## AIIM CIP 2023 Exam Blueprint and Outline

The CIP exam is based on the following domains and topics. Individual questions all carry the same weight; the number of questions in each domain reflects the relative weight of that domain.

<table>
<thead>
<tr>
<th>Domain</th>
<th>Exam Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating, Capturing, and Sharing Information</td>
<td>15%</td>
</tr>
<tr>
<td>Extracting Intelligence from Information</td>
<td>20%</td>
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<tr>
<td>Digitalizing Information-Intensive Processes</td>
<td>20%</td>
</tr>
<tr>
<td>Automating Governance and Compliance</td>
<td>30%</td>
</tr>
<tr>
<td>Implementing an Information Management Solution</td>
<td>15%</td>
</tr>
</tbody>
</table>

### Domain 1: Creating, Capturing, and Sharing Information

**Includes the following topics:**
- Multi-channel capture
- Document management
- Collaboration
- Digital preservation

<table>
<thead>
<tr>
<th>Topics (19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Name the preservation risk factors, e.g., format obsolescence, media/hardware obsolescence, media degradation.</td>
</tr>
<tr>
<td>b. Determine the impact of using proprietary file formats on information creation, capture, and access over time.</td>
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<tr>
<td>c. Identify the process entry point for different information types.</td>
</tr>
<tr>
<td>d. Determine the best points of capture for different information types.</td>
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<tr>
<td>e. Describe the benefits of using document management capabilities, e.g., check-in/check-out, version control.</td>
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<tr>
<td>f. Determine strategy for digitizing paper documents, e.g., day-forward, backfile conversion, on-demand, and the factors that contribute to each.</td>
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<tr>
<td>g. Compare and contrast the information 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.</td>
</tr>
<tr>
<td>h. Determine information management needs and issues associated with virtual teams (e.g., synchronous vs. asynchronous collaboration, geographic issues).</td>
</tr>
<tr>
<td>i. Identify issues associated with sharing content across internal and external organizational boundaries, i.e., between departments, with customers.</td>
</tr>
<tr>
<td>j. Describe issues associated with legacy collaboration approaches, e.g., email.</td>
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<tr>
<td>k. Identify key features required for effective document-centric collaboration, e.g., version control, workflow, access controls.</td>
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<tr>
<td>l. Determine whether and how to apply governance to collaboration environments/artifacts.</td>
</tr>
<tr>
<td>m. Identify the preservation risk factors, e.g., format obsolescence, media/hardware obsolescence, media degradation.</td>
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<tr>
<td>n. Identify the elements to include in a digital preservation strategy.</td>
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<tr>
<td>o. Select the appropriate file format and storage media to ensure long-term access to information, e.g., PDF/A.</td>
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<tr>
<td>p. Recognize and compare approaches to address each of the preservation risk factors e.g., select standard/open media and file formats, storage considerations, emulation, migration.</td>
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<tr>
<td>q. Identify the system of record/system of ownership for a given type of information.</td>
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<tr>
<td>r. Describe the disposition of drafts and prior versions of final information product.</td>
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<tr>
<td>s. Compare and contrast approaches or techniques to assess migration strategies for analyzing what is migrated.</td>
</tr>
</tbody>
</table>
### Domain 2: Extracting Intelligence from Information

**Includes the following topics:**
- Metadata
- Taxonomies
- Data recognition/extraction/standardization
- Analytics/machine learning
- Content migration
- Content reuse
- Search
- Artificial Intelligence with large language models (LLM)

#### Topics (19)

<p>| | |</p>
<table>
<thead>
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<tbody>
<tr>
<td>a.</td>
<td>Identify specific business benefits associated with effective metadata usage, e.g., lifecycle management, security management, improved findability.</td>
</tr>
<tr>
<td>b.</td>
<td>Define a metadata strategy and the elements to include, e.g., consistency of metadata model &amp; vocabulary, metadata maintenance, mandatory vs. optional metadata, metadata automation.</td>
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<tr>
<td>c.</td>
<td>Describe and compare different methods for applying metadata to information objects, e.g., manual data entry, recognition technologies, inheritance, workflow, analytics.</td>
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<tr>
<td>d.</td>
<td>Identify the challenges of sharing/propagating metadata across tools and systems.</td>
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<tr>
<td>e.</td>
<td>Describe methods to improve the quality of metadata values, e.g., data validation, data masking, controlled vocabularies.</td>
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<tr>
<td>f.</td>
<td>Compare and contrast the use of formal classification schemes, search, and navigation and their impact on findability.</td>
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<tr>
<td>g.</td>
<td>Compare and contrast different approaches to developing classification schemes, e.g., thesaurus-based vs. hierarchical, organizational vs. matter/topical vs. functional.</td>
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<tr>
<td>h.</td>
<td>Identify the stakeholders for a formal classification scheme.</td>
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<tr>
<td>i.</td>
<td>Determine methods for extracting and capturing information from structured applications.</td>
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<tr>
<td>j.</td>
<td>Identify techniques for extracting information from scanned images, e.g., character recognition, barcodes.</td>
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<tr>
<td>k.</td>
<td>Identify the business benefits associated with automating information extraction, e.g., consistency, accuracy, automation.</td>
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<tr>
<td>l.</td>
<td>Identify common use cases for analytics and artificial intelligence, e.g., document categorization, topic recognition, named entity recognition and extraction, data loss prevention.</td>
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<tr>
<td>m.</td>
<td>Identify common risks associated with the use of analytics and artificial intelligence, e.g., resource availability, training data, model management, black box AI.</td>
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<tr>
<td>n.</td>
<td>Compare &amp; contrast application and enterprise search capabilities.</td>
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<td>o.</td>
<td>Identify the issues associated with collecting information from sources not owned/controlled by the organization, e.g., personal devices, commercial social media platforms.</td>
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<td>p.</td>
<td>Determine the steps to include in a migration plan.</td>
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<tr>
<td>q.</td>
<td>Recognize the issues associated with migrating legacy content, e.g., from one location or system to another.</td>
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<td>r.</td>
<td>Identify the key benefits of deploying a taxonomy for information governance (classification for retention, classification for security, high fidelity metadata for search).</td>
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<td>s.</td>
<td>Identify the benefits and issues an organization may have with LLM.</td>
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<tr>
<td>Domain 3: Digitalizing Information-Intensive Processes</td>
<td>Topics (18)</td>
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<tr>
<td>-----------------------------------------------------</td>
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<tr>
<td>Includes the following topics:</td>
<td>a. Articulate typical reasons for business process change.</td>
</tr>
<tr>
<td>□ Business analysis</td>
<td>b. Distinguish among different business processes and determine which are most suited for change.</td>
</tr>
<tr>
<td>□ Business process management</td>
<td>c. Compare and contrast different process scenarios, e.g., routing, workflow, BPM.</td>
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<tr>
<td>□ Robotic process automation</td>
<td>d. Determine whether a process exists and can be automated.</td>
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<tr>
<td>□ Case management</td>
<td>e. Identify the expected benefits from automating a business process, e.g., financial, non-financial, consistency, reporting.</td>
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<td>f. Compare different approaches to information gathering, e.g., interviewing, process mapping, customer journey-mapping.</td>
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<td>g. Identify elements of a process map using best practices and standard methodologies.</td>
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<td>h. Identify the limitations of process maps.</td>
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<tr>
<td></td>
<td>i. Troubleshoot an existing business process.</td>
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<td>j. Determine how to plan routing of tasks or information using a workflow/BPM system, e.g., deadlines/time stamp, parallel processing, sequential processing.</td>
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<td>k. Select the right business process management-related technologies for a given scenario, e.g., routing, workflow, BPM, case management.</td>
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<td>l. Identify different metrics to capture about a process.</td>
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<td>m. Identify the key capabilities associated with robotic process automation.</td>
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<td>n. Identify key use cases that would benefit from robotic process automation.</td>
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<td>o. Describe the key capabilities associated with case management.</td>
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<td></td>
<td>p. Identify key use cases that would benefit from case management.</td>
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<td></td>
<td>q. Compare and contrast different approaches to signing digital documents, e.g., digital signatures, electronic signatures, signature blocks.</td>
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<td>r. Identify the benefits associated with the use of digital signatures.</td>
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<tr>
<td>Domain 4: Automating Governance and Compliance</td>
<td>Topics (26)</td>
</tr>
<tr>
<td>---------------------------------------------</td>
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<tr>
<td><strong>Includes the following topics:</strong></td>
<td>a. Define the concept of data and information stewardship.</td>
</tr>
<tr>
<td>□ Information governance</td>
<td>b. Identify and compare different types of inventories, e.g., information, system, process.</td>
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<tr>
<td>□ Records management</td>
<td>c. Gather information about the business context of the organization, e.g., jurisdiction(s), nature of organization.</td>
</tr>
<tr>
<td>□ Information security</td>
<td>d. Identify and describe IG roles &amp; responsibilities, e.g., stakeholders, champions, center of excellence, community of practice, IG-specific roles, IG support roles.</td>
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<tr>
<td>□ Privacy and data protection</td>
<td>e. Evaluate existing IG strategy, processes, documents, and tools.</td>
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<tr>
<td>□ eDiscovery</td>
<td>f. Describe the importance of reviewing IG program with senior management.</td>
</tr>
<tr>
<td>□ Manage in place</td>
<td>g. Describe the key considerations for using security technologies effectively, e.g., redaction, encryption, digital rights management.</td>
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<td>h. Define personal data including sensitive personal data, e.g., personally identifiable information, financial information.</td>
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<tr>
<td></td>
<td>i. Describe the elements of Privacy by Design and how they apply to the organization’s information assets.</td>
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<td>j. Identify the strategies for ensuring protection of personal data.</td>
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<td>k. Develop a process for conducting a privacy assessment.</td>
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<td></td>
<td>l. Define data sovereignty and describe its impact on the organization, e.g., data sharing, policies, architectural considerations.</td>
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<td>m. Explain how effective information management supports a privacy program.</td>
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<td>n. Develop a process for responding to a data breach (e.g., discovery, security, notification to regulators/those affected).</td>
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<td>o. Explain the purpose of capturing and managing records.</td>
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<td>p. Distinguish between records and non-records based on legal, historical, administrative, and operational requirements.</td>
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<td>q. Explain the benefits of automating common records management and compliance-related tasks (e.g., capture, classification, disposition).</td>
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<td>r. Determine how long to retain different types of content based on legal, regulatory, and operational requirements.</td>
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<td>s. Describe the purpose of a retention schedule.</td>
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<td>t. Identify the elements of a retention schedule, e.g., records identifiers, retention periods, disposition instructions.</td>
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<td></td>
<td>u. Compare &amp; contrast different approaches to disposition of information based on the type and sensitivity of information and the type of media.</td>
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<td>v. Define legal holds and the importance of legal holds in the information lifecycle.</td>
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<td>w. Define the issues associated with collecting information from sources not owned/controlled by the organization, e.g., personal devices, commercial social media platforms.</td>
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<td>x. Provide information from a variety of sources in response to requests, e.g., litigation, audit, regulatory inquiry.</td>
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<td>y. Develop strategies around the access to data based upon roles, need to know, etc.</td>
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<td>z. Describe how the records practice of manage in place can benefit an organization.</td>
</tr>
</tbody>
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### Domain 5: Implementing an Information Management Solution

**Includes the following topics:**
- Information management strategy
- The business case for information management
- Business requirements for information management
- System design and implementation
- Change management

<table>
<thead>
<tr>
<th>Topics (16)</th>
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<tbody>
<tr>
<td>a. Identify the strategic benefits of intelligent information management, e.g., improved engagement, process automation.</td>
</tr>
<tr>
<td>b. Determine the impact of an information management initiative, e.g., on ways of working, on business processes, on training and change management requirements.</td>
</tr>
<tr>
<td>c. Develop an information management strategy, e.g., vision, key performance indicators, critical success factors, success measures.</td>
</tr>
<tr>
<td>d. Identify the roles &amp; responsibilities required for an information management implementation program, e.g., sponsor, champion, management, specialists, business users, others.</td>
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<tr>
<td>e. Conduct a baseline organizational assessment, e.g., business and regulatory environment, organizational culture.</td>
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<tr>
<td>f. Conduct a baseline technical assessment, e.g., existing enterprise architecture, system lifecycle stage.</td>
</tr>
<tr>
<td>g. Identify existing information management-related systems and determine whether they can be used/expanded/improved for a particular information management initiative.</td>
</tr>
<tr>
<td>h. Develop an information management program roadmap.</td>
</tr>
<tr>
<td>i. Compare &amp; contrast metrics for determining the success of an information management initiative, e.g., financial, non-financial, non-quantifiable.</td>
</tr>
<tr>
<td>j. Develop a business case for improving information management.</td>
</tr>
<tr>
<td>k. Determine all costs associated with an information management initiative, e.g., acquisition costs, maintenance costs, one-time costs.</td>
</tr>
<tr>
<td>l. Determine the role of business and system requirements in an information management initiative.</td>
</tr>
<tr>
<td>m. Gather and analyze business and system requirements for an information management solution.</td>
</tr>
<tr>
<td>n. Identify the key steps required to implement an information management solution.</td>
</tr>
<tr>
<td>o. Develop a change management plan (e.g., roadmap, communications plan, training plan).</td>
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<tr>
<td>p. Explain the benefits and risks of either multiple IM architectures or a single repository solution.</td>
</tr>
</tbody>
</table>