

Records and Information Management Competencies

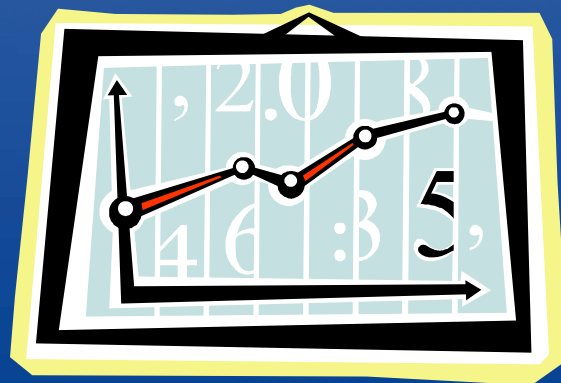
Navigating Your Career In
Challenging Times

Douglas P. Allen, CRM, CDIA+



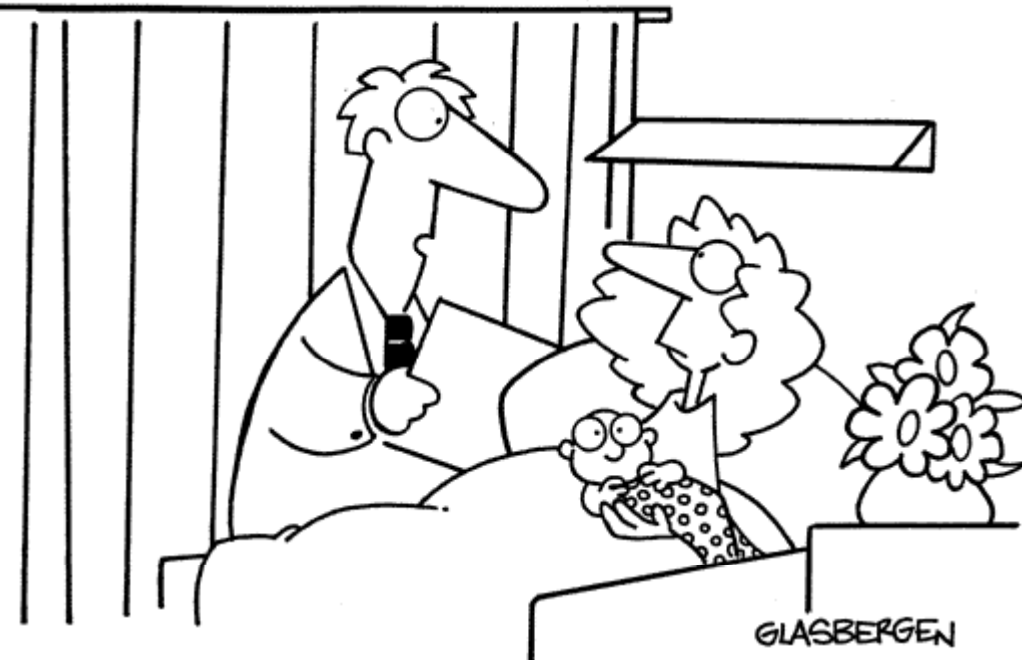
Records and Information Management Competencies

- Introductory Remarks
 - 35 Year Career
 - 33 Year ARMA Involvement
 - Focus on Sales
 - R.I.M. Blog – <http://www.rimthought.com>



Records and Information Management Competencies

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**"It might be some sort of evolution thing.
Your baby's navel is an Ethernet port."**

Records and Information Management Competencies

- Agenda
 - What Are “Competencies”
 - Why Are They Important
 - What Are the RIM Competencies?
 - How Can I Assess My Strengths/Weaknesses?

Records and Information Management Competencies

- What Are “Competencies” ?
- Professional Competence
 - *Generalization of Expertise; Technical Expertise; Expertise Generalization; Expertise, Technical* The capability to perform the duties of one's profession generally, or to perform a particular professional task, with skill of an acceptable quality.

Records and Information Management Competencies

- What Are “Competencies” ?
 - Competence (human resources), a standardized requirement for an individual to properly perform a specific job

Records and Information Management Competencies

- Why Are “Competencies” Important?
 - Recognition of Records and Information Management as a Profession
 - Ability to Recruit Employees
 - Ability to Provide A Career Path
 - Guidance
 - Ability to Promote Additional Training and Education

Records and Information Management Competencies

- **Why Are “Competencies” Important?**
 - Validation of Skills and Abilities
 - Business Environment
 - HR, Exec Level Mgmt, IT Peers & Partners, Risk Mgmt, Training, Policy Makers, Educational Institutions & Certifying Bodies, Product Developers & the Vendor Community and other information professionals
 - Ability to Establish Your Credibility
 - Ability to Sell Your Program



Records and Information Management Competencies

- What Are The Greatest Challenges In Selling Yourself & Your Program To Senior Management?
 - Organization's Understanding of Risk, Compliance Needs
 - Organization's Understanding of Challenges with Management of Electronic Records
 - RIM Professional's Skills
 - RIM Professional's Education & Training
 - RIM Professional's Ability to Articulate Value Proposition for RIM

Records and Information Management Competencies

- What Do Organizations Seek from RIM Professionals?
 - Often Seek What We Consider to be Professional !
 - “Proof of Compliance”
 - Reduction of Corporate Risk
 - Litigation, Audit, Regulatory Issues
 - Improved Management of Records for All Media
 - Reduced Retention Costs
 - Improved Information Access

Records and Information Management Competencies

- Organizations Also Benefit from RIM Professionals Who:
 - Demonstrate Skills & Knowledge (SME)
 - Are the Source of Expertise
 - Demonstrate Communications Skills
 - Verbal/Presentation Skills
 - Written Communication Skills
 - Demonstrate Leadership Skills

Records and Information Management Competencies

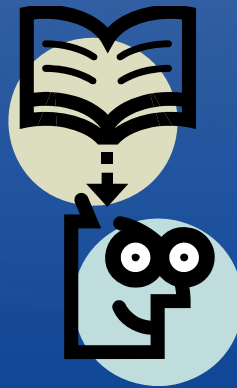
- Our Organizations Need More Education Themselves
- Where?
 - Operational Costs of Failure to Manage All Records
 - Risks of Non-Compliance
 - Litigation Costs & Penalties
 - Audit Costs & Penalties
 - Regulatory Penalties, Sanctions
 - Differences in Storing eRecords v. Managing eRecords

Records and Information Management Competencies

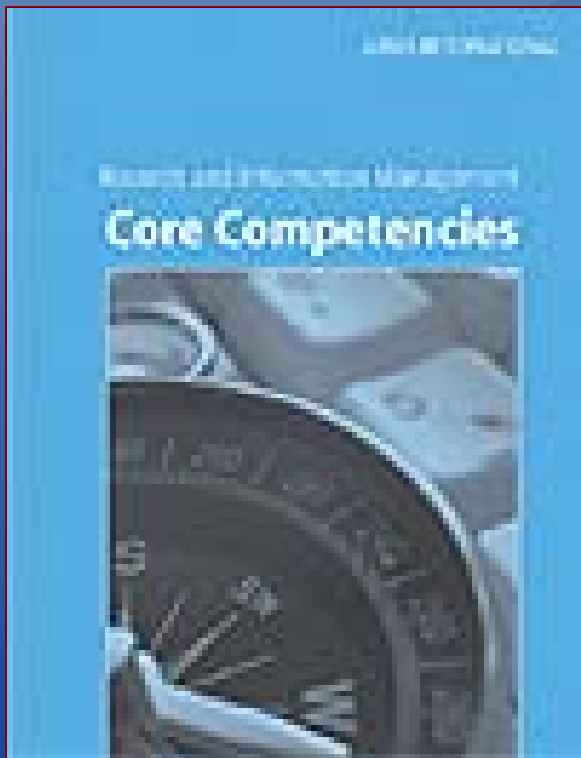
- What Do RIM Professionals Need
 - A Structure of Domains for Competencies
 - A Means of Assessing their Strengths/Weaknesses
 - Gap Analysis of Strengths/Weaknesses
 - Pointers to Available Resources for Training and Education
 - A Foundation for Model Curricula for Higher Education Programs

Selling Yourself to Senior Management - Agenda

- ARMA International Competencies
 - Competencies
 - Self Assessment



ARMA's RIM Core Competencies ***Where is YOUR Career Going?***



What: Initiative Scope

1. Core Competencies

- Model for Core Skills at Various Levels
- Based on Six Domains

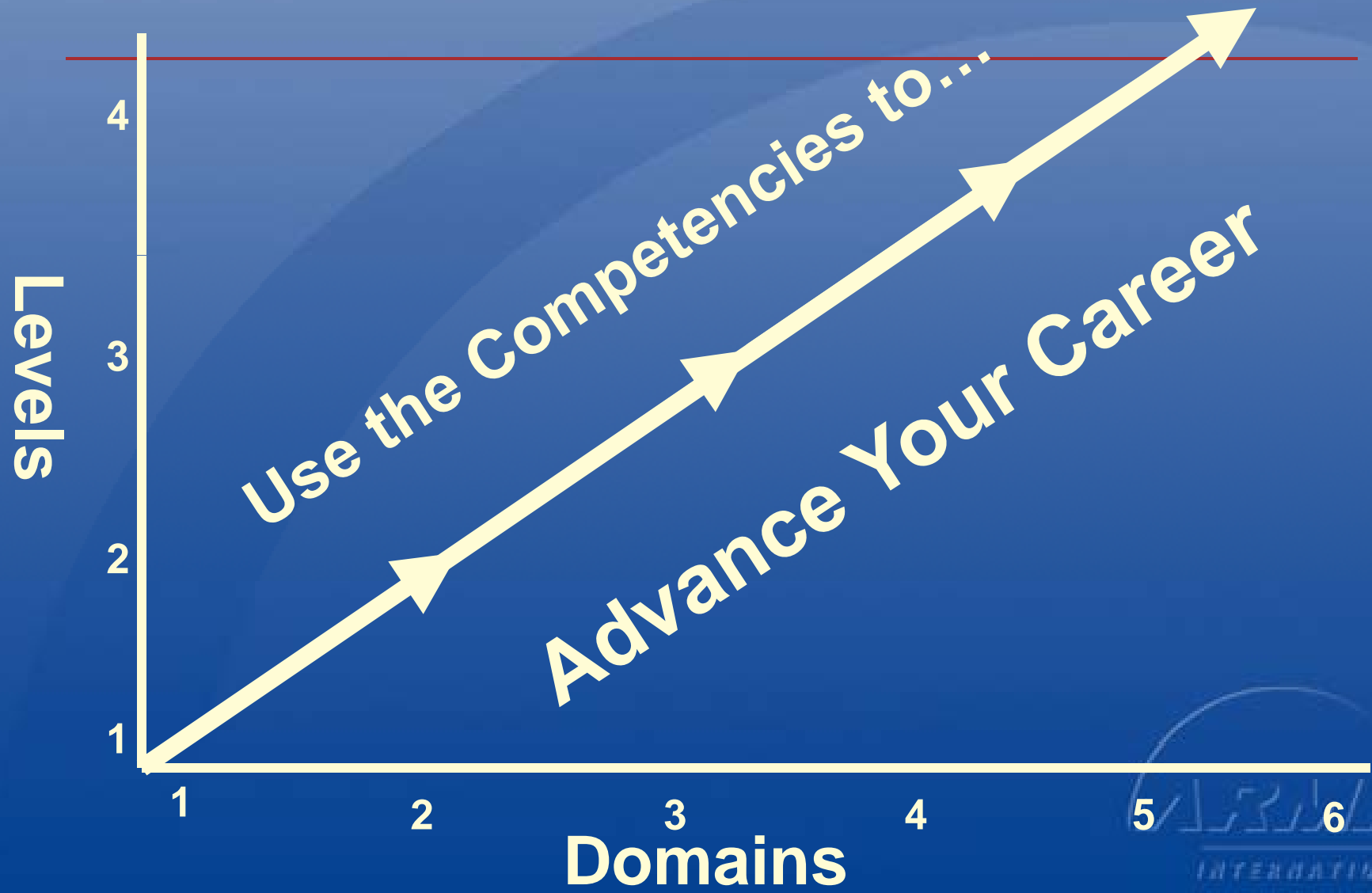
2. Self-Assessment Tool

- Measure Current Level
- Direct Development Opportunities

3. Specialty Competencies

- Industry
- International

How: Benefits

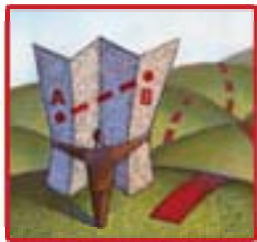


Records and Information Management Competencies

- Introduction of ARMA International Competencies

TURN TO COMPETENCIES DOCUMENT

ARMA's RIM Self-Assessment



Where's Your Career Headed?

ARMA International's RIM Self-Assessment

helps you get excited about your career!



ARMA's RIM Self-Assessment



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- Welcome
- Definitions
- Self Assessment
 - Level 1 ▶
 - Level 2 ▶
 - Level 3 ▶
 - Level 4 ▶
- Gap Analysis
 - Level 1
 - Level 2
 - Level 3
 - Level 4
- Contact Us



Where's Your Career Headed? ARMA International's RIM Self-Assessment helps you get excited about your career!

Welcome to the RIM Self Assessment!

The challenge for any professional is to recognize when new competencies need to be learned — and to make sure core competencies continue to meet the current needs of the marketplace. ARMA International developed the RIM Self Assessment to help RIM Professionals identify and target their professional and educational needs.

This professional development tool is designed to help you assess your RIM competencies and develop a professional development plan.

The RIM Self Assessment can be used to:

- Confirm your strengths
- Identify where growth is needed to make you a better RIM practitioner
- Identify learning opportunities to improve your knowledge and skills
- Structure a job performance evaluation
- Build a professional development plan
- Gain insights and strategies to make a career move

To receive your copy of the RIM Core Competencies, please visit the [ARMA Web Site](#).

Step 1: Assess Your Competencies

Assess your current proficiency for each competency within the level you select.

Select your current level of competency

Level 1: RIM practitioner is defined as holding an entry-level position in the RIM profession requiring no previous RIM experience. Participants at this level should be acquiring basic, foundational knowledge and skills for the RIM field and have a basic understanding of what records and information management encompasses. A person at this level may or may not have an undergraduate degree or work experience in another field.

Step 2: Review Your Gap Analysis

The Gap Analysis provides you with a report outlining your strengths and weaknesses related to the RIM competencies.

Step 3: Create Your Professional Development Plan

Once you have received your gap analysis report, review the resources associated with your areas for development. Create a Professional Development Plan by setting both short and long-term career and training goals based on your assessment results.

Step 4: Take Action

Finally, create an Action Plan to achieve your goals. This detailed plan will guide your professional development process.

Use the Menu on the left to guide you through this tool.

ARMA's RIM Self-Assessment

Self Assessment

Level 3, RIM Practices (Domain 2 of 6)

You do not have to complete the entire Self Assessment at one time. However, we do suggest that you complete an entire domain at one time as those competencies are related.

Directions:

Complete the proficiency ratings for each task statement on the following pages by reviewing the legend then selecting your star rating. To identify the knowledge and skills needed to successfully perform a task, click on the Show Details image.

Show Legend

[Previous](#)[Next](#)

1. Implement systems in compliance with RIM requirements based on an organizational needs analysis.

★★★★★ 5 - Complete Proficiency

[Show Details](#)

2. Develop comprehensive procedures to document organizational RIM practices.

★★★★★ 5 - Complete Proficiency

[Show Details](#)

3. Create and implement records retention policies and schedules.

★★★★★ 4 - High Proficiency

[Show Details](#)

4. Manage records retention and disposition in compliance with RIM program policy, legal and regulatory requirements, and business needs.

★★★★★ 5 - Complete Proficiency

[Show Details](#)

ARMA's RIM Self-Assessment

Rating	Description
☒ ☆☆☆☆☆ 0 - Not Applicable	This task is not relevant to me.
☒ ☆☆☆☆☆ 1 - Little or No Proficiency	This is a new task or skill for me.
☒ ☆☆☆☆☆ 2 - Low Proficiency	I have some experience with this task but limited knowledge and skills.
☒ ☆☆☆☆☆ 3 - Moderate Proficiency	I can perform this task fairly well based on past experience and can demonstrate several of the knowledge
☒ ☆☆☆☆☆ 4 - High Proficiency	I can perform this task very well based on past experiences and can demonstrate most of the knowledge
☒ ☆☆☆☆☆ 5 - Complete Proficiency	I am fully competent to perform this task.

☒ ☆☆☆☆☆ 5 - Complete Proficiency

Hide Details

Knowledge of:

- RIM principles and best practices
- System analysis methodologies
- RIM implementation processes and procedures
- Cost/benefit analysis technologies
- Workflow processes required for implementation
- Business process analysis techniques
- Legal and regulatory requirements
- Organizational RIM practices and requirements
- Organizational legal and regulatory environment

Skills:

- Identify and analyze current trends and opportunities for improvement
- Evaluate cost impact of implementing systems
- Plan and organize for an implementation
- Assist with the development and implementation of RIM plans for improvement
- Develop evaluation tools
- Apply metrics to measure the success and impact of RIM processes
- Map workflow
- Train and facilitate
- Communicate appropriately for the task verbally and in writing
- Obtain support from stakeholders

ARMA's RIM Self-Assessment

Leadership		Avg: ★★★★★	100% Complete
Task Statement	Your Rating	Resource	
1. Champion projects by communicating with, and marketing to, stakeholders consistent with organizational goals and objectives.	★★★★★	4 Resources	
2. Foster effectiveness during changes in tasks, work environment, or conditions affecting the organization.	★★★★★	3 Resources	
3. Manage and mediate conflict.	★★★★★	4 Resources	
4. Empower others through leadership and training to maximize the potential of the RIM professional and create a positive work environment.	★★★★★	6 Resources	
5. Foster and encourage team behaviors to achieve organizational goals.	★★★★★	7 Resources	
6. Evaluate RIM staff career development plans through periodic reviews and provide mentoring to improve staff effectiveness and skills.	★★★★★	2 Resources	

Educational Resources

Level of Coverage	Title	Author	Format
Extensively Details	Implementing Electronic Records Management Without Upsetting Users	ARMA	Conference
Moderately Details	Global Records Management - The P&G Story	ARMA	Conference

Informational Resources

Level of Coverage	Title	Author	Format
Moderately Details	(2007IMJ) Evolving the Records Management Culture: From Ad Hoc to Adherence	Patricia Daum, CRM	IMJ Article
Moderately Details	(2007IMJ) Does Your RIM Program Need a Strategic Alignment	Alan A. Andolsen, CMC, CRM	IMJ Article



Records and Information Management Competencies

- Self-Assessment Resources Provide:
 - Pointers to Build Skills & Knowledge
- Additional Potential Resources
 - CRM Exam Preparation
 - Electronic Records (ECM, BPM, ERM) Training



Records and Information Management Competencies

- Additional External Training
 - Toastmasters
 - Business Writing Courses
 - Degree Programs – Undergraduate or Graduate



Records and Information Management Competencies

- So - What Do RIM Professionals Need?
 - A Defined Set of Competencies
 - Levels that Reflect Career Progress and Responsibilities
 - Specific Areas of Knowledge and Experience Within Those Levels
 - An Assessment Tool that Guides Our Continued Development
 - The Motivation / Will to Embrace Our Careers

Records and Information Management Competencies

- What Can We Do As Individuals?
 - Take Full Advantage of Available Tools
 - Review ARMA Competencies
 - Take Self Assessment
 - Use Resources to Fill Knowledge and Skill Gaps
 - Pursue Additional Resources as Well

ARMA's RIM Self-Assessment

- **Step 1: Assess Your Competencies**

Assess your current proficiency for each competency within the level you select.

Step 2: Review Your Gap Analysis

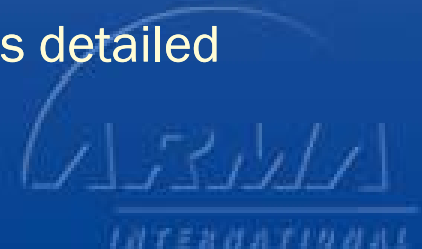
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Demonstration

- ARMA RIM Core Competencies
 - www.arma.org/competencies
- ARMA RIM Self-Assessment
 - www.arma.org/ARMAPortalWeb/SelfAssessment/Welcome.aspx
- Access
- Demo

QUESTIONS?

