

THE INSTITUTE OF CERTIFIED RECORDS MANAGERS



Introduction to ICRM Certifications

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What's in it for me? -- Certification Benefits

- **World-wide recognized credentials for Expert Thought Leaders in the field**
- **Sought after by professional staffing Recruiters and Talent Services**
- **Potential career advancement with higher salary and benefits**
- **Enhanced stature in the field and increased professional recognition**
- **Extensive network colleagues and access to professional resources**
- **Demonstrated commitment to continuing education and career skills**



History and Governance

Established in 1966 and began conferring certifications in 1975

Governed by an elected, volunteer Board of Regents who are all CRMs in good standing with most work performed by volunteer CRMs and CRAs on committees

No employees. A few key support contracts.

- CapHill: assists the ICRM board with managing the association.
- Prolydian Technology: Website, database, exam development & test bank
- Pearson Vue: Commercial test centers world-wide



ICRM Professional Colleagues Network*

➤ 702 CRA/CRM Candidates

➤ Active Members

- ✓ 964 CRMs (Certified Records Managers)
- ✓ 197 CRAs (Certified Records Analysts)

➤ Retired Members

- ✓ 203 CRMs

➤ Other Designations

- ✓ 8 CRM-NS (Nuclear Specialist)
- ✓ 11 CRM-FED (Federal Specialist)
- ✓ 2 CRM-NS-FED (Nuclear & Federal Specialist)

* Approximate numbers - based on changing ICRM membership statistics



Certified Records Analyst (CRA) vs. Certified Records Manager (CRM)

- The Certified Records Analyst “CRA” is the ICRM’s newest certification (since 9-24-16).
- The “CRA” recognizes those with RIM core knowledge by passing Parts 2, 3 and 4.
- Candidate has a 5 year cycle to attain a “CRA”.
- A CRA in good standing has unlimited time to pass Parts 1, 5 and 6 to become a “CRM”.
- If a “CRA” goes on to pass Parts 1, 5 and 6, then their “CRA” designation is replaced by a “CRM” designation.
- A candidate must pass Parts 1 – 5, before being eligible to take Part 6.
- Once all parts of the exam have been passed, one becomes a “CRM”.



Certification Process

1. Apply online at www.icrm.org to qualify to sit for the examinations
2. Wait for approval by the ICRM Certification Standards Committee
3. Once approved to be a “Candidate”, schedule to take the examinations
4. Exams are provided by Pearson VUE (a CBT [Computer Based Test] development and delivery service) :
 - ✓ Parts 1-5 are available year-round based on PV site availability
 - ✓ Part 6 is offered quarterly, check <https://home.pearsonvue.com/>



Exam information

Parts 1 - 5

- **\$100 exam fee (each)**
- **100 multiple choice questions**
- **80 minutes for each part**
- **No penalty for guessing**
- **Can take the parts in any order**
- **5-year cycle starts once one is approved**
- **70% required to pass each part**

Part 6 (CRM only)

- **Must pass Parts 1 - 5 before you can take Part 6**
- **\$150 exam fee**
- **Must write answers for two 50-point Business Cases**
- **4 hours to complete**
- **Exam offered quarterly**
- **70% required to pass**

Note: All exams are taken through Pearson VUE CBT testing



Online Application Process

The application fee to become a Candidate is \$100.

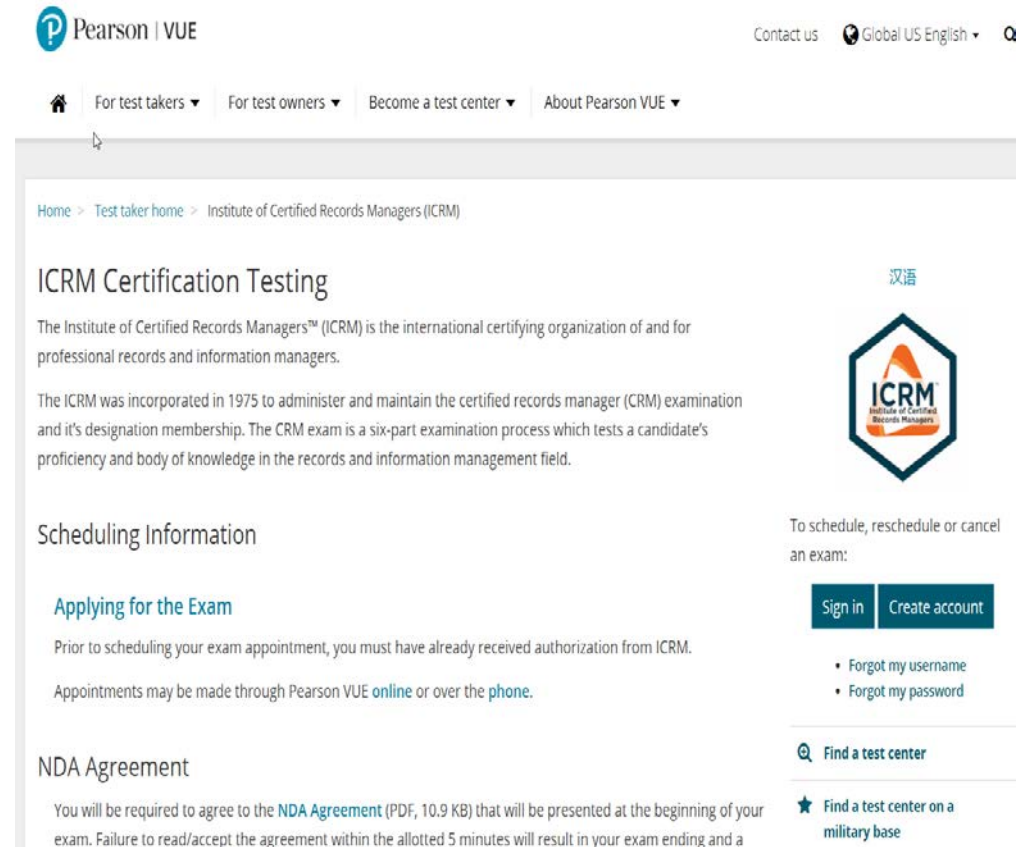
Register for the exams by logging onto the ICRM website (www.icrm.org)

One must log on using a “Candidate ID” and password. If an ID is needed, please request one at admin@icrm.org

Submit your application and electronic payment to https://db.icrm.org/crm/index.jsp?submit_menu=211

For assistance, please contact us at (877) 244-3128 (USA and Canada) or admin@icrm.org

Pearson VUE, the official CBT testing center for the exams, has over 5,000 test centers in 165 countries. You may also use the ICRM landing page on Pearson’s VUE’s website to schedule, cancel or reschedule exams, see <https://home.pearsonvue.com>



The screenshot shows the Pearson VUE website interface. At the top, there is a navigation bar with the Pearson VUE logo and links for 'Contact us', 'Global US English', and a search icon. Below the navigation bar, there are several menu items: 'Home', 'For test takers', 'For test owners', 'Become a test center', and 'About Pearson VUE'. The main content area is titled 'ICRM Certification Testing' and includes a breadcrumb trail: 'Home > Test taker home > Institute of Certified Records Managers (ICRM)'. The page text describes the ICRM as an international certifying organization for professional records and information managers. It mentions that the ICRM was incorporated in 1975 to administer and maintain the certified records manager (CRM) examination. A section titled 'Scheduling Information' includes a link for 'Applying for the Exam' and notes that appointments must be made through Pearson VUE online or over the phone. There is also a section for 'NDA Agreement' which states that users will be required to agree to the NDA Agreement (PDF, 10.9 KB) at the beginning of their exam. On the right side of the page, there is a language selector for '汉语' and the ICRM logo. Below the logo, there are links for 'Sign in' and 'Create account', and a list of links for 'Forgot my username' and 'Forgot my password'. At the bottom right, there are links for 'Find a test center' and 'Find a test center on a military base'.



The Examinations

A closer look at the examination framework and related details



The Examinations

Test global RIM knowledge in accordance with published sources, some are available at

➤ <http://www.icrm.org/exam-preparation-resources>

Exams are developed and vetted by the Examination Development Committee (EDC) which consists of CRMs only and is led by the Regent, Examination Development.

Exam Questions are updated and reviewed annually

- Exam Outlines are updated periodically and posted online; and
- Outline match the current test being offered.





Exam Preparation Resources

You are here: [Home](#) > [Exam Preparation Resources](#)

The ICRM offers a variety of resources for CRA and CRM candidates to prepare for the six examinations.

Recommended Reading The following publications have been recommended by the Exam Development Committee as excellent preparation resources. They are all available at the ARMA Bookstore:

- [Records and Information Management](#) by Patricia Franks, Ph.D., IGP, CRM, CA, FAI
- [Records Management for Dummies](#) by Blake Richardson
- [Records and Information Management: Fundamentals of Professional Practice](#), 3rd Ed. by William Saffady, Ph.D., FAI

In addition, specific to Part 1: [Essentials of Contemporary Management](#), 7th Edition by Gareth R. Jones and Jennifer M. George, ISBN: 978-1-2595-4547-4

In addition, specific to Part 5: [Fundamentals of Information Systems](#), 7th Edition by Ralph M. Stair; George Reynolds, ISBN-10: 1-133-62962-8, ISBN-13: 978-1-133-62962-7

Accepted Acronyms can be found [here](#).

Sample Questions The sample questions are offered below are meant as samples only. They are not in the test bank and will not appear on any exam. The answers also list the line in the Outline that each question would be tied to where it is on the exam.

- [Part 1 Management Principles and the Records and Information \(RIM\) Program](#)
- [Part 2 Records and Information: Creation and Use](#)

Part 1: Management Principles and the Records and Information Management (RIM) Program (CRM only)

- A. Principles of Management**
- B. Human Resources/Staffing**
- C. Methodologies**
- D. Financial Considerations**
- E. Planning**
- F. Additional RIM Program Components**
- G. Directing and Monitoring a RIM Program**
- H. Ethical Responsibilities**
- I. Global Concerns of a RIM Program**



Part 2: Records and Information Creation and Use

- A. Information Framework**
- B. Risk Assessments and Audits**
- C. Compliance**
- D. Information Security and Privacy**
- E. Information Creation**



Part 3: Record storage, retrieval, conversion, and facilities

A. Storage

B. Retrieval

C. Conversion

D. Facilities



Part 4: Records Appraisal, retention, protection and disposition

- A. Records Inventory**
- B. Records Appraisal**
- C. Retention Schedule Creation**
- D. Retention Schedule Implementation**
- E. Retention Schedule Administration**
- F. Vital Records Program**
- G. Business Continuity**
- H. Archives**



Part 5: Technology (CRM Only)

- A. System Life Cycle
- B. Architecture and Infrastructure
- C. Life-Cycle Management
- D. Imaging Techniques
- E. Programs and Applications



Part 6: The Business Cases (CRM Only)

- All candidates are required to complete two (2) business cases:
 - ✓ Candidates complete one mandatory 50-point business case that covers a comprehensive RIM topic
 - ✓ Candidates choose from two 50-point business cases that each cover a more specific RIM topic
- Note that Candidates must pass Parts 1-5 before applying to take Part 6



Exam Preparation

1. [ICRM Site](#) – Taking the Exam Web Page, Approved Acronyms, Sample Questions
2. [ICRM Prep Workshop](#) – Preparatory workshop on the exams, including how to take exams and study tips
3. [Experience](#) – Be prepared with the working knowledge gained through experience taking and passing Parts 1-5
4. [ARMA](#) – Local Chapter, International Conference, and Online RIM Essentials Certificate
5. [Writing Course](#) – Take a business writing course before taking Part 6
6. [Mentor](#) – ICRM Mentorship Program – mentor@icrm.org
7. [Education](#) – Coursework available through ICRM Partners



Post Certification Specialty designations

After completing the CRM, one can also add a specialty designation:

- ✓ **CRM-NS: Nuclear Information and Records Management Association (NIRMA)**
- ✓ **CRM-FED: U.S. Federal Government Specialty**
- ✓ **Each requires an application (with fee) and completion of a 100-question multiple choice exam (70% to pass)**



Social Media Resources

Twitter: @ICRM_crms

Facebook: [ICRM-Institute of Certified Records Managers](#)

LinkedIn: [ICRM Institute of Certified Records Managers](#)



Thank you!



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