



CERTIFIED  
INFORMATION  
PROFESSIONAL

**Certified Information Professional  
(CIP) Certification Maintenance Form**  
<http://www.aiim.org/certification>

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ ZIP/Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_ Email Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Date of Certification: \_\_\_\_\_

In order to retain CIP status, CIPs must earn forty five (45) continuing education credits within the three-year recertification period. All activities listed on this form must fall under at least one of the domains/focus areas from the exam and must be educational in nature. Sample activities are listed on the last page of this form.

**Please enclose your renewal fee when you submit your CIP credits. Select one:**

- Annual recertification fee: \$25 for AIIM members, \$50 for non-members.
- Term (3-yr) recertification fee: \$75 for AIIM members, \$150 for non-members.

Select one:  Check enclosed.  Credit Card: Visa, MasterCard, American Express

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV: \_\_\_\_\_ Amount to process: \_\_\_\_\_

As the requestor I hereby certify that the information provided and attached is complete and accurate to the best of my knowledge. I understand the requirements governing the Certified Information Professional program and certification maintenance process as of the date of the activities documented and that AIIM reserves the right to change the program and maintenance process at its sole discretion.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_





## **Representative Activities**

This list is meant to be representative only and is not exhaustive. CIPs do **NOT** need to provide proof of attendance at AIIM events - AIIM has access to this information already. CIPs will simply need to list those events in the form.

For non-AIIM events, CIPs must provide proof of attendance and documentation that the event is related to one of the areas covered on the exam. Examples of documentation include but are not limited to brochures, printed web pages with event descriptions, receipts, printed emails with event information, and certificates of attendance. Contact AIIM at [certification@aiim.org](mailto:certification@aiim.org) if you have any questions as to whether a particular activity qualifies for continuing education units.

- **Attend a conference, seminar, or webinar:** 1 credit per contact hour of educational content. Social activities such as cocktail hours or welcome receptions, keynotes on non-information management-related topics, or association general meetings do not qualify.
- **Attend an association chapter meeting:** 1 credit per contact hour. There are no limits to which associations qualify, however the content must fall under one of the areas covered by the exam.
- **Attend a certificate program:** 1 credit per contact hour. CIPs can claim credit whether the course is delivered in person or online.
- **Attend employer-sponsored educational activity:** 1 credit per contact hour and content must fall under one of the areas of the exam. Example: Annual workplace safety training would not count.
- **Attend formal university-level course:** 3 credits per course credit. Example: a CIP takes a 3-credit course on information management. The CIP can claim 9 credits. CIPs can claim credit whether the course is delivered in person or online.
- **Attend vendor-developed or -sponsored activity:** 1 credit per contact hour. Content can be vendor-specific but must fall under one of the areas of the CIP exam. For example, a CIP attends an ERMS vendor breakfast that includes a discussion of the vendor's product roadmap and a product demo. The CIP could not claim credit for the networking portion of the event but could claim credit for the roadmap and demo portions.
- **Develop a presentation:** 2 credits per hour of final presentation. Example: A CIP develops a 90-minute presentation. The CIP could claim 3.0 credits. Credit will only be given once for developing a particular presentation.
- **Deliver a presentation:** 1 credit per hour of final presentation. Example: a CIP delivers a 90-minute presentation. The CIP could claim 1.5 credits. Credit may be requested for each delivery.
- **Publish an article or book:** 1 credit per page up to the maximum of 45 credits. Content must relate to one or more areas of the CIP exam. A book review of a CIP-related book would qualify.

# Certified Information Professional 2016 Update Outline



## Introduction

The 2016 revision to the Certified Information Professional certification helps IT and information management professionals demonstrate their ability to solve an organization's existing information-related problems as well as plan for the future.

Information professionals contribute to the success of their organizations by helping address the following kinds of information management challenges (both on-premises and in the cloud):

1. Ensure information is dynamically delivered to staff and customers
2. Improve information sharing and collaboration
3. Improve enterprise search and access to information
4. Continuously analyze information to identify new business opportunities and improvements
5. Ensure appropriate information security and privacy controls
6. Manage information and records
7. Streamline and automate information intensive processes

The certification is dedicated to enhancing and promoting the profession of information management by providing the premier credential in the industry. The Certified Information Professional certification accomplishes this mission by:

- Establishing standards for professional practice
- Creating a fair, valid, and reliable examination process by which professionals can demonstrate their knowledge and skill
- Granting certification to those who meet the program's standards
- Communicating the value of the credential to employers, customers and partners.

A broad range of subject matter experts identified in 2016 the skills and knowledge measured by this examination, including changes to technology, processes, and strategies since the original CIP exam was released in 2011. These industry experts determined the weighing of domains and ensured that the weighting is representative of the relative importance of the content.

Below is a list of knowledge areas covered on this 2 hours exam, but please know that the bulleted lists below each objective are not exhaustive lists. Other knowledge areas may be included in the exam even though they are not specifically listed. ***Please use these knowledge areas/domains as a guide when accruing continuing education credits (CEUs) towards your CIP certification renewal -- making sure you cover all the topics to some degree.***

Domain	% of Examination
1. Creating and Capturing Information	20%
2. Organizing and Categorizing Information	20%
3. Governing Information	16%
4. Automating Information-Intensive Processes	10%
5. Managing the Information Lifecycle	20%
6. Implementing an Information Management Solution	14%
<b>Total:</b>	<b>100%</b>

### Creating and Capturing Information

<p>1. Creating and Capturing Information Includes the following major topic areas:</p> <ul style="list-style-type: none"> <li>• Capture (broadly)</li> <li>• Document imaging</li> <li>• Collaboration</li> </ul>	<ol style="list-style-type: none"> <li>a. Identify sources of content to be captured, e.g. paper, microfilm, email, born-digital, legacy sources such as file shares</li> <li>b. Explain the challenges associated with managing digital information, e.g. determining what to capture and how, the dynamic nature of some digital information, how formats impact capture and management</li> <li>c. Select the appropriate file format for creating and capturing content based on business requirements, e.g. target audiences, access to content over time, regulatory requirements</li> <li>d. Determine the impact of using proprietary file formats on information creation, capture, and access</li> <li>e. Identify specific types of content to capture that provide unique challenges, e.g. email, social media, forms, rich media, and determine how to capture them, e.g. using a digital asset management system</li> <li>f. Distinguish between structured and unstructured information and the differences in how they are managed</li> <li>g. Determine methods for extracting and capturing data from structured applications</li> <li>h. Determine methods for capturing structured data using electronic forms</li> <li>i. Develop a process for capturing content, e.g. what to capture, approvals, audits</li> <li>j. Determine strategy for capturing backfile, e.g. day-forward, backfile conversion, on-</li> </ol>
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	<p>demand and factors that contribute to each</p> <ul style="list-style-type: none"> <li>k. Select the appropriate file format(s) for captured images based on business requirements, e.g. number of pages, compression, need for Web-based access, need for public access, bandwidth</li> <li>l. Identify issues associated with file conversion, e.g. between formats, from digital to analog</li> <li>m. Identify the system of record/system of ownership for a given type of content or information</li> <li>n. Identify the benefits and challenges associated with managing both structured and unstructured data, e.g. in case management applications</li> <li>o. Compare and contrast the content management capabilities of enterprise content management solutions, point solutions, and enterprise file sync and share solutions and select the appropriate solution based on business requirements</li> <li>p. Determine information management needs and issues associated with virtual teams (e.g. synchronous vs. asynchronous collaboration)</li> <li>q. Identify issues associated with sharing content across internal and external organizational boundaries, i.e. between departments, with customers</li> <li>r. Identify issues associated with legacy collaboration approaches, e.g. email</li> <li>s. Identify key features required for effective document-centric collaboration, e.g. version control, workflow, audit trail</li> <li>t. Determine the functionality required for particular collaboration requirements, e.g. wikis, virtual conferencing, social networking, VoIP, blogs, content rating, recommendations</li> <li>u. Determine whether and how to apply governance to collaboration environments/artifacts</li> </ul>
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**Organizing and Categorizing Information**

<p>2. Organizing and Categorizing Information  <i>Includes the following major topic areas:</i></p> <ul style="list-style-type: none"> <li>• <i>Metadata</i></li> </ul>	<ul style="list-style-type: none"> <li>a. Describe the importance of information architecture to effective information management</li> </ul>
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<ul style="list-style-type: none"> <li>• <i>Taxonomies &amp; classification structures</i></li> <li>• <i>Search</i></li> <li>• <i>eDiscovery</i></li> </ul>	<ol style="list-style-type: none"> <li>b. Identify specific business benefits associated with effective metadata usage, e.g. lifecycle management, security management, improved findability</li> <li>c. Define a metadata strategy and the elements to include, e.g. consistency of metadata model &amp; vocabulary, metadata maintenance, mandatory v. optional metadata, metadata automation</li> <li>d. Describe and compare different methods for applying metadata to information objects, e.g. manual data entry, recognition technologies, inheritance, workflow, analytics</li> <li>e. Identify sources of metadata and compare and contrast the benefits and drawbacks of getting metadata from each source</li> <li>f. Identify challenges of sharing/propagating metadata across tools and systems</li> <li>g. Describe methods to improve the quality of metadata values, e.g. data validation, data masking, controlled vocabularies</li> <li>h. Identify approaches to automating metadata application and the benefits associated with them</li> <li>i. Compare and contrast the use of formal classification schemes, search, and navigation and their impact on findability</li> <li>j. Identify the benefits of developing and deploying a thesaurus in support of search and classification</li> <li>k. Compare and contrast various classification schemes, e.g. lists, trees, hierarchies, facets, system maps, folksonomies</li> <li>l. Compare and contrast different approaches to classification scheme development, e.g. buy vs. build</li> <li>m. Compare &amp; contrast different approaches to developing classification schemes, e.g. thesaurus-based vs. hierarchical, organizational vs. matter/topical vs. functional</li> <li>n. Identify the stakeholders for a formal classification scheme</li> <li>o. Describe and apply techniques for automating information extraction, description, &amp; classification, e.g. autocategorization, autoclassification, entity extraction, summarization</li> </ol>
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	<p>p. Compare &amp; contrast application and enterprise search capabilities</p> <p>q. Compare approaches for improving findability of enterprise content, e.g. metadata, consistent classification structures, saved searches</p> <p>r. Uses for, strengths, weaknesses and overlap of usability of different findability mechanisms, e.g. keyword based search, typed-field search, semantic techniques</p> <p>s. Define the issues associated with collecting information from sources not owned/controlled by the organization, e.g. personal devices, commercial social media platforms</p> <p>t. Provide information from a variety of sources in response to requests, e.g. litigation, audit, regulatory inquiry, or Freedom of Information Act-type requirements</p>
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### Governing Information

<p>3. Governing Information</p> <p><i>Includes the following major topic areas:</i></p> <ul style="list-style-type: none"> <li>• <i>Information governance</i></li> <li>• <i>Security</i></li> </ul>	<p>a. Define the concept of data and information “stewardship”</p> <p>b. Identify the ethical considerations associated with not following a comprehensive information governance (IG) program</p> <p>c. Identify strategic benefits of improved information management, e.g. improved engagement, process automation</p> <p>d. Define the objective of an information and/or information systems inventory</p> <p>e. Identify desired information to gather as part of an information and/or information systems inventory</p> <p>f. Gather information about the context of the organization, e.g. jurisdiction(s) and nature of organization</p> <p>g. Identify current business, legal, and other requirements for IG, e.g. privacy, confidentiality, national security, regulatory requirements</p> <p>h. Describe the purpose of an information management maturity model</p> <p>i. Identify key stakeholders for an IG initiative</p> <p>j. Gain support for the IG program from senior</p>
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	<p>management</p> <ul style="list-style-type: none"> <li>k. Establish IG roles &amp; responsibilities, e.g. champion, center of excellence, community of practice, IG-specific roles, IG support roles</li> <li>l. Evaluate existing IG strategy, processes, documents, and tools</li> <li>m. Develop a framework for evaluating and understanding information risk</li> <li>n. Identify the role of content quality and content standards in an information governance program</li> <li>o. Identify key information management concepts, e.g. core technologies and related terms</li> <li>p. Compare and contrast different information management disciplines, e.g. enterprise content management, records management, document management, knowledge management</li> <li>q. Identify the IG implications for cross-border/cross-jurisdictional storage of content</li> <li>r. Identify the IG implications of cloud vs. on-premises deployment, e.g. costs, security, uptime, management/maintenance, lock-in</li> <li>s. Identify the IG implications of commercial social media platforms (e.g. Facebook, LinkedIn, Twitter), e.g. security, third party control of information, privacy, “liking”/sharing, ownership</li> <li>t. Identify the IG implications of mobile platforms, e.g. security, BYOD, bandwidth, user experience, accessibility</li> <li>u. Identify key events to be captured into the system audit trail, e.g. changes to content, changes to system settings like security</li> <li>v. Develop appropriate IG policies and procedures</li> <li>w. Describe key considerations for using security technologies effectively, e.g. redaction, encryption, digital rights management</li> <li>x. Describe the importance of reviewing IG program with senior management</li> </ul>
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**Automating Information-Intensive Processes**

<p>4. Automating Information-Intensive Processes  <i>Includes the following major topic areas:</i></p> <ul style="list-style-type: none"> <li>• <i>BPM and workflow</i></li> </ul>	<ul style="list-style-type: none"> <li>a. Articulate typical reasons for business process change</li> <li>b. Distinguish among different business process</li> </ul>
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<ul style="list-style-type: none"> <li>• <i>Process analysis</i></li> </ul>	<p>scenarios and determine which are most suited for change</p> <ol style="list-style-type: none"> <li>c. Describe the benefits of formal business analysis</li> <li>d. Describe the role of the business analyst in an information management initiative</li> <li>e. Compare different approaches to information gathering, e.g. interviewing, process mapping</li> <li>f. Develop a flowchart using best practices and standard methodologies</li> <li>g. Identify the limitations of flowcharting processes</li> <li>h. Ask the right troubleshooting questions and evaluate each step in an existing business process</li> <li>i. Determine how to plan routing of tasks or information using a workflow/BPM system, e.g. deadlines/time stamp, parallel processing, sequential processing, via API</li> <li>j. Compare and contrast modeling and flowcharting</li> <li>k. Distinguish between process modeling and execution and the role of standards</li> <li>l. Compare and contrast workflow and BPM technologies, e.g. routing, workflow, BPM, transactional content management, case management</li> <li>m. Identify and compare various approaches to workload balancing</li> <li>n. Describe the benefits of formal process monitoring</li> <li>o. Identify different metrics to capture and oversee</li> <li>p. Distinguish between on-demand and automated reporting</li> </ol>
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### Managing the Information Lifecycle

<p>5. Managing the Information Lifecycle</p> <p><i>Includes the following major topic areas:</i></p> <ul style="list-style-type: none"> <li>• <i>Records management</i></li> <li>• <i>Knowledge management</i></li> <li>• <i>Retention &amp; disposition of all information</i></li> <li>• <i>Digital preservation</i></li> </ul>	<ol style="list-style-type: none"> <li>a. Identify the steps in the information lifecycle</li> <li>b. Compare and contrast the characteristics of data vs. documents vs. records vs. knowledge</li> <li>c. Explain the purpose of capturing and managing records</li> <li>d. Distinguish between records and non-records based on legal, historical, administrative, and operational requirements</li> <li>e. Define the concept of vital records and explain their importance</li> </ol>
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	<ul style="list-style-type: none"> <li>f. Identify and compare sources of electronic records, e.g. office documents, email, scanned images, communications technologies</li> <li>g. Explain the challenges associated with managing digital information, e.g. determining what to capture and how, the dynamic nature of some digital information, how formats impact capture and management</li> <li>h. Determine how long to retain different types of content based on legal, regulatory, and operational requirements</li> <li>i. Describe the purpose of a retention schedule and the elements it should contain, e.g. records identifiers, retention periods, disposition instructions</li> <li>j. Define legal holds and the importance of legal holds in the information lifecycle</li> <li>k. Compare &amp; contrast different approaches to disposition of information based on the type and sensitivity of information and the type of media</li> <li>l. Compare and contrast approaches to automating disposition, e.g. automated archiving, scripting, workflow</li> <li>m. Differentiate between archiving, backups, and active storage</li> <li>n. Determine appropriate storage technologies based on business requirements, e.g. regulatory requirements, speed of access and retrieval, costs, openness, long-term accessibility</li> <li>o. Describe how file format and archiving standards affect long-term access to information</li> <li>p. Select the appropriate file format and storage media to ensure long-term access to information, e.g. PDF/A</li> <li>q. Identify preservation risk factors, e.g. format obsolescence, media/hardware obsolescence, media degradation</li> <li>r. Identify and compare approaches to address each of the preservation risk factors, e.g. select standard/open media and file formats, storage considerations, emulation, migration</li> <li>s. Identify the elements to include in a digital preservation strategy</li> </ul>
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	<ul style="list-style-type: none"> <li>t. Identify the steps to include in a migration plan</li> <li>u. Differentiate between tacit and explicit knowledge and their impact on an information management program</li> <li>v. Define and compare approaches to expertise location, e.g. social graphing, analytics</li> </ul>
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## Implementation Planning

<p>6. Implementation Planning</p> <p><i>Includes the following major topic areas:</i></p> <ul style="list-style-type: none"> <li>• <i>Information management (IM) strategy</i></li> <li>• <i>Business case</i></li> <li>• <i>Requirements</i></li> <li>• <i>System design &amp; implementation</i></li> <li>• <i>Change management</i></li> </ul>	<ul style="list-style-type: none"> <li>a. Determine the impact of an information management initiative, e.g. on ways of working, on business processes, on training and change management requirements</li> <li>b. Develop an information management strategy, e.g. vision, key performance indicators, critical success factors, success measures</li> <li>c. Identify the roles &amp; responsibilities required for an information management implementation program, e.g. sponsor, champion, management, specialists, business users, others</li> <li>d. Conduct a baseline organizational assessment, e.g. business and regulatory environment, organizational culture</li> <li>e. Conduct a baseline technical assessment, e.g. existing enterprise architecture, system lifecycle stage, enterprise architecture roadmap</li> <li>f. Identify existing information management-related systems and determine whether they can be used/expanded/improved for a particular information management initiative</li> <li>g. Determine how to prioritize areas in scope, e.g. by identifying quick wins, areas with the biggest pain point, areas most receptive to change, platform, information type/class</li> <li>h. Develop a project charter for an information management initiative</li> <li>i. Develop an information management program roadmap</li> <li>j. Compare &amp; contrast metrics for determining the success of an information management initiative, e.g. financial, non-financial, non-quantifiable</li> <li>k. Determine specific metrics for an information management initiative</li> </ul>
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	<ul style="list-style-type: none"> <li>l. Develop a business case for improving information management</li> <li>m. Determine the value associated with improved information management</li> <li>n. Determine the right approach for buy vs. build for a given information management initiative</li> <li>o. Conduct risk analysis for an information management initiative and develop a risk mitigation plan</li> <li>p. Determine all costs associated with an information management initiative, e.g. acquisition costs, maintenance costs, one-time costs</li> <li>q. Determine the role of business and system requirements in an information management initiative</li> <li>r. Determine the appropriate logical architecture for an information management solution, e.g. centralized, decentralized, federated</li> <li>s. Design new ways of working with information, e.g. collaboration, security, governance</li> <li>t. Design required interfaces, e.g. configuration, forms, overlays, templates</li> <li>u. Design system and content migration processes, e.g. data cleaning, data conversion, quality control</li> <li>v. Develop plans for business continuity/ disaster recovery in the event of a major data loss or breach</li> <li>w. Develop change management plan</li> <li>x. Develop communications plan</li> <li>y. Develop training plan</li> <li>z. Determine approaches for continuous improvement post-implementation</li> </ul>
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