



ProfessionNotes

Institute of Certified Records Managers
www.ICRM.org

Fall/Winter 2019

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From the President

President, Cheryl Pederson, CRM, FAI

Fellow Members of ICRM,

As you may know, a pre-conference workshop for ICRM exam preparation will be held at the ARMA InfoCon in Nashville on October 19th and 20th. We will also conduct our annual business meeting and a Joint ICRM/ARMA Reception. This year is a little different as the ICRM will be managing the registration for the exam preparation workshops and reception through the ICRM website. The link to the website for registration is: <http://bit.ly/2J70fZO>.

Following are the exam preparation workshops:

Saturday, October 19, 2019 ICRM Exam Preparation: Certified Records Analyst (CRA) – An Overview and Parts 2, 3 and 4. This half day workshop will cover an introduction to the ICRM exams, including a qualification overview, along with providing a detailed overview of the material covered in Parts 2-4, with 20 sample questions for each part.

Saturday, October 19, 2019 ICRM Exam Preparation: Certified Records Manager (CRM) – An Overview and Parts 1 and 5. The first day of the workshop will cover the introduction to the ICRM exam, including a qualification overview, along with providing a detailed overview of the material covered in Parts 1-5 with 20 sample questions for each part.

Saturday, October 19 and Sunday, October 20, 2019

ICRM Exam Preparation: Certified Records Manager (CRM) – Parts 1 through 6. This workshop will combine both Day One and Day Two and cover the entire exam review.

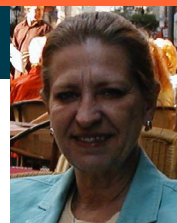
Sunday, October 20, 2019 ICRM Exam Preparation: Certified Records Manager (CRM) -- Part 6: The Business Cases. The second day will include an overview of Part 6, the business case portion of the exam. Attendees will receive strategic tips for passing Part 6 and will take and self-grade, from the grader's guides, two sample business cases. This will require attendees to bring a laptop as no paper exams will be available.

ICRM and ARMA will co-present an educational session during the ARMA core track entitled "Information Certification - Compare and Contrast your Career Path". This presentation will describe requirements for taking the examinations as well as describing different parts of the tests. The continuing education needed to remain current in knowledge and competencies will also be highlighted.

The ICRM business meeting will take place on Sunday evening, October 20 from 6:00 p.m. to 7:00 p.m. The reception will start immediately following the business meeting at 7:00 p.m. ICRM and ARMA are co-sponsoring the reception this year and we are looking forward to all CRAs, CRMs and, IPGs attending as well as ARMA members and ARMA and ICRM business partners. We hope you will join us for networking, appetizers, and a cash bar.

Also, please stop by the ICRM Booth and say Hello.

My best to all of you and I'll see you in Nashville!



Candidate Coach



By Debra Gearhart, CRM, FAI,
ICRM Part 6 Mentor Coordinator

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 preparation information including practice case studies, in which your mentor will provide feedback; actual practice for Part 6!

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 three 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 who would like to serve as a mentor, please send an email to mentor@icrm.org expressing your desire to serve. I'm updating the current list of mentors with current information and would like to hear from everyone that would like to mentor or those that are currently a mentor. 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.

When our candidates succeed, the ICRM succeeds! Please don't hesitate to reach out to the ICRM for guidance throughout this process.

Leveraging ICRM Strategic Partnerships to Advance Your Career in Records and Information Management (RIM)

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

The ICRM continues to develop strategic partnerships that strengthen its relationships with associations whose mission is to advance RIM, organizations implementing best practices in RIM, and academic institutions educating current and future RIM professionals. This article should serve as a reminder to ICRM Candidates and Members that this information is continually updated as we expand existing alliances and forge new ones. The Strategic Partnership Offerings page behind the Member/Candidate Login is where you need to go on the ICRM website for detailed information. Summary information can be found on the public facing

Strategic Partners page: <https://www.icrm.org/partner-page>

Given the recent updates to the ICRM website, as a reminder, here's how you get to this information: You must first login, then select:

- Membership
- Membership Content
- Strategic Partnership Offers

<https://www.icrm.org/partnership-offers>

Here's a summary of the information you will find on the Strategic Partnership Offers page:



Leveraging ICRM Strategic Partnerships to Advance Your Career in Records and Information Management (RIM) (Continued)

Academic Partners Educating Records Managers

*Academic Partners with Programs that Provide Credits for ICRM Exams

The ICRM is proud to partner with academic institutions providing programs that support the RIM community and its advancement. The Institute is committed to assisting graduates entering the RIM profession from accredited academic programs by providing partnership credits towards ICRM certification where academic programs align with the ICRM exam outline. For graduates who are already certified, the partnership provides for pre-approval of RIM courses to help meet continuing education requirements for ICRM designations.

- [Long Island University, Palmer School of Library and Information Science](#) (LIU Post)
- [Louisiana State University](#) (LSU)
- [San Jose State University School of Information](#) (SJSU iSchool)
- [University of Toronto School of Continuing Studies](#) (SCS)

Long Island University (LIU) – graduates of the Long Island University, Palmer School of Library and Information Science (LIU Post) Certificate of Advanced Study in Archives and Records Management Program (a master's and postmasters course of study) meeting the requirements of the ICRM/LIU partnership may be eligible to apply for credit for Parts 2-4 of the ICRM exam to achieve the Certified Records Analyst (CRA) designation. For more details on the Certificate of Advanced Study in Archives and Records and Records Management Program: [Long Island University, Palmer School of Library and Information Science](#) (LIU Post)

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 exam and then be eligible to take Part 6 to become a Certified Records Manager (CRM). For more details on the LSU RIM Certificate Program: [Louisiana State University](#) (LSU)

San Jose 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 exam and then be eligible to take Part 6 to become a Certified

Records Manager (CRM). For more details on the MARA Program: [San Jose State University School of Information](#) (SJSU iSchool)

University of Toronto School of Continuing Studies

(SCS) – graduates obtaining the Certificate of Records and Information Management from SCS who meet the requirements of the ICRM/SCS partnership may be eligible to apply for credit for Parts 2-4 of the ICRM exam to achieve the Certified Records Analyst (CRA) designation. For more details on the SCS RIM Certificate Program: [University of Toronto School of Continuing Studies](#) (SCS)

Professional Associations Advancing RIM

*Partnerships that Provide Credit for ICRM Exams & Special Access for Training

The ICRM has a long history of building strong partnerships with professional associations supporting the RIM profession. Strategic alliances with associations in the RIM community ensure that practitioners are aware of and have [access](#) to resources like professional certification. This streamlines the path for them through partner events and conferences, and provides access to ICRM exam prep sessions and pre-approvals for activities that meet ICRM continuing education requirements.

- [Association for Intelligent Information Management](#)
- [ARMA International](#)
- [Digital Government Institute](#)
- [National Association of Government Archives and Records Administrators](#)
- [Nuclear Information Management and Records Association](#)

The Association for Intelligent Information Management (AAIM)

– ICRM Candidates who successfully complete the AAIM Master or MRM Master designations can now receive credit for passing Part 5 of the ICRM exam.

CRAs and CRMs will also receive special access to other select AAIM education courses and resources to meet their ongoing continuing education requirements. For more details on the ERM or MRM Master programs: [Association for Intelligent Information Management](#)

*Post Certification Specialty Designations

For RIM practitioners working in the nuclear or federal government, achieving ICRM certification

Leveraging ICRM Strategic Partnerships to Advance Your Career in Records and Information Management (RIM) (Continued)

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). The NS can be obtained in conjunction with the CRA or CRM credentials. All ICRM exams are administered by the Institute, however for more information on NIRMA and related requirements for the NS, please contact Sheila Percy at (575) 234-7523 or (575) 302-3125 or by email at sheila.percy@wipp.ws.

The CRM/Federal Specialist was developed for CRM's whose field of professional practice involves RIM programs of the U.S. Government, whether as a federal government employee uniformed military, consultant or contractor. The ICRM Post Certification Specialty Designation product allows for industry-specific best practices to be documented and peer reviewed the same as the CRM process provides for global best practices in RIM. The CRM/Federal Specialist is the second Post Certification Specialty Designation following the long-standing Nuclear Specialist (NS).

The CRM/Federal Specialist 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 program in federal agencies. The CRM/Federal Specialist was developed by a team of recognized CRMs whose careers have included RIM programs of the US government departments and agencies, U.S. military and supporting contractors. Knowledge areas were defined in consultation with ICRM strategic partners and NARA resources.

*Organizations Implementing Best Practices in RIM

The ICRM has many different partners some of which include consulting organizations that support the RIM profession. These organizations provide sponsorships or additional partner events where ICRM exam prep sessions can be held or pre-approved continuing education credits can be earned.

- [Access Information](#)
- [MER National Conference on Managing Electronic Records](#)

For more information on how to leverage ICRM partnerships to advance your RIM careers or meet continuing education requirements once certified, please contact the ICRM Administrator at (877) 244-3128 or by email at admin@icrm.org.



Member in the Spotlight



This issue's Member in the Spotlight is Stacie Teppar Carpenter, CRM. Stacie is a lifelong resident of Miami, Florida and currently works for an insurance company. She has worked in records and information management for a solid 10 years and her educational background is in Paralegal Studies and Pre Law. Like many of us, she has had to learn many facets of records management because no two days are the same. Fortunately, Stacie loves to take on challenges. In this spirit, she has recently taken on a project management role within her company with a goal of implementing a record retention schedule management and research solution focusing on international records retention requirements as her company must follow laws and regulations around the globe.

Stacie became a CRM almost a one year ago. She is a full-time working mom of a very busy teenager and finding time to study for the exams required a great deal of sacrifice and self-discipline. During the certification process, her professional role changed quite a bit and she found herself on 'information over-load' at times. She vividly remembers carrying study materials everywhere she went and was constantly feeling guilty when she didn't have a textbook in her hand.

As we all know, it's hard to make it in the professional world without assistance and solid advice at times. That's why having mentors during our careers is crucial and Stacie has been fortunate enough to have two. She credits Stephen A. Smith, CRM for always being eager to share insightful records and information management-related experiences, expertise, knowledge, guidance, and feedback. Stacie is also thankful for her supervisor, Linda Kilmer, CRM for her incredible support during the certification process and for taking her under her wing as she continues to grow within her role and evolve in the world of records and information management.

Stacie truly enjoys her work. In fact, managing records has not only become her career, it's become a lifestyle. She is often teased by her close family and friends for managing her personal records the way she manages corporate records. As Stacie says, "My nickname is 'two-swipe Stacie' because they know that any personal record they need for me to locate can be found on any of my smart devices in two swipes." She does admit though that sometimes it may take three or four swipes but, shhhh we can't tell anyone. Stacie considers herself the family electronic repository and she definitely has fun with it. We are fortunate to have her as a member of the ICRM. Take a look at her license plate below:



MASTER LEADER OR MASTER SERVANT?

By Dave McDermott

Many, many years ago I was fortunate enough to be promoted to the supervisor position within the records management department where I worked. It was an exciting time for me because the promotion was one of my first goals in my quest to become a leader, namely a director. But before we start, let me take you back to the beginning of my leadership journey.

Learning to Lead

During my younger years, I watched how my father managed his construction crews. I admired how he was able to navigate the complexities of managing his framers, finish carpenters, roofers, and other crew members. I grew to appreciate how the men and women respected his strong work ethic and his industry knowledge, and I did my best to emulate him.

Dad was driven to be the best in his field, and he would often say, “To build a good house, you need to be deadly accurate.” I think this somewhat applies to our profession, too: to build a strong information governance (IG) program, we need to be accurate and always strive for best practice.

On the Field

My first opportunity to be a leader came on the football field. As team captain, I made decisions about accepting or declining penalties, making shifts in the line, and, most importantly, backing up the other players on the field. I think that’s when I started to realize that one of the most important aspects of being a leader is to support the other players. I was always trying to make the right decisions, the right shifts, and the right calls, while also checking the sideline to make sure that I was communicating with the coaches.

This football experience was important when I took my first position in the IG world as a records analyst for a large corporation headquartered in Boise, Idaho. The position didn’t have any management responsibility, but it required teamwork and cooperation with the other staff members. I relied on my work ethic and what I had learned about being a team player.

I saw for the first time where leadership could make a difference in team morale and spirit, and that’s when I knew I wanted to do more than be just an employee. To be honest, I thought I would be a better supervisor than my own supervisor. How arrogant was that? I quickly learned that sometimes you must accept and follow the direction of leadership, even if you don’t agree with it.

My work ethic paid off in this position, as I was

promoted to a record systems analyst. This is where I experienced my first leadership role in project-based work – and I fell flat on my face. I realized that leading people wasn’t an easy task. That’s when I started thinking about what my dad did to get the best out of his crew, and my thoughts on leadership started changing.

As the years passed, I had several, mostly project-based work – and I fell flat on my face. I realized that leading people wasn’t an easy task.

That’s when I started thinking about what my dad did to get the best out of his crew, and my thoughts on leadership started changing.

As the years passed, I had several, mostly project-based, leadership roles. I was driven and visibly not happy when the folks I was leading couldn’t keep up. I learned a hard lesson about the inappropriateness of expressing this emotion from my manager during performance reviews. That’s when things started changing for me: I realized that being driven and having a solid work ethic weren’t the only qualities I needed to be a successful leader. Far more important is to serve the people you lead and to focus on your staff’s needs over your own – but more on that later.

Leading a Team

Let’s fast forward to my supervisor role. When I was promoted, I thought I had the world by the tail. I was finally going to lead people as a true supervisor. I had a staff of five people, all very competent in their roles and very hard working. Boy, did I learn quickly what working with five different personalities was all about!

I was fortunate enough to have a manager (and later a friend) who saw some potential in me and became my mentor. Fred was very patient, while giving constructive criticism and pushing me to be a better supervisor. He would often say, “A good supervisor isn’t afraid to pick up a broom and sweep floors right along the side of the people he or she is responsible for.” Hmm... this reminded me of my dad’s workplace example. I wondered if that was why he was a respected boss and if I was going about this leadership thing all wrong.

Early Lessons Learned

I learned several things during my first few years as a leader:

- Don’t micro-manage. Set realistic goals and let people perform.
- Never discount opinions or feelings. Just because you think something is trivial or petty, remember that the person who brings you a problem sees it as a major issue. (That lesson

MASTER LEADER OR MASTER SERVANT?

(Continued)

was hard to learn.)

- Let your people do it their way. Just because you wouldn't do something a certain way doesn't mean that it won't work. After all, it's about letting them be successful.
- Don't lead with an iron fist. Treat employees with respect and listen to them.

I was happy doing my thing as a supervisor, learning not to lead with an iron fist and adding humor and fun to unpopular projects. But most of all, I was learning to understand my staff members' needs and wants and to treat them with respect. I wasn't always successful, but I was always willing to listen and was quick to offer an apology if I made a wrong decision. Through all this, I never lost my goal of leading the entire department.

Taking on a Larger Role

My manager (another dear friend) thought it was important that I round out my leadership experience by getting involved as a volunteer on the local ARMA Boise Valley Chapter board. (In fact, you could say my two friends set me up.) I learned through this that taking advantage of the opportunities that come with being involved with a professional organization is an essential way to advance your career. This also shows your employees the importance of this type of involvement.

This is not where my professional volunteerism would end. I eventually worked my way up to be elected to the ARMA International Board of Directors (BOD) and then as the

BOD president-elect, which meant I moved up to serve as president and, ultimately, as the chairman of the BOD in 2005. I later followed the same steps of involvement with the Institute of Certified Records Managers (ICRM).

My manager told me later that he hadn't wanted me to run for ARMA's president-elect because of the time it would take away from my work duties. But, knowing that I wanted the opportunity to lead ARMA, he reached out to our senior vice president for his input and approval, which was wholeheartedly given. I later learned that my manager postponed retirement for three years so I could complete my leadership terms on the ARMA BOD. His sacrifice taught me a lot about serving the people who work for you.

Lessons Learned Through Experience

- Sometimes you have to serve your employees, even if it means sacrificing your dreams.

- Sometimes you have to let go of people to achieve a better end goal.
- Check your ego at the door when dealing with professionals.
- It's okay to reach out to your colleagues and peers for advice about difficult decisions.
- If you don't provide a clear target, you have nothing to aim at.
- Setting functional goals is a key to success.
- If you want people to follow you, remain positive; leave the negativity at the door. Be enthusiastic about decisions, even if you disagree.
- Constructive criticism, no matter how painful to receive or give, is valuable for growth.
- Know and understand your team members' personalities.
- Communication means everything.

Leading Is Serving

I had more opportunities as a leader when I served as ARMA International's president-elect and then president. The first lesson I learned was leading a paid staff is very different than leading a group of professionals who are accomplished leaders themselves and have diverse personalities, opinions, and experiences. Arrogance or ego wasn't going to win the day here. Was I in over my head?

Yup! Did I run from the challenges instead of face them head-on? No way! Not only was I the leader of the ARMA board and membership, I learned that I needed to become their servant, too.

Fellow ARMA BOD members Rick Weinholdt, Juanita Skillman, Cheryl Pederson, and I often talked about the complexities of leading an organization of volunteers and what it would take to be successful. Weinholdt gave me one of the greatest gifts I have ever received, Shar McBee's book *To Lead is to Serve: How to Attract Volunteers & Keep Them*. The book provides great insight into running a volunteer organization, but, more importantly, it shows how to serve people in a leadership role. I recognized that many of the leader qualities listed in the book were ones I strived for in leading my paid staff. Could it be that leaders are servants to their staff?

I read McBee's book with an open mind and applied many of the things I learned from it to leading ARMA and to serving and setting goals for my paid staff at the company that provided my paycheck. I liked the book so much that I purchased a copy for each ARMA board member, as I relied heavily on them to help ensure we were serving our members and volunteers.

MASTER LEADER OR MASTER SERVANT?

(Continued)

Lessons from 'Leading to Serve'

Some of the values learned from Shar McBee's book *To Lead is to Serve: How to Attract Volunteers & Keep Them* -

- To attract volunteers, become attractive.
- Clear out negatives.
- Treat staff and volunteers like brothers and sisters.
- When we take good care of what we have, more comes to us.
- Enthusiasm is contagious. Individual work is weak.
- Teamwork is strong. Communicating means winning. Where there is friction between people, the work becomes weak. People want to be heard.
- Be open to suggestions. Know your audience.
- Hold back your opinion and simply listen.
- Patience means putting the brakes on strength.

Setting Goals Is Key

Setting foundational goals is key to navigating the waters of serving and leading. McBee's advice for reaching those goals is to "follow the example of water." She explains, "Water reaches its goal by flowing on. When water comes upon a rock, it flows over it or around it. If the water stops flowing it becomes stagnant. If volunteers or staff become stagnant, you never accomplish your goals."

As I navigated the leadership waters of ARMA, we set and accomplished many goals, perhaps the most important being to:

- Create a transparency model for communicating to our members
- Implement an annual strategic planning meeting that included our ICRM partners, the Fellows of ARMA International (FAIs), and others who could help us strategically position ARMA as the leading records management association.

We also made some difficult decisions as a board, including changes in ARMA headquarters and regional leadership. The hard lesson learned from this is that sometimes you have to ask people – even volunteers – to step down to keep the waters of progress from becoming stagnant.

Leading Volunteers Is Different

I came to appreciate the similarities and subtle differences in leading volunteers and leading paid staff. Both must be motivated and passionate about what they are doing, and they need to feel

valued and appreciated for their efforts. The latter is perhaps more important for volunteers, who do not have the reward of a paycheck that might keep them engaged, making it much easier for them to quit. At the other end of the spectrum, letting go of a volunteer or a paid staff member who wants to stay is equally difficult, but leaders recognize that sometimes they are left with no other choice.

Leading by Example

I reached my goal of managing an enterprise IG department in the winter of 2006. But I realized after several years of directing the department, that managing people wasn't really what I wanted to do. I discovered that I want to lead by example, serving in a capacity where I can motivate people and provide opportunities for improvement. So, I made the courageous decision to start my own consulting company, providing IG support and best practices to organizations; this includes galvanizing organizations to consider IG as a strategic initiative.

Leading to Success

I encourage anyone who is in or pursuing a leadership role to read McBee's book. It validated how I wanted to lead, and it truly made me understand that even though I may be the leader, my job is to serve the very people I lead. That is what I strived for in my roles as a paid leader and as a volunteer leader for ARMA and the ICRM. I know I wasn't perfect – my eye rolls and body language still get me in trouble at times.

Many years ago, ARMA International's president at the time, Ken Hopkins, asked me how I would know if I was successful as a leader. I answered, "If I could help one person come out of their shell and face their challenges, I would be successful." I hope I have done that; I truly do live to serve.

To view the original article: <https://magazine.arma.org/2019/02/master-leader-or-master-servant/>.

About the Author

Dave McDermott, CRM, FAI, is an independent consultant, providing information governance guidance and best practices to organizations. With more than 35 years' experience in almost every facet of records and information management, he is a Certified Records Manager, Fellow of ARMA International, and past president and chairman of the board for both ARMA International and the Institute of Certified Records Managers.

McDermott can be contacted at idahomcd@gmail.com.

New CRMs

as of SEPTEMBER 2019

Adriana P Proton

Langford, British Columbia

Allan Thompson

Sherwood Park, AB

Allison Allison Elmore

Cleveland, Tennessee

Andina Whaley

Henderson, NV

Angela M Fleig

Eminence, Kentucky

Anne L Dunn

Kalamazoo, Michigan

Brittany Silva

New Orleans, LA

Bruce Wirth

Olympia, WA

Bryan M LeFils

Winter Garden, Florida

Carolyn A Stuard

Vernon Hills, Illinois

Catherine A Felnovic

Regina, Saskatchewan

Charles WH Stech

Chaska, Minnesota

Colby Pennington

Cedar Park, TX

David Nitin Alex

Dubai

Dhirendra Khanduri

Calgary, AB

George C Pino

Pittsford, New York

Godfrey H. Percival

Roselle, New Jersey

Jessica L Jones

Chattanooga, Tennessee

Julia Marie Johnson

Austin, Texas

Katriina M Timm

Anchorage, Alaska

Kelly M Minta

Pasadena, CA

Kevin M Williams

Richmond, Virginia

Laura McHale

Somerville, NJ

Marilyn C Fisher

Sacramento, California

Matthew Gann

Bethesda, Maryland

Mike D Kohler

Wenham, Massachusetts

Paul M Henry

Sturgis, South Dakota

Roger G Rutkowski

Atlanta, Georgia

Scott Owens

Kamloops, BC

Stephanie K. King

Rockwall, Texas

Susan L Marin

Troy, Michigan

Tiffany Marie Knight

Riverside, CA

Tina Huettenrauch Gibeson

Baton Rouge, Louisiana

Victoria LB Tims

Rockville, Maryland

New CRAs

as of SEPTEMBER 2019

Alethea H Thomas

Blue Springs, Missouri

Alicia A Grudzinskas

New Westminster, British Columbia

Angelique M. Richardson

Smyrna, Georgia

Christopher Andrew Poe

San Antonio, Florida

Ibironke F Akinola

Calgary, Alberta

Jason L. Sweitzer

Raleigh, NC

Jayson D. McClendon

Fort Worth, Texas

Jeanetta Bagsby

Kansas City, Kansas

Jennifer Bolden

Houston, TX

Jennifer Davis

Grove City, OH

Julie S Honeycutt

Dunn, North Carolina

Katriina Timm

Anchorage, AK

Kirsty Jones

Clyde Hill, Washington

Matthew Kunkle

Killeen, TX

Olaotan F Fayemi

Grande Prairie, Alberta

Olga Kanevskyi

Calgary, AB

Sara R Seltzer

Corona, California

Schanna M Penzone

Emmaus, Pennsylvania

Shuntrela D. Rogers-Gillion

Dacula, Georgia

Susan L Marin

Troy, Michigan

Tanna Roadhouse

Irving, TX

Virginia Daley

Lexington, Kentucky

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.



SIMPLIFY YOUR WORKFLOWS

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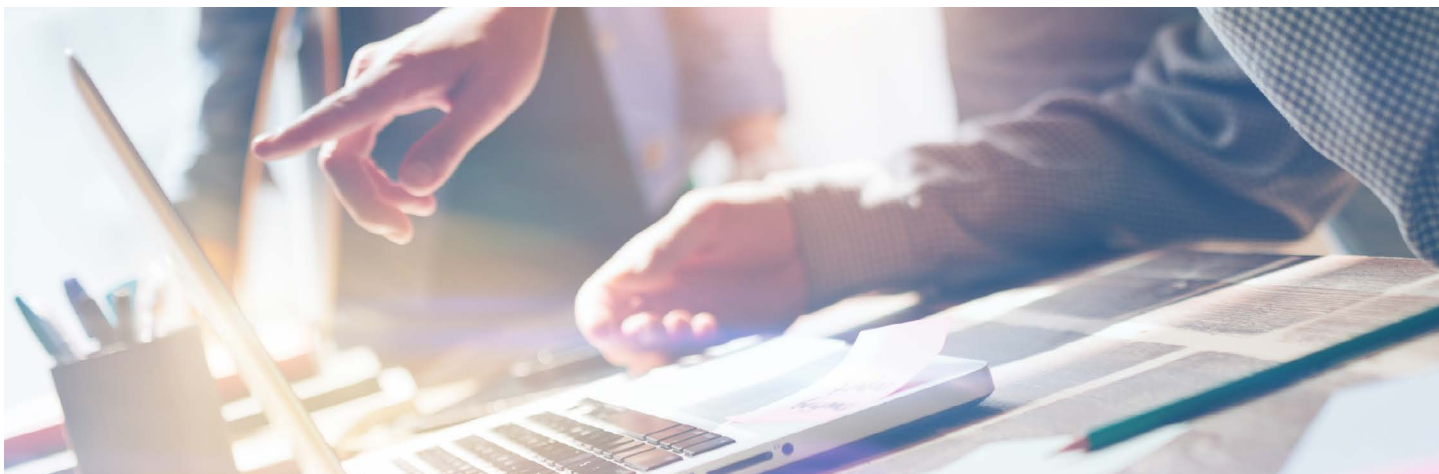
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