





The Institute of Certified Records Managers

- Is an international certifying organization for professionals in the field of records and information management.
- Established to develop standards by which records and information managers could be measured, accredited and recognized.





Certification Objectives

- The ICRM is the certifying body for ARMA International and Nuclear Information and Records Management Association
- Confers the trademarked Certified Records Manager® designation
- Certified by National Certification Commission
- Authors and maintains the Code of Ethics of Professional Records Managers



ICRM details

- Began in 1966, but did not award certification until 1975
- Member of and certified by the National Certification Commission
- Non-profit 501c(6) organization
- Lead by an elected, volunteer Board of Regents who are all CRMs in good standing



Demographics

- Membership
 - 935 Active, Inactive and Retired
 - Located in 11 Countries
 - Female: 63%; Male: 37%
 - Degrees:
 - Graduate: 47%;
 - Undergraduate: 41%
 - Some College: 9%
 - Sectors
 - Government: 27%
 - Consulting: 10%
 - Utilities: 6%
 - Financial Services: 6%
 - Energy (Oil/Gas/Coal): 5%
 - Manufacturing: 5%



Average Salaries for CRMs*

- US: \$94,560
- By Region:

– Great Lakes: (IN, IL, KY, MI, OH, WI)	\$93,100
– Great Northwest: (AL, ID, OR, W)	\$84,700
– Mid-Atlantic: (DC, DE, MD, NC, PA, SC, VA, WV)	\$104,500
– Rocky Mountain/Midwest: (CO, IA, KS, MN, MO, ND, MT, NE, SD, WY)	\$84,700
– Northeast: (CT, MA, ME, NH, NJ, NY, RI, VT)	\$102,500
– Southeast: (AL, FL, GA, MS, TN)	\$93,000
– Southwest: (AR, LA, NM, OK, TX)	\$92,700
– Pacific Coast: (AZ, CA, HI, NV, UT)	\$107,400
- Canada: \$93,400 (in U.S. Dollars)

*Based on 2007 survey of ICRM Membership



Major Initiatives

- Marketing Program
 - Establish CRM as international standard for RIM certification
 - Increase Awareness to:
 - Outside Organizations
 - Professional
 - Business/Government
 - Potential Candidates
 - Market Surveys
- Electronic Testing
 - Provides flexibility for candidates
 - Four testing cycles per year
 - Offered at 4000 locations in 145 countries



Major Initiatives (Cont)

- Website/Database Improvement
 - Integrated with Database
 - One-stop shop for:
 - Members
 - Candidates
 - Employers/Visitors
 - Increased Functionality
 - CRM Registry



BENEFITS OF CRM DESIGNATION

- Establishes professional credentials
- Develops professional skills and knowledge through studying and testing process
- Prepares for career advancement with commensurate salary benefits
- Increases professional recognition and opportunities to enhance professional reputation
- ICRM membership (Newsletter and directories)
- Reflects personal and organizational achievement



HOW DO I BECOME A CRM?

- Apply to become a CRM candidate
- Applications are reviewed and approved by the ICRM Certification Standards Committee
- As a candidate, you are then eligible to take the CRM examinations
- Must complete all 6 parts within a 5-year cycle





WHAT ARE EXAMS LIKE?

Parts 1 - 5

- 100 multiple choice questions
- 80 minutes for each part
- No penalty for guessing!!
- Can take up to all five in an exam cycle

Part 6

- Must pass all of Parts 1 - 5 before you can take Part 6
- Case Studies
- 4 hours to complete
- Can use computer



WHAT IS TESTED? HOW ARE THE EXAMS CREATED?

- **RIM knowledge in accordance with published sources**
- **Universal - not country specific**
- **Developed by a team of Certified Records Managers**
- **Questions are revised bi-annually**
- **Congruent with ARMA's RIM competencies**



EDUCATION AND EXPERIENCE

- Both required to be approved to take the exam
- Experience means "professional RIM work experience"





HOW MUCH IS ENOUGH?

Education

4 year degree

3 years education

2 years education

1 year education

high school only

=

Experience

3 years experience

5 years experience

7 years experience

9 years experience

11 years experience



WHAT IS "PROFESSIONAL" EXPERIENCE?

- Conducts studies and surveys
- Develops, designs and implements
- Program responsibilities
- Teaches





PROFESSIONAL EXPERIENCE IN FOUR OR MORE CATEGORIES

- Management of a Records Management Program
- Records Creation and Use
- Active Records
- Inactive Records
- Records Appraisal, Retention and Disposal
- Records Protection
- Records and Information Management Technology
- Records Management Training, Education and Awareness



WHAT DOCUMENTATION DOES THE ICRM REQUIRE?

- Copy of degree or official transcript
- Formal job description or documentation of job duties
- Confirmation of tenure and responsibilities
- Syllabi - teachers
- Client documentation - consultants



HOW DO I APPLY?

Get an application at www.icrm.org

Send your completed application form and a \$100.00 (USD) cheque to:

Institute of Certified Records Managers
 403 East Taft Road
 North Syracuse, NY 13212
 U. S. A.
 1-877-244-3128 (USA and Canada)



WHAT ARE THE FEES?

- Payable in US \$
- Exams 1-5, \$100 each
- Part 6, \$150





MAINTAINING CRM CERTIFICATION

- Earn, document, and submit certification maintenance credits
- You need 100 points in a 5 year period.
- One point = one hour of learning experience
- Must submit maintenance credits within 6 months of the qualifying event or activity
- Pay annual dues of \$150.00



HELP IS AVAILABLE



- "Preparing for the CRM Examination" A Handbook (available on ICRM website)
- ARMA Chapter CRM mentors Study groups
- Mentor Program
- ICRM Web Site
- WWW.ICRM.ORG
- Colleagues
- ICRM-L listserv

The CRM Examination

A closer look at the details of the exam contents and expertise to be tested




Part One

Management Principles and the Records Management Program


- A. Principles of Management
- B. Human Resource Staffing
- C. Financial Considerations
- D. Development of RIM
- E. Planning a RIM Program
- F. Organizing a RIM Program
- G. Directing & Controlling a Records & Information Management Program
- H. Program Implementation Cycle
- I. Legal Considerations
- J. Ethics & Ethical Responsibilities
- K. Global Concerns






Part Two

Records Creation and Use



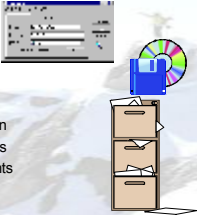
- A. Records Creation
- B. Documentation of Business Transactions
- C. Correspondence Management
- D. Documentation of Policies and Procedures
- E. Forms Management
- F. Mail Management and Facilities
- G. Electronic Communications
- H. Reprographics Management




Part Three

Records Systems, Storage and Retrieval

- A. Basic Concepts
- B. Filing Systems
- C. Information Retrieval
- D. Active File Systems
- E. Active File Operations
- F. Records Centers Owned & Operated by the Organization
- G. Commercial Records Centers
- H. Special Storage Requirements
- I. File Conversions







Part Four

Records Appraisal, Retention, Protection and Disposition

- A. Basic Concepts
- B. Records Inventory
- C. Records Appraisal
- D. Retention Schedules
- E. Vital Records Program
- F. Business Continuity
- G. Archives

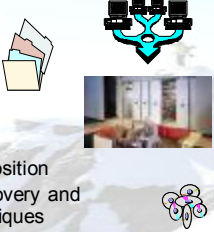





Part Five

Equipment, Supplies and Technology

- A. Micrographics
- B. Reprographics
- C. Imaging Systems
- D. Systems
- E. Records Creation
- F. Data Management
- G. Data/system Disposition
- H. Preservation, Recovery and Destruction Techniques






Part Six

- 60% - Major case study
- 40% - One of two shorter cases

(Must pass parts 1-5 first)





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