40 Years Strong 1975-2015 ICRM

ProfessioNotes

Institute of Certified Records Managers
www.ICRM.org

2018 Winter

What's Inside?

How to Contact the Institute of Certified Records Managers (ICRM)

Mailing Address:
ICRM
230 Washington Avenue, Suite 101
Albany, NY 12203

Phone and Website:
(877) 244-3128
Toll-free USA and Canada
Alternate Tel: (518) 694-5362
Fax: (518) 463-8656
Website: www.icrm.org
E-mail: admin@icrm.org

From the President....

President, John C. Krysa, CRM

Fellow ICRM members:

As I looked back on the many achievements of last year, I wondered if we would be slowing down in 2018. From the energy and ideas coming from our CRMs serving on committees and the Board of Regents, I don't think so. We are going to have a busy year working to complete what we've started as well as pursuing some new initiatives. I'm excited and concerned at the same time. Our work is virtually all done by volunteers and I'm in awe of the time and energy put in by so many to advance our profession. We should also appreciate the work by Meghan McGrath and the other paid staff at Capitol Hill Management Services, Inc. who support us in so many ways. We rely on everyone's help to inform, educate, mentor, market, grade, and promote our role in the RIM profession. Thank you one and all.

I need to express my appreciation, and that of every member of the Institute, to those who've completed their service on the Board. Brice Sample completed his role as Chairman and agreed to continue serving ICRM as our Business Manager, a position that's been vacant a couple years. William LeFevre completed his term as Secretary-Treasurer, the first to hold the combined role since our reduction in the size of the Board. Andrew Ysasi resigned as Regent for Examination Development at the end of 2017 due to expanded responsibilities as VP of Kent Record Management, Inc. We already miss his enthusiasm and drive for improvements. We welcome back Cheryl Pederson as President-Elect. We also give a special welcome to members with no prior board service, Ellie Maye, elected as Secretary-Treasurer and Caroline Walters, appointed by the Board to complete the 2018 term as Recent for Examination Development. I also thank those who agreed to serve the Institute in key appointments and to the many new members across our various committees. We will continue to expand the opportunities for service by CRMs and CRAs on various teams and committees. Some intended initiatives for 2018 include a look at how we can expand candidate mentoring and explore changes to testing options.

Last year, we pursued multiple opportunities with partnerships and expect to continue to mature these relationships moving forward. For more details about these partnerships, please use this link: http://www.icrm.org/partner-page-2. We will continue to seek opportunities to provide benefits to our members by providing relevant continuing education opportunities and promoting the strength and prestige of the Certified Records Manager credential within our multi-faceted profession. Our academic partnerships have already shown results in the number of certifications of new CRMs and CRAs. Our partnership with NIRMA, one of our oldest partners, produced plans which are nearing completion to streamline the process for earning the post-certification specialty designation of Nuclear Information and Records Specialist, which will be offered to qualified CRMs and CRAs later this year. The CRM/Federal Specialist development effort was completed and, as I write this, four CRMs are approved for testing during the February exam window.

There will be an ICRM presence at multiple conferences and seminars, be it with an ICRM booth manned by local CRMs & CRAs, a spot on the presentation agenda, or a pre-conference exam preparation session. We see CRMs serving in leadership roles across ARMA as chapter officers, within the regions, as committee members, and as national officers. And of course, we look forward to seeing you all in person this fall at the ARMA International Conference in Anaheim, California, whether at the ICRM Business Meeting or on the Expo floor.

Have a great year!

ICRM Leadership Roster

ICRM Board of Regents

Chair
Wendy McLain, CRM
Valero Energy Corporation
Email: chair@icrm.org

President
John Krysa, CRM
Executive Consultant
Millican & Associates, Inc.
5850 Coral Ridge Drive, Suite 205
Coral Springs, FL 33076-3379
Email: president@icrm.org

President-Elect
Cheryl Pederson, CRM
Tel: 952-913-0460
Email: president-elect@icrm.org

Secretary-Treasurer
Ellie Maier, CRM, CBCP
Corporate Records Manager
CITGO Petroleum Corporation
1293 Eldridge Parkway
Houston, TX 77077
Tel:832-486-4066
Email: secretary-treasurer@icrm.org

Regent, Examination Development
Caroline J. Walters, CRM
University of Virginia
Box 400898
Charlottesville, VA 22904
Tel: 434-243-9162
Email: exam-development@icrm.org

Regent, Examination Administration and Grading
Laurie Carpenter, CRM, IGP
611 N. Brand Blvd.
Glendale, CA 91203
Tel. 818-553-7466
e-mail: examadmin@icrm.org

Regent, Applicant and Member Relations
Nick De Laurentis, CRM, IGP
12405 Vanderberg Place
Crown Point, IN 46307
Tel. 219-663-8072
e-mail: certification-standards@icrm.org

Regent, Legislation and Appeals
Paula Sutton, CRM, IGP
Records Matter, LLC
1004 W. 32nd Street
Loveland, CO 80538
Tel. 970-776-0285
e-mail: legislation-appeals@icrm.org

Permission to reprint articles from ProfessioNotes is given with credit to the author and the ICRM.

Committee Chairs

Mentor Coordinator
Howard Loos, CRM, CDIA
Brigham Young University
6822A HBLL
Provo, UT 84602
Tel. 801-442-2161
e-mail: mentor@icrm.org

Professional Development Coordinator
Kiersten Ward, CRM
Tel. 313-667-8235
e-mail: examprep@icrm.org

Newsletter Editor
Sarah L. Lohmeyer, CRM
Email: newsletter-editor@icrm.org

Public Relations Coordinator
Peter A. Kurilecz, CRM, CA
e-mail: PR-Coordinator@icrm.org

Webmaster
Bruce L. White, CRM, PMP
e-mail: webmaster@icrm.org

Marketing Committee Coordinator
Katie Voldal, MPS, CRM, IGP
Sidley Austin, LLP
1501 K Street, NW
Washington, DC 20005
Tel. 202-736-8233
e-mail: kvoldal@sidley.com

Strategic Alliance Committee
Rae Lynn Haliday, CRM
Saint Louis Zoo
1 Government Drive
St. Louis, MO 63110
Tel: 314-646-4572
e-mail:
strategic-committee-chair@icrm.org

ATTENTION: CRMs, CRAs, and ICRM Candidates

Rae Lynn Haliday, CRM, MBA
Chairman, ICRM Strategic Alliance Committee

Certification Maintenance Points (CMPs)

The ICRM has always set a high standard for continuing education. It believes that the only way to remain relevant and competent in Records and Information Management (RIM) is to be engaged in a life-long learning process.

The Institute has strategic partners that provide online education as one way to earn your Certification Maintenance Points (CMPs). ARMA International is a premier education arm for RIM certification and is a long-standing strategic partner; please use the link below to access its newly launched Online Learning platform. There are many educational offerings to choose from and they include the number of contact hours provided: http://www.arma.org/page/OnlineLearning.

As a result of the ICRM's strategic partnership with the Association for Intelligent Information Management (AIIM), CRAs and CRMs receive special access to select education courses and resources to meet their ongoing continuing education requirements. In order to get the partner discount, please login in to the ICRM website and visit the Partnership Offers page for the code.

For those ICRM candidates who successfully complete the AIIM ERM-Master designation, you can now receive credit for passing Part 5 of the ICRM exam.

For more details on AIIM training and the ERM-Master program, please use this link: http://www.aiim.org/Education-Section/Deep-Dives/Deep-Dive-ERM.

For existing CRMs or CRAs that decide to enroll in the MARA Program: http://ischool.sjsu.edu/, as a result of the ICRM/SJSU partnership, courses are pre-approved for ICRM CMPs.

The Institute partners with a variety of organizations to advance the Records and Information Management (RIM) profession, to build alliances that strengthen ICRM credentials, and to provide opportunities that assist professionals in achieving the Certified Records Manager (CRM), Certified Records Analyst (CRA), and Post Certification Specialty Designations. For current candidates, here are some of the paths that you can take to fast track to ICRM certification:

Academic Partnerships

Louisiana State University (LSU) – graduates of the LSU RIM Certificate Program meeting the requirements of the ICRM/LSU partnership may be eligible to apply for credit for Parts 1-5 of the ICRM exams. For more details on the LSU RIM Certificate Program use this link: http://www.lsu.edu/chse/slis/news/rim-certificate-launch.php.

San José State University (SJSU) School of Information (iSchool) – graduates of the Master of Archives and Records Administration (MARA) degree program, meeting the requirements of the ICRM/SJSU partnership, may be eligible to apply for credit for Parts 1-5 of the ICRM exams. For more details on the MARA Program use this link: http://ischool.sjsu.edu/.

Graduate Testimonials

http://ischool.sjsu.edu/people/community-profile/lauren-aiko-kelly

and

http://ischool.sjsu.edu/people/community-profile/ossie-thomas

Post Certification Specialty Designations

For RIM practitioners working in the nuclear or US federal government sectors, achieving ICRM certification will provide you with the additional opportunity to benchmark your skills and competencies in these industry-specific areas of records management.

The Nuclear Information and Records Management Association (NIRMA) has partnered with the Institute since 1984 to provide its members the means to achieve ICRM certification as well as the Post Certification Specialty Designation of Nuclear Specialist (NS) for both CRAs and CRMs. All ICRM exams are administered by the Institute. However, for more information on NIRMA and related requirements for the NS, please contact: Anita Beren, NIRMA Director of Infrastructure, at (781) 907-9417 or by email at nirma@nirma.org.

The CRM/Federal Specialist Designation pertains to CRM whose field of professional practice involves RIM programs of the U.S. Government, whether as a Federal government employee, uniformed military member, consultant, or contractor. The ICRM Specialty Designation program allows for industry-specific best practices to be documented and peer reviewed in the same way as the CRM process provides for global best practices in RIM. The CRM/Federal Specialist is the second specialty designation following the long-standing CRM/Nuclear Records and Information Management Specialist (CRM/NS).

The CRM/Federal Specialist Designation is based on the collective body of knowledge represented by the United States (US) government laws and regulations as well as the National Archives and Records Administration (NARA) guidelines and policies for record keeping programs in Federal agencies. The CRM/Federal Specialist was developed by a team of recognized CRMs whose careers have included Records and Information Management (RIM) programs of US government departments and agencies, the US military, and supporting contractors. Knowledge areas were defined in consultation with ICRM strategic partners and NARA resources.

The CRM/Federal Specialist Post Certification Specialty Designation's application process will open during the February 2018 testing cycle.

Contact the ICRM Administrator (877) 244-3128 for more information on requirements for leveraging all partnership credits, special access, and for full details on ICRM qualifications, applications, and exam administration for the CRM, CRA, and Post Certification Specialty Designations.

The ICRM looks forward to unveiling additional strategic partnerships in 2018 that will provide expanded opportunities beneficial to ICRM members and candidates to ensure the Institute remains a valuable and well-respected professional resource in the RIM community.

Email Management Made Easy

By Vicki Pratt, CRM

I have a walking buddy. My friend and I share over 40 years of history together, so I know her quite well. Both of us are in the corporate world and encounter the same work situations. We use the time during our walks to share how each other is doing work-wise, commiserating over specific struggles, and *(let's get honest here)* vent.

One of the things she was struggling with was her email. She was getting over 200 emails a day and just could not keep up. In addition, she's finding it harder and harder to locate information stored in an email due to the growing out-of-control size of her inbox.

My ears perked up, as records are kind of 'my thing'. I asked her why she didn't clear out her inbox or organize the files? She said she was too busy doing her day job. And anyway, it wasn't HER responsibility to do that cleanup – wasn't that the IT department's job? I feel for her. I know several in her position. I decided the best way to explain email management to her was to give her an analogy:

ME: "Let's say you have a son who is in high school. This boy is an overachiever. He's on the football team, is taking several AP classes, and has a part-time job after school because he's saving up to buy a car."

HER: "That's not hard to imagine – you know my son."

ME: "I do. I also know how busy he is. He's at school an hour early, goes from classes to work, and then comes home to several hours of homework. So let me ask you a question… who cleans his room?"

HER: "He does, of course! It's his room, it's his responsibility!"

ME: "Exactly. I know you are busy. You are also an overachiever. He gets that from you. You work upwards of 60-70 hours a week. You are always willing to help your fellow co-workers out in other time zones, and you are known to have several different projects going on simultaneously. But just like your son and his room, your records are your responsibility."

I think she got it, because she was quiet for a bit. And then she asked me, "So how do you DO this? My inbox is HUGE and I just don't have the time!" I'll share with you what I told her, because I'm pretty sure you know someone in this same boat. Maybe even YOU!

1. Set aside 15-30 minutes a day for email management. I would suggest first thing in the morning. You'll need to reserve that on your calendar and be consistent. Don't take calls or take meetings at that time. It's sacred. In my friend's case, she was logging in to work an hour ahead of her scheduled work day, so it was easy for her to devote that first half hour to email management. Your scheduled time may vary. Do what works best for you. The important thing is to stay consistent.
2. Immediately delete all unopened email over six months old. This may not work for you but, if you think about it – if you haven't read the email, chances are the person who sent you the email in the first place already received the information he or she needed. And if they haven't, what you have isn't that important. If it was, you would have read it already.
3. Create a few folders within your Read folders area: Records, Short-Term and Personal

Within the Records folder, I recommend you place subfolders based on your company's classifications. Under those folders, is where you should place email. You can then create subfolders for your email by topic; but, put your read email under that Records classification folder. That way, it'll be a breeze when it is time to dispose of those records *(based upon your company's records Retention Schedule, of course).*

Within the Short-term folder, you can organize any way you want. These emails are NOT company records; but you need to keep them for a short time. I suggest not hanging on to them longer than two to three years. If you find you don't need them that long, you can delete whenever you like.

Within the Personal folder, place any birthday greetings, your spouse's date night suggestions, confirmation of a purchase, etc. I wouldn't keep that information for a long period of time.

4. Sort the remaining email by attachments. Typically, the items you really want to look at have attachments. I'd review those first to determine if they are records. If they are, they should be moved to the Records folder, within the appropriate classification. By the way, ask yourself if you need to keep ALL attachments, or if you only need to keep the LAST revised attachment. In addition, if the email with the attachment is only a copy of a record, and not the official record, you should file the email in the Short-Terms folder, and delete it as soon as you don't need it any longer.
5. Determine who the sender is on the remaining email and review by priority. Are they your specific customer contacts? Your boss? Those probably should receive first priority when reviewing. Are they from a vendor? Your coworker who wants you to have lunch? Probably not as important. I would review them by priority: current customer first, followed by boss, then coworker…and on down the line.
6. What stays in your inbox is your 'to do' list. Instead of feeling overwhelmed at the end of the day, you'll feel a sense of accomplishment after you've moved your email out of the inbox and into the appropriate folder.

This process may not suit you. Take what you find useful and ignore the rest. But I can assure you, email management IS doable, if you take responsibility over your cleanup activities.

Candidate Coach

Howard Loos, CRM, IGP - ICRM Mentor Coordinator

Hello ICRM candidates,

Are you taking Parts 1-5? A study guide is available to help candidates with Parts 1-5. The tudy guide contains a short list of ecommended reading materials and encourages candidates to use the outline available on the ICRM website. Please email me at mentor@icrm.org to obtain a study guide.

Are you taking Part 6? If you are ready to take the Part 6 exam, having a mentor is a must. If you are unable to find a Part 6 mentor from your local ARMA Chapter, please reach out to the ICRM Mentor Coordinator at mentor@icrm.org to request a mentor. After the assignment has been made, you will receive a packet of prep materials, including a study guide and four recently retired practice exams.

To all mentors and those who would like to be a mentor

If you are serving as a Part 6 mentor, please notify the mentor coordinator in order for CMP credits to be approved for your mentoring activity. Mentors are eligible to receive up to 3 CMP credits for each candidate during an exam cycle, as long as feedback from at least one submitted exam is provided to the candidate.

For those of you who would like to serve as a mentor, please send an email to mentor@icrm.org expressing your desire to serve. We can always use the help. Here are a few Q/A's to help you understand the role of a mentor:

What is my time commitment and duties as a mentor?

- Most mentors spend a total of two to four hours working with their assigned candidate over a one or two month period of time.
- The main duties of the mentor are first, to answer questions related to the examination process and second, to provide feedback on one or two practice exams completed by the candidate. Most communication is done via email.

What resources are available to help mentors?

- Practice Exams with answer guides – Each year, the ICRM retires two exams. One or more of these exams are given to candidates who participate in the mentoring program. The grader's instructions are provided to the mentor to assist in the practice exam feedback process. When you are assigned as a mentor, you will be provided with the practice exams.
- Part 6 Study Guide – This study guide is designed to give guidance to both mentors and candidates. You will receive this study guide during your mentor assignment.
- ICRM Exam Preparation Resources are available at http://www.icrm.org/exam-preparation-resources/. For Part 6, this webpage includes a link to a Part 6 Sample Business Case (Practice Exam), as well as strategies for passing the exams.

ICRM CODE OF ETHICS

Certified Records Managers should maintain high professional standards of conduct in the performance of their duties. The Code of Ethics is provided as a guide to professional conduct.

1. Certified Records Managers have a professional responsibility to conduct themselves so that their good faith and integrity shall not be open to question. They will promote the highest possible records management standards.
2. Certified Records Managers shall conform to existing laws and regulations covering the creation, maintenance, and disposition of recorded information, and shall never knowingly be parties to any illegal or improper activities relative thereto.
3. Certified Records Managers shall be prudent in the use of information acquired in the course of their duties. They should protect confidential, proprietary and trade secret information obtained from others and use it only for the purposes approved by the party from whom it was obtained or for the benefit of that party, and not for the personal gain of anyone else.
4. Certified Records Managers shall not accept gifts or gratuities from clients, business associates, or suppliers as inducements to influence any procurements or decisions they may make.
5. Certified Records Managers shall use all reasonable care to obtain factual evidence to support their opinion.
6. Certified Records Managers shall strive for continuing proficiency and effectiveness in their profession and shall contribute to further research, development, and education. It is their professional responsibility to encourage those interested in records management and offer assistance whenever possible to those who enter the profession and to those already in the profession.

Advancing From RIM To IG – Beyond Your Project Plan

**This is Chapter II of this article series.*
Chapter I was published in the Fall 2017 ICRM Newsletter

Karen S Knight, CCEP

All of us can agree - information is a vital business asset.

It enables decision-making; serves as evidence of business transactions; facilitates processes, operations, and other business activities; and supports regulatory compliance. Still, given these essential business functions, information governance (IG) advancement faces challenges on many fronts. In point of fact:

Resistance to change was identified by 84% of the respondents to the Cohasset Associates | ARMA International 2016 | 2017 Information Governance Benchmarking Survey as a challenge to IG Program advancement.

Among the eight different IG advancement challenges offered for ranking to the nearly 1,000 business, services, industry, and public-sector survey respondents, this culture-related challenge ranked highest.

Clearly, culture matters!

In view of this culture dynamic, you paused your IG Program implementation to conduct additional due diligence. Following the guidance in Chapter I of this article series you studied your organization's culture and identified its type. Now, you respond to your organization's culture cues - leveraging the positives and managing the related disruptions.

Problematically, IG Program advancement has stalled again and while most implementations experience fits and starts, it's frustrating, nonetheless.

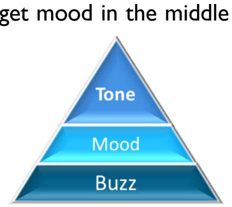
So, back to diagnostics – what has caused this delay – and what is your response?

THE ONE AT THE TOP

Your IG Program implementation plan includes the essential elements: short and long-term goals; tactics; dependencies and assumptions; resources and timelines. You have a sponsor, and an IG staff member.

And, you're closely managing the effect of culture - still, you can't sustain Program traction.

What about executive support – a key to IG Program success? Whom in your organization, at its c-level or even on its Board, is the IG Program champion? Without tone at the top, you can forget mood in the middle or buzz at the bottom.



These three phrases were coined in response to a series of major corporate accounting scandals. Tone at the top was emphasized in the 2002 Sarbanes–Oxley Act. Today, the phrases are used beyond accounting, across business settings.

While the phrases may read as cliché … DO NOT discount them; the concepts they represent will prove instrumental in your IG Program implementation.

So, how do you engage the Top at your organization - and who represents the Top?

- ➢ First, pinpoint the c-level member most aligned with the premise of information governance. Is it the CIO, the Chief Compliance Officer, the Chief Legal Officer (General Counsel), or the CEO? Or, could it be the chair of a Board sub-committee?
- ➢ Next, identify the forum for your pitch; involve your Program sponsor to get both of you on the agenda of a meeting or session ordinarily convened by the c-level member you have selected.
- ➢ Re-purpose the business case you prepared to request approval to initiate the IG Program. Revise it – make it brief and persuasive. Use five slides and 15 minutes or less.
- ➢ Make your pitch. Ask the Top you've identified to advocate for the organization's IG Program. The following can comprise your rationale:
  - IG supports the organization's strategic goals.
  - The investment necessary for IG improves business performance and governance.
  - Industry statistics correlate increased productivity to information-related efficiency.
  - Controlling the ever-increasing volume of information reduces business, reputation, and other risk.
- ➢ Finally, make the most of this opportunity - NEVER allow a crisis to go to waste.
  - Replay the cause and effect of an information-related mishap the organization recently experienced.
  - If good luck prevails, and your organization has not yet had to manage such a crisis, choose an example from the many in the news.

Fast forward and congratulations!

You have secured both the attention of the c-level AND its commitment to support information governance. Tone can manifest from the Top in many forms. Your organization's new c-level IG Program advocate, with your assistance, must:

- ➢ Formally and explicitly authorize and then announce every new, and revised, IG Program policy document.
- ➢ Designate a member of the senior leadership team as an IG Council appointee, rotated annually.
- ➢ Incorporate IG-related content with routine and organization-wide senior and executive communications to remind employees of crucial IG concepts:
  - Information is a business asset.
  - Information is evidence of the business transactions that facilitate goals and objectives.
  - IG is everyone's responsibility.
- ➢ Assure IG Program funding and staffing.
- ➢ Mandate IG training for all employees, especially new hires.
- ➢ Add to the organization's annual Ethics or Compliance Certification an IG-related question to which every employee must attest.
- ➢ Include IG-related responsibilities and metrics in compensation, performance, or bonus plans.

With the endorsement of an energetic and persistent IG Tone at the Top, mood in the middle and buzz at the bottom will follow, and it will endure.

References:

Chapter I - Advancing from RIM to IG – Beyond your Project Plan

Cohasset Associates | ARMA International 2016 | 2017 Information Governance Benchmarking Survey White Paper: Transforming Information Management

Coming Next:

Chapter III will examine the functional and collaboration imperatives of the multiple disciplines that comprise an organization's comprehensive IG platform.

Karen S Knight, CCEP, Principal Consultant
Cohasset Associates, March 2018

About Karen S. Knight, CCEP

Ms. Knight is a Principal Consultant with Cohasset Associates. Her experience as a Chief Compliance Officer for over 20 years informs her consulting engagements. Ms. Knight's design of compliant and sustainable Information Governance Programs includes governance policies and standards, legal hold processes, retention schedules, training and education, and technology enablers. Mitigating the regulatory and legal risks of governing information, Ms. Knight integrates and aligns records management and information governance disciplines, addressing privacy, information security, ethics and compliance, contract and procurement, and data breach prevention. She is a white paper author, and a frequent speaker and workshop leader on these and many other information-related topics.

New CRMs

from the November Testing Cycle

Caroline Depue
Valley Park, MO

Chandrasekhar Molleti
Beaumont, CA

Craig Pedersen
New York, NY

Cynthia Klob
Carbondale, CO

Dr. Chris Whitaker
Mechanicsville, VA

Eric Bryan
Cypress, CA

Erin Zybart
Edmonton, AB

Eva Beyer
Stony Plain, AB

J. Eric Flohr
Tucson, AZ

Jeannie Taylor
Mesa, AZ

Kenneth Kamppila
Millersville, MD

Richard Surber
Boise, ID

Yvonne Wathen
Louisville, KY

New CRAs

the November Testing Cycle

Adrienne Kennedy
Kitchener, ON

Aimee Dyjur
Edmonton, AB

Allison Bodenhamer
Cleveland, TN

Amanda Stowell
Tigard, OR

Angela Fleig
Louisville, KY

Chris Kuiken
Merrillville, IN

David Neufeld
North Vancouver, BC

Deborah Lindley
Santa Rosa, CA

Dee Wise
Tigard, OR

Heather Hahn
Reno, NV

Jami Dobretz
Vancouver, WA

Jennie Gift
Woodbridge, VA

Jennifer Ransom
Murrieta, CA

Joshua Aldrich
Powder Springs, GA

Karen Langley
Athabasca, AB

Kathleen Brow
Abbotsford, BC

Kathy Brown
Tacoma, WA

Kimberly Wendelin
Denver, CO

Nanette Pfiester
Kyle, TX

Patrick Oakes
Seattle, WA

Sandra Vieira
Cambridge, ON

Sara Kiszka
Gainesville, FL

Stacie Carpenter
Miami, FL

Tamara Pusheck
Fort Collins, CO

Tara Haghighi
Los Altos Hills, CA

Tiffany Dennis
Rex, GA

Vincent Duncan
Kansas City, MO

Member In The Spotlight

This issue's Member in the Spotlight is Caroline J. Walters, CRM. Caroline now serves on the ICRM Board as Regent, Examination Development. In this role, she is leading the Examination Development Committee (EDC) to create challenging, yet reasonable, exam sets for CRM candidates. Caroline has been working in the field of records management for over 14 years and currently works as a University Records Officer at the University of Virginia.

Caroline has unique educational background for a records management professional. She began her undergraduate degree as a math major with a concentration in statistics, changed to art history in the first semester, moved and switched schools, and 18 years later received her B.A. in history. Caroline then completed a master's degree in public history with a concentration in archival/records management. Next, she completed a master's degree in library science with a concentration in special libraries. She has never stopped learning.

Like many of us, the road to Caroline's CRM certification certainly had its challenges. She had to pass her examination within two years for her current job but, also had to dodge a snowstorm during testing week. Caroline says, "The biggest challenge I had was when I took Parts 1-5. I had to travel about 90 minutes from home and stay in a hotel in February. We had a big snowstorm the week before and there was a chance of another storm coming. I was scheduled to take two exams per day on Monday and Tuesday and then take Part 5 on Wednesday. I failed Part 5 by one or two questions because I was so nervous about the impending snowstorm that I left the exam with time on the clock, about 15 minutes. I realize now that if I had stayed the extra 15 minutes I probably would have passed. That's the lesson for everyone taking the exam; use all your time and review, review, review." Caroline ended up passing during the next testing cycle and eventually became a Part 6 exam writer. These experiences lead to her to her current appointment as Regent, Examination Development.

Caroline is finishing the term of former Regent Andrew Ysasi who recently resigned due to conflicting job and family responsibilities. She says, "I think it is important for all of the ICRM to know that the Board and everyone who serves on a committee is a volunteer and most have paying jobs, families, and lives that sometimes need our attention and my goal is to continue Andrew's good work and implement many of his ideas for the EDC." Caroline is focused on her current role at this time but, may run for election to the Board in the future.

Last but not least, Caroline was born in the city of Sarnia located in Ontario, Canada to parents who emigrated from England. She grew up in Dover, Delaware and is currently living in Crozet, Virginia where she can see the Blue Ridge Mountains almost from her front door.

ICRM Newsletter Deadlines

Deadlines for submitting articles for the ICRM newsletter are November 1, February 1, May 1 and August 1. Please email your news items to: newslettereditor@icrm.org.
All items must be in MS Word or MS Excel format.
Photographs may be in .jpg or .tif format.

ATTENTION CRMs & CRAs

Certification Maintenance Cycle: Remember, in order to maintain your designation, you must earn 100 credits every five years. Log onto the ICRM database to keep track of when the cycle ends and your total maintenance points. Six Month Rule: You must apply for Certification Maintenance within 6 months of the activity.