

RIM CORE COMPETENCIES

December 2017 - RIM Core Competencies – Business Functions

The ARMA publication Records and Information Management Core Competencies, 2nd Edition is available from ARMA International Book Store, 11880 College Blvd. Suite 450, Overland Park, KS 66210; ARMA.org; <http://bit.ly/2nygtv6>; or, call 913-341-3808. In April it was free to all ARMA members.

NOTE: RIM Competencies and the CRM Exam

The RIM Core Competencies are a method for evaluating the skills and experiences of a RIM Manager/Staff member. Whereas the CRM Exam is a method for evaluating the RIM related knowledge and business writing skills of an employee.

DOMAIN: RIM/IG Practice

This domain pertains to the knowledge and skills required to systematically manage information assets from creation or receipt through processing, distributing, sharing, using, accessing, organizing, storing and retrieving, and disposing of them. Information is a vital organizational asset, and organizations depend on accurate, complete, and readily available information to assist in making decisions; providing litigation support; improving organizational efficiency; documenting compliance with legislative, regulatory, contractual, and audit requirements; and providing historical reference.

Self-assessment scale of 1-5

- 1 - Little to no proficiency (never/no idea)
- 2 - Low proficiency (no experience)
- 3 - Moderate proficiency (some experience/good results)
- 4 - High proficiency (substantial experience/very good results)
- 5 - Complete proficiency (train others/very good results)

Level # – Question #	Self-Assessment 1 to 5	Notes
Level 1 – Question 1		
Level 1 – Question 2		
Level 1 – Question 3		
Level 1 – Question 4		
Level 2 – Question 1		
Level 2 – Question 2		
Level 2 – Question 3		
Level 3 – Question 1		
Level 3 – Question 2		
Level 3 – Question 3		
Level 4 – Question 1		
Level 4 – Question 2		

RIM CORE COMPETENCIES

What are RIM COMPETENCIES?

A set of defined knowledge, skills, characteristics, or traits that contribute to outstanding performance in the RIM profession.

The Six Domains/Areas of Competency:

1. Business Functions
2. RIM/IG Practices
3. Risk Management
4. Communications and Marketing
5. Information Technology
6. Leadership

The Four Levels of RIM Competency

Level 1 – Entry-level position in the RIM profession; no previous RIM experience

Level 2 – Prior RIM knowledge, skills, and experience; have managed or developed RIM projects

Level 3 – Seasoned practitioners; have worked at the enterprise level; extensive knowledge of the design, creation, implementation, and management of a RIM program

Level 4 – Executive-level professionals; make strategic decisions, partner with other executives; Champion the RIM program goals and strategy to support the organization

Why evaluate one's competencies?

Managers and Organizations can evaluate employees on their competencies to improve:

- Hiring
- Establishing performance expectations
- Providing employee feedback
- Managing employees
- Training and development
- Guiding career development
- Making succession plans

Individual employees can evaluate themselves to:

- Identifying gaps between their current knowledge and skill sets and those required to advance to the next job level
- Having points to discuss with their supervisors regarding their job performance, career aspirations, and development needs
- Creating professional development plans to help them excel in their position, organization, and profession
- Identifying educational resources to address their areas of professional need

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Assumptions for each Competency Level

Defined competencies are based on basic assumptions about employee business operational skills.

Practitioners at Level 1 can demonstrate:

1. Basic computational skills
2. Basic, legible writing skills
3. Basic keyboarding skills
4. Reading comprehension
5. The ability to follow directions and procedures
6. Familiarity with RIM and information governance (IG) terms

Practitioners at Level 2 should be able to:

1. Apply percentages and ratios to numerical data that may be collected
2. Compare growth and decreases in numerical data between defined periods of time
3. Respond in writing to requests for information
4. Demonstrate advanced keyboarding and data entry skills
5. Demonstrate basic skills with Office suite products, RIM software applications, and databases
6. Conduct simple, efficient information searches successfully
7. Demonstrate basic project management skills
8. Understand concepts and best practices that support the RIM department
9. Understand the importance of IG principles and practices to a RIM program

Practitioners at Level 3 should be able to:

1. Develop, submit, and adjust a budget and monitor expenditures
2. Convert numerical data into chart and graph formats
3. Demonstrate problem-solving techniques
4. Perform research and present results in an appropriate format (chart, report, narrative)
5. Demonstrate proficiency with Office suite products, RIM software applications, and databases
6. Conduct complex, efficient information searches successfully
7. Implement and audit RIM systems
8. Integrate IG requirements (e.g., information security, privacy, litigation response, and audit principles) with RIM program execution

Practitioners at Level 4 should be able to:

1. Conduct surveys and validate analysis and results
2. Interpret complex data and evaluate independent studies and results
3. Use data sets to perform and analyze research
4. Use language and vocabulary appropriately, including professional terminology and jargon
5. Make presentations to and engage in meaningful discussion with peers and business professionals regarding information-related goals, challenges, and solutions
6. Propose optimal RIM/IG systems
7. Develop and lead RIM/IG program strategy and advocacy
8. Review, audit, benchmark, and measure RIM program success
9. Research new concepts, technologies, and business functions that support the RIM program
10. Collaborate with other IG stakeholders to develop and lead IG initiatives

At five chapter meetings during this year we will review each of the six domains and review some of the competencies required at each of the four levels. This is intended to be an overview. ***I highly encourage you to obtain a copy of this ARMA publication so you can evaluate yourself and begin to draft a plan to increase your level of RIM Competency.***

RIM CORE COMPETENCIES

Methods for improving proficiency – Identify what, where, and when . . .

On the job experience

Formal education

Training programs/courses

On the job training

Mentoring (we learn when we teach)

Specific job assignments