

# RECORDS MANAGEMENT CERTIFICATE

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“Records”—whether they are electronic, e-mail, paper documents, or other records—are “the memory of organizations” and the “raw material for accomplishing work.” Business and professional offices, corporations, government agencies at all levels, non-profit groups, hospitals and medical facilities, educational institutions all work with large volumes of records on a daily basis. In many organizations, owners, senior executives, and administrators have not made the proper management of records a high priority. Often, records management was seen as just a big cost to organizations’ “bottom lines.”



Recent events have combined to dramatize the need for good records management! The need for governments, corporations, organizations, and individuals to protect vital records and information resources has never been more important. The recent criminal trial of Arthur Anderson for destruction of

audit records shocked the world of business. The shredding of documents to obstruct justice by Enron Corporation, falsification of financial statements by WorldCom, and allegations that the CEO of InClone ordered the destruction of documents relating to a government investigation shocked corporate and government organizations even more.

These incidents—all involving poor records management—have resulted in strong negative reactions from public officials, legislators, regulatory authorities, shareholders, law enforcement agencies, and the public. One of the results of those actions was the passage and signing into law by President George W. Bush of the Sarbanes-Oxley Act of 2002.

The time for excuses is over! All organizations now need a records management program to comply with the law, clean up the messes, and manage their information resources. Legally, organizations can get in serious trouble by either eliminating records too quickly or retaining them too long. Records on all media must be managed from the time they are created or received, through distribution, use, and maintenance, until they are finally destroyed or permanently archived. Records need to be managed through “their life cycle.”

## COURSE DESCRIPTION

“Records Management” will provide an introduction to the profession of records and information management. It focuses on development of knowledge necessary to establish and manage successful organization-wide records management programs. This course will encompass the tried-and-proved “winning strategies for successful records management programs.”

Records management terminology, program components, benefits and return on investment, step-by-step “winning strategies for program development,” and resources available from ARMA International, Information Requirements Clearinghouse, and the ICRM (Institute of Certified Records Managers) will all be emphasized. Students will learn how to develop appropriate records management programs, manage e-mail and other electronic and paper records, develop legally-valid records retention programs, develop state-of-the-art storage and retrieval systems, and use software and imaging technologies now essential to good records management.

This interactive web-based course can be completed from any computer with internet access.

## ABOUT THE INSTRUCTOR

Dr. Brostrom is both an educator and practitioner of records and information management. After teaching records management and business-related classes at post-secondary levels for 15 years, she then turned to the corporate environment. Gail has been in the corporate world for 18 years as a practicing records manager and a supervisor of records analysts, records center, micrographics, print services, and mail services. She received her Ph.D. in business and vocational education in 1982 and her certified records manager designation in 1997. She continues to be active in the Minneapolis/St. Paul chapter of ARMA after being an officer for six years.

## CERTIFICATION

Attaining the Certified Records Manager (CRM) designation is based on educational background, professional work experience and successful completion of a six-part examination. Our course prepares students for the CRM certification exam. Please visit the Institute of Certified Records Managers online for the complete list of qualifications.

## LEARNING RESOURCES

Langemo, Mark. *Winning Strategies for Successful Records Management Programs*, Greenwood Village, Colorado: Information Requirements Clearinghouse, 2002.

Judith Read-Smith, Mary Lea Ginn, Norman F. Kallaus. *Records Management*, 7<sup>th</sup> Edition, Cincinnati, Ohio: South-Western Publishing Company, 2002.

## COURSE REGISTRATION

Name \_\_\_\_\_  
Social Security # \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Work Phone \_\_\_\_\_  
Home Phone \_\_\_\_\_  
E-Mail Address \_\_\_\_\_

☐ **WBT 525-960 - RECORDS MANAGEMENT**

Web Based    80 Hours    Registration Fee: \$1,195\*

\*Price includes all materials!

☐ Check    ☐ MasterCard    ☐ Visa    ☐ Discover

Account # \_\_\_\_\_ Exp. Date \_\_\_\_\_

CVC code \_\_\_\_\_ Signature \_\_\_\_\_

### HOW TO REGISTER

**BY MAIL:** Complete the registration form above, attach your check or money order and mail to the address listed below.

**BY PHONE:** Call (217) 351-2235 or (800) 346-8089. Phone registration hours are from 8:00 a.m. to 5:00 p.m. M-F.

**IN PERSON:** To register for classes in person, stop by Parkland Business Development Center at 1315 N. Mattis Ave., Champaign.

**Parkland Business Development Center**  
**1315 N. Mattis Avenue**  
**Champaign, IL 61821**

For information on financial assistance please visit  
[www.collegeloanapplication.com](http://www.collegeloanapplication.com)

For Student Loan Information, call: The Education Resources Institute (TERI) at (800) 255-8374, ext. #2 (The Customer Service Department can take your application over the phone.)



# records management



[http://www.parkland.edu/bdc/  
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