



Mid-Michigan ARMA Presents | ◦

# CRM Exam Preparation Workshop August 19, 2010

State of Michigan Records Center  
3400 N. Grand River, Lansing, MI



▶ DID YOU KNOW THAT THE ICRM HAS SALARY SURVEYS TO DEMONSTRATE THAT CRMS HAVE THE EARNING POTENTIAL OF UP TO SIX FIGURES/YEAR?

### Connect with the best!

*Becoming a Certified Records Manager (CRM), the most respected credential among professional records and information managers, has many advantages in today's complex and fluid information environment.*

## Are you ready to take your career to the next level?

\*\*\*SPACE IS LIMITED\*\*\*    \*\*\*REGISTER NOW at\*\*\*

[WWW.MIDMICHIGANARMA.ORG](http://WWW.MIDMICHIGANARMA.ORG)

▶ ATTENDEES WILL RECEIVE OVER 100 SAMPLE QUESTIONS AND A PUBLICATION FROM THE ICRM: "PREPARING FOR THE CRM EXAMINATION: A HANDBOOK"

### CRM Exam Preparation Workshop Agenda:

#### Track One:

Introduction to the CRM Exam

- Benefits of Certification
- Applying for the Exam and Fees
- Qualifications: Education/Experience
- Testing Schedule
- Exam Overview
- Certification Maintenance
- Connection with CRMs Worldwide

Part 1 – Management Principles and the RIM Program

Part 2 – Records Creation and Use

Part 3 – Records Systems, Storage and Retrieval

Part 4 – Records Appraisal, Retention, Protection & Disposition

Part 5 – Equipment, Supplies and Technology

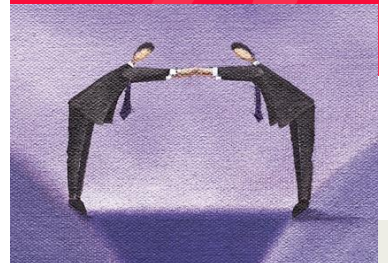
#### Track Two:

Part 6 – Case Studies

(Attendees must bring their own laptop)

### COMPETENCIES

Experience vs. Credentials



CRMs illustrate competence in the core areas of their profession and can solve complex records management issues.

### Workshop Facilitators

Debbie Gearhart, CRM, FAI

Juanita Skillman, CRM, FAI

Sharon LaPlant, CRM

Jeff Baldwin, CRM

Kiersten Ward, CRM



## CRM Exam Preparation Workshop

If you are a CRM Candidate or thinking about becoming a CRM this session is for you. Learn tips on self evaluation for the exam, along with suggestions on how to prepare for the exam and strategies for taking it. Discuss administrative procedures and hints on how to avoid past problems encountered by those that have all ready experienced the exam process. Over 100 sample questions will be given throughout the day's instruction.

### Track 1

#### **Introduction to the CRM Exam**

- Benefits of Certification
- Qualifications: Education/Experience
- Exam Overview
- Connection with CRMs Worldwide
- Applying for the Exam and Fees
- Testing Schedule
- Certification Maintenance

#### Part 1 – **Management Principles and the RIM Program:** Debbie Gearhart, CRM, FAI

Part 1 lays the foundation of general management principles and techniques and how these are incorporated into a RIM program.

#### Part 2 – **Records Creation and Use:** Kiersten Ward, CRM

Part 2 pertains to the creation, production and distribution of information. It covers records creation, the documentation of business transactions and correspondence management.

#### Part 3 – **Records Systems, Storage and Retrieval:** Sharon LaPlant, CRM

Part 3 of the test examines the maintenance of records and information management systems. Basic concepts of controlling records are discussed, as well as the various types of filing systems and information retrieval methods.

#### Part 4 – **Records Appraisal, Retention, Protection & Disposition:** Juanita Skillman, FAI, CRM

Part 4 primarily covers records life cycle management and includes such topics as: Records Inventory, Records Appraisal and Analysis, Retention Schedules, Vital Records Program (including Risk Analysis, protection methods, and audits); Business Continuity Planning and Implementation Procedures and Archives Management.

#### Part 5 – **Equipment, Supplies and Technology:** Jeff Baldwin, CRM

Part 5 is the more technical part of the exam and specifically addresses such topics as: Standards, Equipment and Supplies, Methods & Systems, Reprographics, Imaging Systems, Systems Analysis, Records Creation, Applications of Data, Programs, Software, Security, Data Use, Data Storage, Electronic Records Retention, Preservation Issues, Data Repositories, Data Recovery and Destruction.

### Track 2

#### Part 6 – **Case Studies:** Juanita Skillman, FAI, CRM , Debbie Gearhart, CRM, FAI

Part 6 presents an opportunity for you to apply the knowledge you have gained through study and work experience to problem scenarios, or case studies. It consists of the application of the subject matter contained in the other five parts of this examination. In Part 6, you will have to answer a required 60 pt. case study and you must answer one of two 40 pt. case studies. You must pass with a combined score of 70 points. Attendees will receive strategic tips for passing Part 6 and will take two actual practice exams. Your exams will be graded reviewed with you in class.

**\*\*\*\*Note: Attendees choosing this track MUST bring their own laptop computer to use for the exams. No paper exams are available.\*\*\*\***

Mid-Michigan ARMA  
**CRM Exam Preparation  
Workshop Registration**

Name	
Organization	
Address	
City	
State	
Zip	
Email	
Phone	
Track Interest	<input type="checkbox"/> Track 1: Parts 1-5 <input type="checkbox"/> Track 2: Part 6: Case Studies

You May Also Register Online at  
<http://www.midmichiganarma.org>

**1. Registration Cost (includes breakfast, breaks and lunch)**

-Member-\$150                      -Non-Member-\$175

**2. Payment Information :**

Visa                       Master Card                       American Express

Card Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiration Date: \_\_\_\_ - \_\_\_\_

Amount: \_\_\_\_\_

\* **Note:** Credit Cards will be processed by Graphic Sciences Inc.

Or Make Check payable to *Mid-Michigan ARMA* (Federal ID# 382848540) and remit to:

**Mid-Michigan ARMA  
PO Box 26192  
Lansing, MI 48909**

**Directions**

I-96 westbound towards Grand Rapids to Exit 90, Grand River Avenue. Turn right (east) on Grand River Ave. and head towards the Airport. Stay on Grand River for 4 miles to 3400 N. Grand River. Records Management Services is located on the north (left) side of the road just past the AIS Heavy Equipment Dealer. We have a blue sign by the side walk with white lettering. If you need help call (517) 335-8965 or (517) 652-4085

**Accommodations**

Group rate rooms are available at the Ramada Lansing Hotel and Conference Center located at 7501 W. Saginaw Highway, Lansing, MI 48917. The Code for the rate of \$65+ tax/night is ARM. The hotel reservation phone number is 517-627-3211.