

# Meet: Gretta Thorson



Target Corporation



612-696-1196



[Gretta.thorson@target.com](mailto:Gretta.thorson@target.com)



Contact me for Subject Matter Expertise in RIM/IG including:

- ✓ Integrated Enterprise Records Management
- ✓ Corporate Compliance and Ethics
- ✓ Developing Policies and Procedures
- ✓ Retention Schedule Research and Disposition

## What is your current job title and responsibilities?

In my role, I am responsible for maintaining the Records Management Program across all of Target Headquarters, Stores, Supply Chain and our international offices. This includes setting policy, maintaining retention schedules, implementing awareness and training campaigns and providing consultative services to teams who need guidance implementing RM in their own areas. We interact heavily with technology partners to ensure that applications are maintaining records appropriately. We also partner with separate teams responsible for Privacy and Information Security.

## How long have you been in the RIM / IG Industry?

I started in Records Management 30 years ago, when my boss said to me “We’ve got this warehouse...thought maybe you could clean it up”. The items in the warehouse ranged boxes of file to industrial equipment to discarded office items to uninstalled toilets. Fortunately, I only had to deal with the boxes. They all had dubious labeling and descriptions, if even that. They were stacked on pallets, dusty, sometimes crushed and old. Following the inventory, I purchased records management software and created the company’s first retention schedule. Shortly after, I had the opportunity to work for YUM! Brands in Louisville and supported the merging of 3 brands records programs into one. When Target created a Records Management Program 18 years ago, I leapt at the chance and have been here ever since.

## How have you benefited from being a part of the ARMA?

ARMA has supported me along my journey! I had no formal training in information management, so it was crucial that I absorb as much information from others with expertise. People were generous and willing to help. I attended as many meetings as I could, and the ARMA National Conference when funding permitted. Networking at these events helped me identify others with similar concerns and responsibilities and discussions with them have been invaluable.

## What are some of the biggest current / future challenges?

In the early part of my career, it was challenging to get people to understand that Records Management was not just for paper records, but electronic as well. Although times have changed, it can still be difficult to change misconceptions – particularly “storage is cheap” and “I might need it someday”. If using third party vendor systems, the third parties also might need persuading that information should be purged when not needed for specific retention purposes. Another opportunity is finding a way to balance a company’s need for analytic data, without violating retention schedule rules and exposing the company to unnecessary legal risk.

*On behalf of the chapter members, thank you for your leadership and investment in the ARMA Twin Cities Chapter.*

*John Neuman – Membership Director, ARMA Twin Cities Chapter*