

# Institute of Certified Records Managers

*From Application  
to Certification*



# The Institute of Certified Records Managers (ICRM)

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

# ICRM Mission

- **D**evelop and administer a certification program for professional records and information managers
- **P**rogram includes examination development, administration and certification maintenance
- **A**ssist professional records managers in attaining recognition of their competencies
- **I**dentify current RIM body of knowledge necessary to ensure certification has value
- **E**stablish eligibility standards for those RIM professionals wishing to attain certification
- **P**romote the value of certification to the private sector and government
- **D**evelop and maintain outreach programs to ensure the Institute remains viable and is meeting the ever-changing needs of the profession, the Institute, and its members

# History and Governance

- Established in 1966 and began conferring certifications in 1975
- Member of and certified by the National Certification Commission
- Non-profit 501c(6) organization
- Institute is governed by an elected, volunteer Board of Regents who are all CRMs in good standing

# Benefits of CRM Designation

- Prominent credential for professional records managers
- Demonstrates commitment to continuing education
- 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 career profile
- ICRM membership (professional resources and contacts)

# ICRM Membership and CRM Candidate Demographics

- ICRM Membership
  - 1000 Active
  - 152 Retired
  - Located in 13 Countries
- CRM Candidates
  - Approximately 1000

# CRMS and CRM Candidates Industry Representation

- Government: 25%
- Consulting: 12%
- Utilities: 7%
- Financial Services: 3.3%
- Energy (Oil/Gas/Coal): 5%
- Manufacturing: 4%

\*2009 ICRM Marketing and Branding Survey

# Average Salaries for CRMs\*

- US: \$94,560
- By Region:
  - Great Lakes: *(IN, IL, KY, MI, OH, WI)* \$ 93,100
  - Great Northwest: *(AK, ID, OR, WI)* \$ 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)*

# How to Become a CRM

- Apply to qualify to sit for the examinations
- Applications are reviewed and approved by the ICRM Certification Standards Committee
- As a Candidate you are then eligible to write the CRM examinations
- Must complete all 6 Parts within a 5-year cycle

*(handout provided)*

# How to Apply

Print and complete application form available at [www.icrm.org](http://www.icrm.org) and mail with your \$100.00 check (USD) to:

Institute of Certified Records Managers

403 East Taft Road

North Syracuse, NY 13212

U. S. A.

Or submit your application and payment electronically

If you need assistance you may contact the ICRM at  
1-877-244-3128 (USA and Canada)



# Education and Experience

- Both required to be approved to take the examinations
- Experience constitutes working as a professional records and information manager

# Education and Experience

## Education

- 2 years (*graduate*)
- 4 years (*undergraduate*)
- 3 years education
- 2 years education
- 1 year education
- high school only

## Professional Experience

=2 years  
=3 years  
=5 years  
=7 years  
=9 years  
=11 years

# Documentation Required for Education:

- Copy of degree or official transcript

*For more information, please refer to the ICRM Handbook available at [www.icrm.org](http://www.icrm.org)*

# What Constitutes Professional Records Management Experience?

- Conducts studies and surveys
- Develops, designs and implements RIM programs, policies and procedures
- Teaches records management
- Provides training for records management

# Professional Experience

In Three or more of the following 8 categories:

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

# Documentation Required for Professional Experience

- PRACTITIONER
  - Formal job description or documentation of job duties in a letter signed by manager
- TEACHER OR PROFESSOR
  - Letter from Department Head and Syllabi of courses taught
- CONSULTANT, CONTRACTOR or SALES PROFESSIONAL
  - Minimum 2 Client Letters

*For more information, please refer to the ICRM Handbook available at [www.icrm.org](http://www.icrm.org)*

# What to Expect on the Examinations

## 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
- 5-year cycle starts once you take the first exam

## Part 6

- Must pass Parts 1 - 5 before you can take Part 6
- Must write two case studies for Part 6 (40 and 60 points)
- 4 hours to complete

*Note: All exams taken through Pearson VUE testing*

# Application and Examination Fees

- Application fee is \$100
- Examinations for Parts 1-5 are \$100 each
- Part 6 is \$150
- Payable in US dollars

# Resources for Assistance

- ICRM Web Site [WWW.ICRM.ORG](http://WWW.ICRM.ORG)
- Preparing for the CRM Examination: A Handbook  
*(available at no charge on the ICRM website)*
- ARMA Regional/Chapter CRM Mentorship and Examination Preparation Workshops
- ARMA International Conferences
- Colleagues
- ICRM-L listserv
- Social networking groups

# The CRM Examinations

*A closer look at the details of examination content and expertise to be tested*

# How to Register for the Exams

- Register for the CRM exams by logging into the ICRM website ([www.icrm.org](http://www.icrm.org))
- Pearson VUE, the official testing center for the CRM exams, has over 5000 test centers in 165 countries. You may also use the ICRM landing page on their website to schedule, cancel or reschedule your exams
- First time users may have better success using the ICRM website, you must logon using your Candidate ID and password, if you don't have an ID contact Patti McGuire at [admin@icrm.org](mailto:admin@icrm.org)
- If you need assistance with registering for your exams contact the Regent for Exam Administration Mimi Dionne at (303) 501-7657

# The Examinations

- Tests RIM knowledge in accordance with published sources
- Global
- Developed by a Committee of Certified Records Managers
- Questions are revised bi-annually
- Congruent with ARMA International Records and Information Management Core Competencies

# 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 Point Case Study
  - Covers broad range of RIM considerations
- 40 Point Case Study
  - Covers one aspect of RIM or major problem that needs to be addressed
  - Candidate may select one of two 40-point Case Studies

\*(A Candidate must pass Parts 1-5 before they can apply to take Part 6)

# CRM Certification Maintenance Requirements

- Earn, record and submit certification maintenance forms for credit
- You need 100 points in a 5 year cycle
- One point = one hour of learning contact
- Maintenance credits must be submitted within 6 months of the qualifying event or activity
- Pay Annual Dues of \$200.00

## Contact:

Rae Lynn Haliday, CRM, MBA  
Regent, Public Relations and Professional  
Development

Institute of Certified Records Managers

(314) 646-4572

haliday@stlzoo.org

[www.icrm.org](http://www.icrm.org)



Questions?

[www.icrm.org](http://www.icrm.org)

**(877) 244-3128**

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