

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.

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

Domain 1: Creating, Capturing, and Sharing Information	Topics (19)
<p>Includes the following topics:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Multi-channel capture <input type="checkbox"/> Document management <input type="checkbox"/> Collaboration <input type="checkbox"/> Digital preservation 	<ol style="list-style-type: none"> a. Name the preservation risk factors, e.g., format obsolescence, media/hardware obsolescence, media degradation. b. Determine the impact of using proprietary file formats on information creation, capture, and access over time. c. Identify the process entry point for different information types. d. Determine the best points of capture for different information types. e. Describe the benefits of using document management capabilities, e.g., check-in/check-out, version control. f. Determine strategy for digitizing paper documents, e.g., day-forward, backfile conversion, on-demand, and the factors that contribute to each. 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. h. Determine information management needs and issues associated with virtual teams (e.g., synchronous vs. asynchronous collaboration, geographic issues). i. Identify issues associated with sharing content across internal and external organizational boundaries, i.e., between departments, with customers. j. Describe issues associated with legacy collaboration approaches, e.g., email. k. Identify key features required for effective document-centric collaboration, e.g., version control, workflow, access controls. l. Determine whether and how to apply governance to collaboration environments/artifacts. m. Identify the preservation risk factors, e.g., format obsolescence, media/hardware obsolescence, media degradation. n. Identify the elements to include in a digital preservation strategy. o. Select the appropriate file format and storage media to ensure long-term access to information, e.g., PDF/A. 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. q. Identify the system of record/system of ownership for a given type of information. r. Describe the disposition of drafts and prior versions of final information product. s. Compare and contrast approaches or techniques to assess migration strategies for analyzing what is migrated.

Domain 2: Extracting Intelligence from Information	Topics (19)
<p>Includes the following topics:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Metadata <input type="checkbox"/> Taxonomies <input type="checkbox"/> Data recognition/extraction/standardization <input type="checkbox"/> Analytics/machine learning <input type="checkbox"/> Content migration <input type="checkbox"/> Content reuse <input type="checkbox"/> Search <input type="checkbox"/> Artificial Intelligence with large language models (LLM) 	<ol style="list-style-type: none"> a. Identify specific business benefits associated with effective metadata usage, e.g., lifecycle management, security management, improved findability. b. Define a metadata strategy and the elements to include, e.g., consistency of metadata model & vocabulary, metadata maintenance, mandatory vs. optional metadata, metadata automation. c. Describe and compare different methods for applying metadata to information objects, e.g., manual data entry, recognition technologies, inheritance, workflow, analytics. d. Identify the challenges of sharing/propagating metadata across tools and systems. e. Describe methods to improve the quality of metadata values, e.g., data validation, data masking, controlled vocabularies. f. Compare and contrast the use of formal classification schemes, search, and navigation and their impact on findability. g. Compare and contrast different approaches to developing classification schemes, e.g., thesaurus-based vs. hierarchical, organizational vs. matter/topical vs. functional. h. Identify the stakeholders for a formal classification scheme. i. Determine methods for extracting and capturing information from structured applications. j. Identify techniques for extracting information from scanned images, e.g., character recognition, barcodes. k. Identify the business benefits associated with automating information extraction, e.g., consistency, accuracy, automation. l. Identify common use cases for analytics and artificial intelligence, e.g., document categorization, topic recognition, named entity recognition and extraction, data loss prevention. m. Identify common risks associated with the use of analytics and artificial intelligence, e.g., resource availability, training data, model management, black box AI. n. Compare & contrast application and enterprise search capabilities. o. Identify the issues associated with collecting information from sources not owned/controlled by the organization, e.g., personal devices, commercial social media platforms. p. Determine the steps to include in a migration plan. q. Recognize the issues associated with migrating legacy content, e.g., from one location or system to another. r. Identify the key benefits of deploying a taxonomy for information governance (classification for retention, classification for security, high fidelity metadata for search). s. Identify the benefits and issues an organization may have with LLM.

Domain 3: Digitalizing Information-Intensive Processes	Topics (18)
<p>Includes the following topics:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Business analysis <input type="checkbox"/> Business process management <input type="checkbox"/> Robotic process automation <input type="checkbox"/> Case management 	<ul style="list-style-type: none"> a. Articulate typical reasons for business process change. b. Distinguish among different business processes and determine which are most suited for change. c. Compare and contrast different process scenarios, e.g., routing, workflow, BPM. d. Determine whether a process exists and can be automated. e. Identify the expected benefits from automating a business process, e.g., financial, non-financial, consistency, reporting. f. Compare different approaches to information gathering, e.g., interviewing, process mapping, customer journey-mapping. g. Identify elements of a process map using best practices and standard methodologies. h. Identify the limitations of process maps. i. Troubleshoot an existing business process. j. Determine how to plan routing of tasks or information using a workflow/BPM system, e.g., deadlines/time stamp, parallel processing, sequential processing. k. Select the right business process management-related technologies for a given scenario, e.g., routing, workflow, BPM, case management. l. Identify different metrics to capture about a process. m. Identify the key capabilities associated with robotic process automation. n. Identify key use cases that would benefit from robotic process automation. o. Describe the key capabilities associated with case management. p. Identify key use cases that would benefit from case management. q. Compare and contrast different approaches to signing digital documents, e.g., digital signatures, electronic signatures, signature blocks. r. Identify the benefits associated with the use of digital signatures.

Domain 4: Automating Governance and Compliance	Topics (26)
<p>Includes the following topics:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Information governance <input type="checkbox"/> Records management <input type="checkbox"/> Information security <input type="checkbox"/> Privacy and data protection <input type="checkbox"/> eDiscovery <input type="checkbox"/> Manage in place 	<ol style="list-style-type: none"> a. Define the concept of data and information stewardship. b. Identify and compare different types of inventories, e.g., information, system, process. c. Gather information about the business context of the organization, e.g., jurisdiction(s), nature of organization. d. Identify and describe IG roles & responsibilities, e.g., stakeholders, champions, center of excellence, community of practice, IG-specific roles, IG support roles. e. Evaluate existing IG strategy, processes, documents, and tools. f. Describe the importance of reviewing IG program with senior management. g. Describe the key considerations for using security technologies effectively, e.g., redaction, encryption, digital rights management. h. Define personal data including sensitive personal data, e.g., personally identifiable information, financial information. i. Describe the elements of Privacy by Design and how they apply to the organization's information assets. j. Identify the strategies for ensuring protection of personal data. k. Develop a process for conducting a privacy assessment. l. Define data sovereignty and describe its impact on the organization, e.g., data sharing, policies, architectural considerations. m. Explain how effective information management supports a privacy program. n. Develop a process for responding to a data breach (e.g., discovery, security, notification to regulators/those affected). o. Explain the purpose of capturing and managing records. p. Distinguish between records and non-records based on legal, historical, administrative, and operational requirements. q. Explain the benefits of automating common records management and compliance-related tasks (e.g., capture, classification, disposition). r. Determine how long to retain different types of content based on legal, regulatory, and operational requirements. s. Describe the purpose of a retention schedule. t. Identify the elements of a retention schedule, e.g., records identifiers, retention periods, disposition instructions. u. Compare & contrast different approaches to disposition of information based on the type and sensitivity of information and the type of media. v. Define legal holds and the importance of legal holds in the information lifecycle. w. Define the issues associated with collecting information from sources not owned/controlled by the organization, e.g., personal devices, commercial social media platforms. x. Provide information from a variety of sources in response to requests, e.g., litigation, audit, regulatory inquiry. y. Develop strategies around the access to data based upon roles, need to know, etc. z. Describe how the records practice of manage in place can benefit an organization.

Domain 5: Implementing an Information Management Solution	Topics (16)
<p>Includes the following topics:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Information management strategy <input type="checkbox"/> The business case for information management <input type="checkbox"/> Business requirements for information management <input type="checkbox"/> System design and implementation <input type="checkbox"/> Change management 	<ul style="list-style-type: none"> a. Identify the strategic benefits of intelligent information management, e.g., improved engagement, process automation. b. Determine the impact of an information management initiative, e.g., on ways of working, on business processes, on training and change management requirements. c. Develop an information management strategy, e.g., vision, key performance indicators, critical success factors, success measures. d. Identify the roles & responsibilities required for an information management implementation program, e.g., sponsor, champion, management, specialists, business users, others. e. Conduct a baseline organizational assessment, e.g., business and regulatory environment, organizational culture. f. Conduct a baseline technical assessment, e.g., existing enterprise architecture, system lifecycle stage. g. Identify existing information management-related systems and determine whether they can be used/expanded/improved for a particular information management initiative. h. Develop an information management program roadmap. i. Compare & contrast metrics for determining the success of an information management initiative, e.g., financial, non-financial, non-quantifiable. j. Develop a business case for improving information management. k. Determine all costs associated with an information management initiative, e.g., acquisition costs, maintenance costs, one-time costs. l. Determine the role of business and system requirements in an information management initiative. m. Gather and analyze business and system requirements for an information management solution. n. Identify the key steps required to implement an information management solution. o. Develop a change management plan (e.g., roadmap, communications plan, training plan). p. Explain the benefits and risks of either multiple IM architectures or a single repository solution.