

# CRM – Certified Records Manager

## The Institute of Certified Records Managers (ICRM)

The Institute of Certified Records Managers (ICRM) is an international certifying organization of, and for, professional records and information managers. The ICRM was incorporated in 1975 to meet the requirement to have a standard by which persons involved in records and information management could be measured, accredited, and recognized according to criteria of experience and capability established by their peers. The ICRM is an independent non-profit organization administered by a Board of Regents (the Board) in accordance with the Constitution and By-laws of the Institute.

The ICRM develops and administers the program for professional certification of records managers, including certification examinations and a certification maintenance program. The ICRM serves as the official certifying body for both the Association of Records Managers and Administrators, International, (ARMA International) and the Nuclear Information Records Management Association (NIRMA).

## Certified Records Manager

Certified Records Managers (CRMs) are professional records and information managers from a growing number of countries including the United States, Canada, New Zealand, Australia, and Japan. Each individual is experienced in active and inactive records systems, and related disciplines such as archives, computerization, micrographics, and optical disk technology. CRMs receive the CRM designation by meeting both educational and work experience certification requirements established by the ICRM and by passing the required examinations. There are approximately 875 CRMs worldwide (2002).

## Responsibilities of Certification

To remain a CRM in good standing and thereby be authorized to use the personal designation of "CRM", a person must conform to requirements set by the Board. This includes fulfilling the requirements of the ICRM Certification Maintenance Program outlined below. CRMs are expected to conform to the ICRM Code of Ethics and participate in activities to improve the records management profession. The Board may revoke the Certification of any CRM it determines is not in good standing.

## The Certification Process

Attaining the CRM designation is based on educational background, work experience and the passing of a six part examination.

The six part examination is divided into:

- Part 1 Management Principles and the Records Management Program
- Part 2 Records Creation and Use
- Part 3 Records Systems, Storage and Retrieval
- Part 4 Records Appraisal, Retention, Protection and Disposition
- Part 5 Equipment, Supplies and Technology
- Part 6 Case Studies

Parts 1 to 5 each consist of 100 multiple choice questions. Part 6 consists of case studies, which require essay responses.

## Applying for the Certification Examination

Persons wishing to become a CRM must complete and submit an application with supporting documentation indicating acceptable work experience and education. These credentials are reviewed and evaluated by the ICRM Certification Standards Committee to determine if the certification requirements have been met. Applicants may not sit for the examination until their credentials (the application form with supporting documentation) have been approved by the Certification Standards Committee.

## Professional Work Experience

The ICRM has determined that a professional records and information manager must have acceptable work experience in three or more of the following categories:

- Management of a Records Management Program
- Records Creation and Use
- Active Records Systems
- Inactive Records Systems
- Records Appraisal, Retention, and Disposition
- Records Protection
- Records and Information Management Technology

Acceptable work experience may have been acquired if a person has: conducted studies and surveys or developed, designed, and implemented records management systems; has direct managerial or operational responsibility for programs; or has taught in an accredited college/university, on a full time basis, courses in records management.

## Education

The optimum combination of experience and education requirements are a baccalaureate degree from a four-year accredited college and three years of full time or equivalent professional experience in records management. The Certification Standards Committee of the Board may, at its discretion, accept two years of additional experience as a substitute for one year of education.

### ICRM Contact Information

The ICRM website may be found at [<http://www.ICRM.org>]. The ICRM website contains the official description of the organization and its mission.

### ARMA (CRM Certified by the ICRM)

ARMA International (Association of Records Managers and Administrators) is a not-for-profit professional association, founded in 1956, serving more than 10,000 information management professionals in the United States, Canada, and over 30 other nations. ARMA International members include records and information managers, MIS and ADP professionals, imaging specialists, archivists, hospital administrators, legal administrators, librarians, and educators. ARMA has 132 chapters around the world, 34 Industry Specific Groups (ISGs), and an active standards program.

[<http://www.ARMA.org>]

### ARMA Mission

The mission of ARMA International is to provide education, research, and networking opportunities to information professionals, to enable them to use their skills and experience to leverage the value of records, information, and knowledge as corporate assets and as contributors to organizational success.

### Information Management as Defined by ARMA

How organizations manage information for competitive advantage is dramatically changing as a result of globalization of the market economy, the driving force of which is technology E-commerce, which is creating new dimensions and concerns for information privacy and security. Information management is also being affected by organizational change, resulting from increased outsourcing, business partnerships, and modular relationships.

Issues such as what information will be shared and with whom are critical to the future success of 21st century organizations. The greatest challenge is the need to better manage the information flow being created for these new organizations and relationships. This is the role of - and the opportunity that awaits - the information management professional.

Information management professionals must understand and effectively manage information from its conception, including its role in the organization's ability to meet its strategic goals. They must be able to manage information strategically, tying it back to the organization's core mission.

Today's information management professionals must possess content skills, an understanding of how and why data is created, who should have access to it, and when it should be

destroyed. Further, they must be able to address these and other issues resulting from emerging business trends at the strategic level as business relationships and processes are being developed. This requires skills, knowledge, and perspective that integrate the tactical and strategic aspects of information and records management, information technology, and executive management.

Intellectual capital drives the bottom line. The biggest profits will go to those that manage information; not physical assets. Therefore, organizations and professionals who embrace information management as being strategic and mission critical will ensure their competitive advantage.

See [<http://www.ARMA.org/about/profession.cfm>]

### ARMA Industry Specific Groups

ARMA Industry Specific Groups are in the areas of: Consumer Services (Communications, Retail Merchandising, Non-Profit/Not for Profit, Real Estate), Contracting (Consultants, Employment Contractors, Government Contractors, Microfilm Services, Records Storage / Destruction Facilities), Education (Archives, Educational Institutions, Educators), Energy (Petroleum, Utilities), Entertainment (Film & News Media, Food, Beverages & Restaurants, Hotel / Gaming), Financial Services (Banking, Insurance, Securities & Investments), Government, Canada (Federal / Local / Provincial), Government, US (Federal, State, Local), Health (Health Care Services, Pharmaceutical), Legal (Criminal Justice, Judicial Administration, Legal Services), Product & Technical Services (High Tech Computers and Electronics, Manufacturing, Design / Engineering / Construction, Transportation).

### NIRMA (CRM Certified by the ICRM)

The Nuclear Information and Records Management Association (NIRMA) is a non-profit, professional association established in 1977. Its goal is to assist individuals and their companies in developing and maintaining the technical foundation required to handle the increased pressures that mark our quickly advancing information age. NIRMA has 297 members (April 8, 2002) and has an active standards program.

[<http://www.NIRMA.org>]

NIRMA uniquely supports regulated nuclear and selected energy-related industries that must deal with stringent information management regulations.

The NIRMA industry role is to support regulated nuclear and selected energy-related industries, agencies, and their regulators in development, implementation, and administration of documents, records, and information management processes to facilitate cost-effective operations and regulatory compliance.