AI & digital transformation event. Instead of user training,

you'll learn proven strategies for achieving lasting digital transformation success. The business-focused sessions will cover topics such as Copilot success stories, digital strategy, change management, and people-centric leadership.

[REGISTER NOW](#)



**Women in Information Management (WIIM)
Webinar**

December 9, 2025

1:00 pm EST



The Power of Program Management: Sustaining Value Beyond Delivery

Featuring Susmita Mishra, Sr. Cloud Services Program Manager, OpenText

Unlike projects, which are time-bound and outcome-specific, programs are the strategic backbone that ensures continuity, adaptability, and long-term impact. This webinar will dive deep into the art and discipline of program management—how it drives sustained engagement, supports governance teams in securing resources, and keeps initiatives fresh and aligned with evolving business goals. Whether you're managing cloud services, digital transformation, or partner ecosystems, this session will equip you with the mindset and tools to lead programs that thrive beyond their initial launch.

[REGISTER TODAY](#)

ARMA Southeast Sunshine Conference

February 19 -20, 2026

Embassy Suites by Hilton, Lake Buena Vista South



The wait is over, registration for the Sunshine Conference 2026 is officially open!

Hosted by the ARMA Southeast Chapters, this year's conference will bring together Records Management & Information Governance professionals for two days of innovation, collaboration, and future-focused learning.



Pre-Conference CRA/CRM Prep Class – February 18, 2026

Back by popular demand! This session is the perfect chance to gain strategies and insights to prepare for your CRA/CRM exam.



And of course, it all takes place in sunny Kissimmee, Florida! The perfect backdrop to learn, connect, and plan for the future.

Links:



REGISTER FOR THE CONFERENCE: <https://lnkd.in/gsmFQYkV>



RESERVE YOUR ROOM AT THE SPECIAL CONFERENCE

RATE: <https://lnkd.in/eggt9cfD>

Don't wait... early bird pricing ends October 31st. Secure your spot today and be part of the Sunshine Conference 2026 experience.



Would you like to partner with

AIIM Florida in 2025?

Gain valuable leads and get great exposure to the AIIM Florida community through a presence on our website, newsletter, webinars and on-site events. Each webinar produces 100+ registrants on average. [Contact Us](#) to learn how AIIM Florida can help you!

[DONATE/SPONSOR AN EVENT](#)