

## Online ERM Specialist Training Courses

*- Learn how to implement ERM programs and projects*

### Introduction

The Electronic Records Management (ERM) Training Program is designed from global best practices among our 65,000 members. It explores records management in relation to the business needs of all types of organizations, whether in the public or private sector, embracing all records, but with a particular emphasis on electronic records.

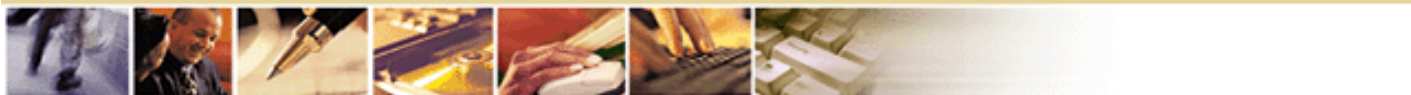
AIIM is the global community of information professionals. We provide the education, research and certification that information professionals need to manage and share information assets in an era of mobile, social, cloud and big data. Founded in 1943, AIIM builds on a strong heritage of research and member service, and as an advocate and supporter of information professionals. AIIM represents the entire information management community, with programs and content for practitioners, technology suppliers, integrators and consultants.

### Course Development

The course objectives and content are defined and reviewed by AIIM Education Advisory Groups in North America and Europe, representing AIIM's more than 65,000 members. These Education Advisory Groups have the following members:

|  |   |
|--|---|
| @doc   | Hewlett-Packard                         |
| Accenture  | Hyland Software                         |
| Albistur Consulting  | IBM                                     |
| Barclays Capital   | Inforesight Limited                     |
| Bill and Vieve Gore School of<br>Business, Westminster College | JPMorgan Chase                          |
| BP   | Kodak                                   |
| CCRM Associates  | Marion County Health Dept.              |
| Chevron Phillips Chemical Company                              | Objective Corporation                   |
| CIA  | Oracle                                  |
| Crown Partners   | Ordina                                  |
| Doculabs   | Ricoh                                   |
| Fujitsu  | Royal Mail Group                        |
| Gambro   | Shell                                   |
| Gartner  | SpringCM                                |
| Gimmel Group   | Sunoco                                  |
| GlaxoSmithKline  | The National Archives of United Kingdom |
| Harris Corporation   | The South Financial Group               |
| Hartman Communicatie   | US Courts                               |
| Health First   | US Department of Treasury               |
|  | ZyLAB                                   |

The course materials were developed in partnership with Access Sciences Corporation based on requirements and best practices defined by the above companies.



## Course Description

The ERM Specialist Training Program covers global best practices for ERM implementation and related processes such as Business and Systems analysis, Developing a Business Case, Business and System Requirements, Project Management, and Roll out. You will also gain knowledge on advanced topics including Enterprise ERM and Emerging Issues. This will be accompanied with linked references that include supplemental material, reference links and an abbreviated glossary. It will also include a list of useful references (such as URLs for software certification scheme websites).

We recommend that all course attendees have a good understanding of ERM concepts such as Classification Schemes, Metadata, Security, Retention, Preservation and Disposal before attending the ERM Specialist training program, or that they first take the AIIM ERM Practitioner training program.

## Course objectives

- *Manage an ERM program consisting of several coordinated projects*
- *Identify the stakeholders of an ERM program*
- *How to carryout business and technology assessments*
- *Develop a Business Case for ERM*
- *Identify the business and system requirements of the ERM system*
- *Understand information governance*
- *Identify records management policies and procedures*
- *Learn how to design records management processes*
- *Learn how to design records technology solutions*
- *Understand model offices and pilot implementation*
- *Define and explain the project work products for ERM implementation*
- *Understand what is meant by benefits realization*
- *Learn about discovery and disclosure activities*
- *Learn how to address trans-jurisdictional records management issues*
- *Understand records management issues with email, mobile communication devices and E2.0 technologies*

## Course Designation

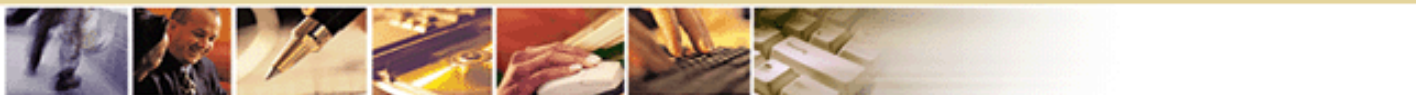
You will be awarded the AIIM ERM Specialist (erm<sup>S</sup>) designation after passing the online exam. This is an AIIM standard for industry professionalism and knowledge. By earning this designation, you can call yourself an AIIM ERM Specialist. You can use the associated logo and title on your business card, email signature, web page, etc. The exam is available via the Internet and you must pass it within 6 months of taking the training modules.

## Who should attend AIIM's ERM Specialist Class?

The ERM Specialist Class is designed for Business Managers, IT Managers, Compliance Officers, Archivists, Librarians, Risk Managers, Records Managers, etc, as well as for solution providers, sales consultants, project managers, and technical staff.

## Audiences

- Regulatory (audit, CPA, financial, governmental)
- IT Management
- Technical staff
- Record Management personnel
- Business Process Management staff
- Executives



- Business Unit (line staff & management)
- Compliance Officers and staff
- Implementation team - IT and business
- Suppliers/Solution Providers/Vendors
- Change agents

## Course Agenda

### Module 1 – Preliminary Investigation

- Introduction to ERM implementation
  - ISO 15489-2 eight step implementation methodology
  - Potential parallel projects
- Define the scope of the programme
- Key stakeholders
  - Senior management
  - Business unit managers
  - Legal, Records Management, and IT
  - End users
- The programme charter
  - Goals and scope
  - Risks, constraints and assumptions

### Module 2 – Business Analysis

- The business assessment
  - Benefits
  - Process
  - Records management assessment
- The technology assessment
  - Identify gaps in records management capabilities
- The program roadmap
  - Strategy and planning

### Module 3 – Business Case

- Introduction to the business case
  - Why one is needed
  - Benefits
- Elements of the business case
  - Business case framework
- Benefits of the ERM programme
  - Framework for effective benefits realization
  - Challenges
- How to develop the business case
  - Who
  - Challenges

### Module 4 – Requirements

- Introduction to requirements
  - Importance
  - Types
  - Characteristics of good requirements
- Defining requirements
  - High-level process



- How to produce
- Techniques to use
- Requirements for an ERM system
  - System specification standards

### **Module 5 – Governance**

- The governance framework
  - What is governance
  - Information governance framework
  - Records management policy elements
  - Records management procedures
- Roles and tools
  - Records management instruments
- Standards and audits
  - Records management standards
- The policy development framework
  - 9 step development process

### **Module 6 – Designing The Records System**

- Process design
  - Principles
  - User involvement
  - Design work processes
- Technology design
  - Buy vs. build
  - Design tasks
- Support design
  - Users
  - Systems
  - Training

### **Module 7 – Implementation**

- The model office and pilot
  - Benefits
  - Costs
- Implementation and rollout
  - ERM technology implementation
- Change management
  - Planning
  - Communications
  - Training

### **Module 8 – Post-Implementation**

- Go-live and project closure
  - What needs doing
- Benefits realization
  - Benefits management approach
  - Factors to monitor
- Continuous improvement
  - User feedback
  - System monitoring
  - Records management maturity model



## **Module 9 – Discovery And Disclosure**

- Discovery and disclosure
  - What and when
  - Duty to preserve
  - Costs
  - Legal holds
- Review of case law and issues
  - ERM-related case law
- Electronic discovery reference model
  - Need for information management
- The discovery plan
  - Legal holds
  - Failure to produce

## **Module 10 – Enterprise ERM**

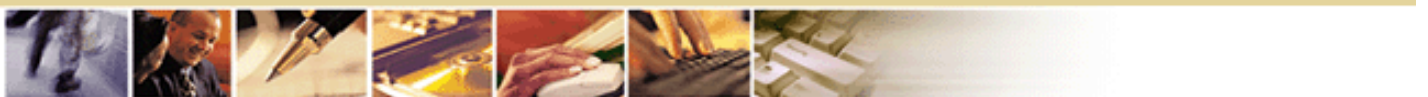
- ERM in the enterprise
  - User issues
  - Content mapping
- Trans-jurisdictional ERM
  - Compliance issues
  - Internationalisation issues
  - Support requirements
- ERM and enterprise IT
  - Distributed applications
  - Enterprise content management systems
  - Federation

## **Module 11 – Emerging Issues in ERM**

- Email and ERM
  - Email management
  - Classification using metadata
  - Autocategorisation
- ERM and mobile devices
  - Issues with mobile devices
  - Managing mobile devices
- Records management 2.0
  - Blogs
  - Wikis
  - Social Networks
  - E2.0 tools

Students have unlimited access to the online courses and handouts for 6 months. Students will have one small exam, with 15 questions, at the end of each module. You need 70% correct answers to pass the exam – you have 3 attempts to pass the online exam that is found on the website with the modules. With the passing of all of the exams, you will receive the designation. The designation is valid for 5 years.

Please note that the AIIM ERM Specialist Training Program is designed to give all participants an appreciation of global best practices of ERM. You should not expect to gain in-depth expertise in all aspect of ERM from this Program. If you need in-depth expertise you should refer to specialised courses, references or expert assistance.



## Summary

### Training:

- 11 ERM Specialist Course Modules, to be taken at your convenience over a 6 month period
- Includes 3 opportunities to take and pass the AIIM ERM Specialist module online exams
- Includes English language delivery and all training materials

Go to [www.aiim.org/training](http://www.aiim.org/training) to find this online course or, perhaps, classroom public courses being held in your area and their dates. Contact [training@aiim.org](mailto:training@aiim.org) if you have any questions.

Contact [training@aiim.org](mailto:training@aiim.org) if you are interested in becoming an AIIM Training Partner. You can then sell and deliver AIIM Training Programs leading to AIIM designations.

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