

CERTIFICANT HANDBOOK



INFORMATION GOVERNANCE PROFESSIONAL



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Introduction

Congratulations on attaining your IGP certification! You can be proud of achieving the highest mark of professionalism in the information governance profession.

This handbook is your guide to understanding your responsibilities to the credential program and how best to maintain your certification. In addition, you will want to visit the IGP webpage regularly as there will be additional information of interest there.

IGP Governance Board

The IGP program is governed by the IGP Governance Board, which is incorporated separately from ARMA International. This board guides the certification program, provides outreach to the profession, and clearly separates the functions and decisions related to certification from other ARMA International programs and goals.

Its charter requires the IGP Governance Board to ensure the credibility of the credential program through the establishment of processes and oversight to:

- Ensure the validity of the exam
- Provide fairness so all applicants and candidates are treated impartially
- Provide qualification requirements for applicants
- Provide maintenance requirements that ensure the continuing competence of individuals who hold the credential
- Ensure public trust in the methods and processes used by IGP credential holders
- Ensure administrative credibility of decisions and actions taken

Your primary contact point for any questions / issues with the certification program is through the Certification.Staff@armaintl.org email address.

There is a current list of the IGP Governance Board members and their biographies on the ARMA website.

Trademarks and Copyrights

The “Information Governance Certification” and “IGP” designations are the property of ARMA International. The IGP Governance Board oversees the appropriate use of these designations. Individuals who earn the IGP credential can use these designations as long as the certification has not expired, been suspended, been revoked, or been voluntarily relinquished. The certificate is the property of the Governance Board and must be returned to certification staff upon request. Exam materials and publications are copyrighted and protected under U.S. law. The Governance Board aggressively enforces the appropriate use of its property, and unauthorized use may result in sanctions or other penalties.

Authorized and Appropriate Use of the IGP designation

The Governance Board encourages the authorized use of the logo and marks. Certificants who wish to use the IGP designation may do so in the following manner:

John Doe, IGP

John Doe, Information Governance Professional

Certificants are permitted to use the IGP designation as illustrated above on business cards, on letterhead, and within written guidelines.

Code of Ethics and Disciplinary Policies

Individuals who apply for certification must sign the IGP Code of Ethics at the time of application. Individuals who are awarded the IGP designation are required to abide by the Code of Ethics as a condition of maintaining certification.

The IGP Code of Ethics is a statement of the required behaviors and responsibilities of certificants. Certificants found to be in violation of it are subject to an investigation, which may result in sanctions. All sanctions are subject to appeal. Following the exhaustion of appeals, the outcome of investigations resulting in sanctions will be made public, and the notice will include the name of the certificant, the codes found in violation, and the sanction imposed.

The Code of Ethics was developed to safeguard the reputation of the Governance Board and to protect the stakeholders relying on the credential. The Code of Ethics is available at https://www.arma.org/page/IGP_Ethics.

Any individual may file a complaint. All complaints will be reviewed. If determined valid and actionable, the complaint will be investigated. To file a complaint, contact the certification staff for information. Direct all inquiries to: Certification.Staff@armaintl.org.

Enforcement of the Code of Ethics

The Governance Board has established and enforces a Code of Ethics applicable to all certified individuals. Certificants must agree to abide by the Code of Ethics as a condition of earning and maintaining IGP certification, using the designation, and being awarded a certificate.

Filing a Complaint

Any individual may file a complaint against a certified individual. Only complaints that follow the Governance Board's procedures will be considered. To initiate a complaint, send an email to Certification.Staff@armaintl.org and a representative of the Governance Board will contact you to review. Complaints, and any supporting documentation, will be reviewed by the Governance Board and the next scheduled meeting; meetings occur monthly. The decision of the Governance Board is final.

Disciplinary Procedures

In prosecuting its mission of establishing a credible certification program that ensures high standards of ethical and professional practice in information governance, the Governance Board established and implemented a Code of Ethics. The Governance Board requires its certificants to remain in good standing by complying with the tenets of the Code of Ethics. As such, the Governance Board reserves the right to sanction certificants found to be in violation of the Code, following the investigation of such

complaints. The Governance Board will make available upon request and will publish in the Certification Directory all decisions resulting in sanctions – including the name, certification, code violated, and sanction imposed.

Due Process

The Governance Board respects the right of its certificants to due process in circumstances in which an adverse decision is made about the certificant's status. Due process will apply in instances affecting an individual's ability to earn and maintain IGP certification status.

Recertification

The IGP certification is awarded for a period of three years. Certificants are required to recertify before their certification expires. Certificants will be required to comply with all recertification requirements.

Requirements

Certificants should become familiar with the recertification requirements, which are detailed below:

- Number of hours required: 60 contact hours in a 3-year cycle (this averages 20 hours/year)
- Specialized credit requirements: Minimum requirements are; 15 hours Information Management, 4 hours Legal, 4 hours Technology, 4 hours Business, 4 hours Information Security, 4 hours Privacy, 4 hours Risk Management, 2 hours Ethics. The remaining 19 hours are electives and can be spread across any of the categories.
- Credits deadline: Credits must have been earned within the current 3 year cycle.
- Maximum hours per event: No more than 18 hours will be awarded for a single activity within a category. For example, a college/university course, that requires 3 hours of meeting time each week in a semester, will still only be awarded 18 hours.
- Recertification fee: The recertification fee of \$250 will be invoiced at the end of the 3-year period if the individual has met the credit requirement. This fee covers the individual throughout the next 3-year period.

Credit Categories

- Information Management (15 hours required): topics related to the managing of information, whether a record or non-record, throughout its lifecycle.
- Information Security (4 hours required): topics related to the practice of preventing unauthorized access, use, disclosure, disruption, modification, inspection, recording or destruction of information; regardless of the form the data may take.
- Privacy (4 hours required): topics related to the collection and dissemination of data, technology, the public expectation of privacy, and the legal and political issues surrounding them.
- Risk Management (4 hours required): topics related to policies, processes, controls, procedures, and technology to reduce the threats, vulnerabilities, and consequences that could arise from data storage and handling, and adherence to laws and regulations.
- Legal (4 hours required): topics related to laws and regulations impacting information handling, eDiscovery practices, and their impacts on IG.
- Technology (4 hours required): topics related to the use of technology related to any of the IG core concepts.

- Business (4 hours required): Non-IG focused topics related to current trends in business, management practices, etc.
- Ethics (2 hours required): topics that focus on the relationship between the creation, organization, dissemination, and use of information, and the ethical standards and moral codes governing human conduct in society.

How we award credits

Credits can be earned by attending educational events, or by professional activities as defined below.

- Attendance at educational events (chapter workshops, seminars, conferences) that map to the exam domains; Individual must indicate which domain the content applies to, unless pre-authorized by ARMA.
- Participation in item writing for the IGP exam - 5 hours credit/item writing session; automatically granted upon conclusion of an exam writing session; credit will not be prorated for partial attendance.
- Participation in formal standards-writing activities, pertaining to an information governance domain as defined by ARMA - 5 hours/standard or technical report when developed within any ANSI-accredited standards development program (e.g., ARMA, AIIM, ISO).
- Professional Contributions, such as speaking at in-person conferences and workshops, creating educational materials for virtual or electronic delivery (e.g., web seminars, DVDs, live streaming)
 - Material preparation time will be recognized at a 3:1 ratio; for each hour of presentation time (excluding breaks), for the first preparation of the material, (e.g., for a 1 hour course, the total allotted would be 4 hours. Three hours of prep time + 1 hour presentation time). A maximum of 18 hours will be allotted to each event.
 - Multiple presentations of the same material will NOT be awarded credit, unless the individual can demonstrate that the material was substantially revised for a new/different audience
- Publication of articles and books: The item must be published by a recognized commercial or professional association publisher. Credit is awarded at 3 hours / typeset page, up to a maximum of 18 hours. Blogs, Twitter feeds, LinkedIn posts, and other social media outlets do NOT qualify for this category.
- College or university course, related to the defined information governance domains. No more than 18 hours will be awarded for a course.

Recertification Process

Reporting CE Credits

Recertification is based on an honors system (modified: January, 2019). An IGP must maintain their own personal CEU records. Each recertification year, approximately 10% of IGP's CEU records will be audited by the IGP Board.

Credit-earning events must have educational content, and must be a minimum of 30 minutes in length. Credit will be awarded in 30-minute increments only (e.g., a 45 minute course would be rounded up to full credit hour; a 30 minute course would be allotted .5 credit hour.)

If you are selected for an audit you will be required to share your CEU records, which must include the credit-earning activity, timeframe of activity, credits from the activity (mapped to the appropriate credit categories), date of activity, activity code (if event was pre-approved for IGP credit), and supporting documentation (certificate of attendance, attendee badge, confirmation email, etc.).

If you have questions or difficulties submitting your requests, please contact us at Certification.Staff@armaintl.org. We will be happy to assist you in any way that we can.

Issuing Renewal Dates and Duplicate Certificates

A badge and certificate with the dates of renewal is issued to certificants upon successful completion of all recertification requirements. This will be sent from the digital badging system, Credly.com, when recertification is complete.

Duplicate Certificates can be generated through the Credly.com account that is set up at the time of the IGP badge issuance.

Fees

Recertification fees are due when the recertification application is submitted, and they must be paid in full. The IGP recertification fee is \$250. It is the certificant's responsibility to submit the correct fee. The recertification fee is billed at the end of the 3-year certification cycle, upon verification that the individual has fulfilled the recertification requirements

Promote the Credential to Your Chapter or Group

You have an important role to play in supporting and promoting the IGP credential throughout your professional network. You represent information governance to co-workers, colleagues in your chapter and region, and professional contacts in other organizations.

We encourage you to broadcast the credential and its value throughout this network.

Chapter Events and Continuing Education Pre-approval

The IGP program now has a pre-approval process established so that educational content can be approved for IGP continuing education credits. The form is available on the IGP website.