CANDIDATE HANDBOOK

IGP

INFORMATION GOVERNANCE PROFESSIONAL

CERTIFICATION

Introduction

Welcome! Thank you for your interest in the Information Governance Professional (IGP) certification.

The IGP credential defines the competencies for implementing effective information governance practices, including accountability, transparency, integrity, protection, compliance, availability, retention, and disposition. The role of the information governance professional is strategic in nature, ensuring that opportunities to leverage information can be capitalized on, while preventing or mitigating risks posed by record keeping practices. The practice of information governance extends beyond the traditional role of a records manager, and the credential reflects this distinct body of knowledge and skills. As the highest industry credential for information governance professionals, the IGP certification indicates that certificants have demonstrated their competency in the practice of information governance and are dedicated to upholding high standards of ethical and professional practice.

This handbook contains the application procedures, the requirements for eligibility to sit for the IGP certification exam, and the policies that guide the decisions on certification. The IGP certification program is governed by the Information Governance Certification Board ("Certification Board"), which is a separately incorporated Certification Board established in agreement with the ARMA International. The Certification Board was established to provide guidance to the certification program and outreach to the profession, and to clearly separate the functions and decisions of certification from other ARMA programs, goals, and membership requirements. This practice is common in professional certification programs developed under the auspices of a parent organization in order to prevent conflicts of interest and the appearance of any such conflicts. This approach also assures that all certification decisions and practices comply with certification program requirements and are not linked to other Association programs or membership requirements. The certification program is administered by ARMA International staff, headquartered in Overland Park, Kansas.

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The Certification Program

The Certification Board is dedicated to offering a certification program that is credible and based on best certification practices; it is a long-term goal of the Certification Board to seek accreditation of the IGP program under ISO/IEC 17024 *Conformity Assessment—General Requirements for Bodies Operating Certification of Persons* administered by the American National Standards Institute (ANSI). In an effort to meet accreditation requirements, the certification program is comprised of the following key components:

- An independently operating Certification Board with policies and procedures guiding all decisions on certification
- Eligibility requirements and procedures for application submission and review
- An exam that tests the competency and knowledge requirements of information governance professionals today
- Recertification requirements for maintaining the credential
- A Code of Ethics all IGP certificants must abide by
- Complaints and disciplinary procedures

The Certification Board has spent considerable time and resources developing a certification program of integrity, balancing the interests of all stakeholders served by the credential, including business, industry, and the professions. In developing the program requirements, the Certification Board has adhered to practices that assure the following outcomes:

- Validity of the certification exam
- Fairness of the procedures for granting, maintaining, suspending, and removing the certification
- Requirements for qualifying to earn the certification
- Requirements for maintaining the certification
- Assurances that the public trust is served through the certification program
- Credibility in the administration and maintenance of the certification program

The exam's competency requirements emanate from a comprehensive job-task-analysis study that defines the job description for the information governance professional as follows:

> An information governance professional creates and oversees programs to govern the information assets of the enterprise. This person partners with the business to facilitate innovation and competitive advantage while ensuring strategic and operational alignment of business, legal, compliance, and technology goals and objectives. The information governance professional oversees a program that supports organizational profitability, productivity, efficiency, and protection.

Mission Statement

The mission of the Information Governance Professional certification program is to provide an information governance credential within an ethical and professional framework to support individuals to deliver organizational value and reduce risk.

Responsibilities of the Certification Board

The Certification Board provides oversight to the governance of the certification program and, in conjunction with certification personnel, is responsible for the following:

1. Develop and implement policies and procedures to assure the certification program is administered in conformance with best certification practices.

2. Provide oversight to the development and administration of a legally defensible, valid, and reliable certification exam.

3. Provide oversight to the development of all program components, including eligibility criteria, recertification requirements, ethics, and disciplinary procedures.

4. Appoint committees to support all program components and maintain a cadre of subject-matter experts to participate in all aspects of the program, including developing exam content, writing items for the exam, maintaining reliability and validity of the exam, establishing eligibility and recertification requirements, investigating complaints, upholding the Code of Ethics, assuring fairness and due process, and selecting qualified individuals for service.

5. Secure experts in test development to assure the exam is legally defensible, reliable, and valid and is maintained according to industry standards for test development and measurement.

6. Assure the security of the certification exam and the intellectual property associated with the credential.

7. Establish and implement the Code of Ethics required of certificants and administer the disciplinary program.

8. Make readily available to applicants, candidates, and certificants all policies, procedures, and program information relevant to earning and maintaining certification.

General Information

The Certification Board has contracted with Professional Testing, Inc. to provide guidance in developing, administering, maintaining, and scoring the exam, and to assure all program components are developed in accordance with best certification practices. The exam is computer-based and administered at a network of secure test sites owned and operated by Pearson VUE Worldwide through its testing partner, Professional Testing, Inc. Once the initial exam is launched, future exams will be offered during specified test windows. Specific testing opportunities are located on the website at www.arma.org/igp.

A passing score on the exam is required for an individual to earn the IGP designation. To qualify for the exam, each candidate must meet the eligibility requirements and must agree to abide by the Code of Ethics. Because certification is awarded for three years IGPs must recertify every

three years to maintain the designation. IGPs must also be current in payment of all fees and must not be found in violation of the Code of Ethics. Individuals who fail to comply with these requirements may have their certification withdrawn.

The candidate handbook describes all aspects of the certification process and should help candidates prepare for the exam. This handbook contains an overview of exam content, eligibility criteria, information on registering for the exam, guidelines for taking the exam, relevant policies and requirements, links to the application, and other information.

The certification staff handles all exam applications, score reports, requests for special accommodations, and general inquiries. Direct all inquiries to:

IGP Certification Staff
c/o ARMA International
11880 College Blvd; Ste. 450
Overland Park, KS 66210
CertificationStaff@armaintl.org

Complete and submit your application online. You may download *The Candidate Handbook* free of charge at www.arma.org/igp.

Applications must be completed in full, signed, and accompanied by the application fee. You must submit the signed Consent Statement.

You will be notified if information is incomplete on the application. The application is reviewed again after you have submitted the requested information. Failure to submit the completed application by the deadline may delay scheduling the exam.

Eligibility Requirements

You must meet the eligibility requirements when you submit your application. There are two options for demonstrating eligibility, as shown in the chart.

The Certification Board will audit a percentage of applicants prior to awarding the credential. If you are audited, you will have to submit additional documentation, but will be allowed to take the exam. You will receive additional information on the audit process if selected.

Educational Background	Management and Leadership Experience in Information Governance	Required Documentation, If Audited
Four-year degree (bachelor's degree or global equivalent) Candidates must submit a transcript or report from a global equivalence credentialing firm that is a member in good standing of the National Association of Credential Evaluation Services (NACES). All associated costs are the candidate's responsibility. www.naces.org	Minimum of three years of management or leadership experience in any of the following fields: RIM (including archives), law, compliance, audit, IT, privacy, or security. Experience must include management of staff or overseeing the direction of work of a department, organization, function, or major project or initiative related to one of the fields above.	A final transcript that indicates the date of graduation and degree title. Work experience documentation.
OR		
Secondary degree (high-school diploma, associate's degree, or global equivalent) Candidates must submit a transcript or report from a global equivalence credentialing firm that is a member in good standing of NACES. All associated costs are the candidate's responsibility. www.naces.org	Minimum of six years of management or leadership experience in any of the following fields: RIM (including archives), law, compliance, audit, IT, privacy, or security. Experience must include management of staff or overseeing the direction of work of a department, organization, function, or major project or initiative related to one of the fields above.	A final transcript that indicates the date of graduation and degree title. Work experience documentation.

Scheduling Your Exam

When approved, you are authorized to sit for the exam at the dates posted on the website at www.arma.org/igp. You will receive an e-mail with instructions on how to register for the exam. You will also receive an "Authorization to Test (ATT)" e-mail that contains your unique 20-character Candidate Identification Number. You will need this number in order to schedule your exam. You must bring your confirmation e-mail in either printed or electronic form to the test site.

The IGP certification exam is offered two times a year, and each exam administration is open for eight weeks. Once you have been notified that you are eligible to take the exam, you must schedule and take it within the next examination testing window (information available at www.arma.org/igp) or you will forfeit your application and exam fees.

You may schedule online or by phone.

To schedule online, go to http://www.pearsonvue.com/igp and click **Schedule Online**. You will be prompted to create a login and password and then to schedule your exam.

To schedule by phone, go to http://www.pearsonvue.com/igp and click **Schedule By Phone** to find the phone number and hours of operation for the call center for your country. When you call, a customer-service agent will help you find the testing centers nearest you.

Schedule your exam as soon as possible after your application is approved. Your authorization will be valid for 12 months from the date of approval; after that you will need to reapply and pay new application and exam fees.

Where to Test

You can find a list of available testing centers at http://pearsonvue.com/igp.

Taking the Exam - Overview

Admission to the Testing Center

Once you have made your exam appointment, Pearson VUE will send you a confirmation e-mail that contains the testing center's address. Bring this e-mail to the testing center in either hard copy or electronic form. Arrive 15 minutes before your appointment; late arrivals may not be accommodated and may be considered no-shows, which would result in you having to repay the associated fees.

You will need **two forms of identification** for admission: a primary ID and a secondary ID.

The name that appears on your two forms of identification must match the name on your exam registration. **Do not register under a nickname!** If you have already used a name that does not match that on your registration, contact the certification staff well before your testing appointment to change the name on your record.

The following forms of ID are accepted as primary ID:
- Government-issued driver's license
- State/national identification card
- Passport*
- Military ID*
- Alien registration card (green card, permanent resident visa)
- U.S. Passport card
- U.S. Department of State Driver's License

*The primary ID must contain a photo and signature unless the signature is embedded in the identification. When the signature is embedded, the candidate must present another form of signature identification from the primary or secondary list.

The following forms of ID are accepted as secondary ID:
- Any ID on the primary list
- Social Security card
- Credit card or bank ATM card (signature required).

At the Testing Center

The IGP exam is offered in Pearson VUE's global network of testing centers.

The exam administrator will not allow you to bring personal items into the exam area. Although locker storage is usually offered, it is best not to bring large bags, jewelry, electronics, and the like to the testing center. Consideration will be made for comfort items like pillows and tissues or medical necessities like crutches. The exam administrator is required to inspect such items.

You will be given an erasable note board or a small notebook consisting of erasable and reusable pages for your use during the exam.

Biometrics

Each testing center requires and electronic signature and digital photo. These will be processed at the testing center.

Accommodations

Candidates who require special accommodations must make a written request for the accommodation. The reason for the accommodation must be recognized under the Americans with Disabilities Act (ADA). The form to request accommodations is located at www.arma.org/igp.

Cancellations, No-Shows, and Rescheduling the Exam

You may cancel your scheduled exam (by phone or online) without penalty up to 24 hours before your appointment. You may make a new appointment without incurring a fee at the time you cancel or at some other time.

If you do not show up for your exam appointment and have not given the 24-hour notice, you will be considered a no-show. Likewise, you will be considered a no-show if you show up late and are not admitted, if you fail to present adequate identification, or if you refuse the nondisclosure agreement. You will be allowed to schedule a new test appointment upon paying the retest fee.

Getting Your Results

Notification of Pass/Fail Status

The first group of candidates will be notified in writing of their pass/fail status within four weeks of taking the exam. In the future, score reports will be issued at the test site. Results are not provided over the phone. Exam results are only given to you or your legal representative. The release of your exam results to any other person will only occur with your written request.

Retaking the Exam

Candidates who fail the exam may retake it, but they must pay the retest fee each time. Candidates who fail may retake the exam an additional two times. After a third failure, the candidate will be required to sit out 1 exam cycle and then reapply as a new candidate and pay all applicable fees.

Contact Information

Submit any name and contact changes to the certification staff at the address provided in this handbook. Failure to update your contact information may result in delays in receiving eligibility notices or exam results. Name changes must be accompanied by documentation such as court records.

Awarding Certification

Once you have passed the exam, the certification staff will notify you and send your certificate, along with any specific information you will need to remain an IGP certificant in good standing.

About the IGP Certification—Requirements and Exam Information

About the IGP Exam

Individuals meeting eligibility requirements must pass an exam to qualify for certification and earn the IGP designation. The exam consists of 140 multiple-choice questions that must be completed within two hours, forty-five minutes. 125 questions are scored; 15 are pre-tested for statistical purposes but not scored. Of those 125 exam questions, only the correct answers are counted. You will not receive feedback on the pre-tested questions. The exam blueprint is located at www.arma.org/igp.

Your test appointment is for three hours. You will have five minutes to agree to the nondisclosure agreement for the IGP exam. You will have 10 minutes to take a tutorial of the testing software. The tutorial is also available online at http://www.pearsonvue.com/athena/. Thereafter, you will have 2 hours and 45 minutes to take the exam. You are permitted to take restroom breaks, but they count against your allotted time.

The Certification Board develops exams using a psychometrically valid process. The exam was developed by subject-matter experts under the guidance of psychometricians (experts in measurement and test development). It is designed to measure the knowledge, skills, and abilities required to perform competently as an information governance professional. The exam questions were written and edited by subject-matter experts working with test development experts. The passing score was also determined by valid psychometric procedures. The Certification Board follows best practices in all of its test-development activities and has a high degree of confidence that only those who meet the competency requirements will pass the exam.

The exam questions cover the knowledge in each of the domains in the Examination Blueprint. You are encouraged to refer to the exam blueprint and the sample questions at www.arma.org/igp to assess your knowledge in the content areas and to identify the areas you believe will require additional preparation.

Application /Exam Fees:

Each application must be accompanied by a payment of $599.00 (USD). If the Certification Board decides you do not meet the eligibility requirements, you will receive a refund of $499. Fees are to be paid in U.S. dollars.

Language the Exam is Given In

The IGP certification exam is given in English only. Translation dictionaries or other translation aids are not permitted. All program materials are provided in English.

On the Day of the Exam

Report to the exam site as instructed in your appointment confirmation e-mail, and arrive at least 15 minutes before the appointment time. You must show your confirmation e-mail and two forms of acceptable identification. The name on the ID must match exactly the name submitted on the application or you will be denied admission.

Questions concerning the exam content will not be answered during the exam. Listen carefully to the instructions given by the proctor and read all directions thoroughly.

The IGP exam is closed book. Therefore you will not be permitted to bring any materials into the testing room. You will be provided a secure storage area for your valuables.

The following items are NOT PERMITTED in the exam room:
- Dictionaries or other reference materials
- Papers of any kind, except as provided by the proctor
- Telephones or signaling devices such as pagers or cell phones
- Alarms or recording/playback devices
- Photographic or image-copying devices
- Electronic devices of any kind
- Food or beverages

Exam Security

All exam materials are the property of ARMA International and the Certification Board. Removal of any material from the exam room is prohibited. Copyrights for the IGP exam are owned by the Certification Board. Any attempt to reproduce or memorize all or part of the exam is prohibited. Any unauthorized disclosure, publication, copying, reproduction, transmission, distribution, or possession of the exam content or materials in any form may subject you to civil liability and/or criminal prosecution, removal of certification, and/or restrictions on future access to certification exams.

The proctor may dismiss a candidate from the exam for any of the following reasons:
- If the candidate's admission to the exam is unauthorized
- If the candidate creates a disturbance or gives or receives help
- If the candidate attempts to remove exam materials or notes from the testing room
- If the candidate attempts to take the exam for someone else
- If the candidate has in his or her possession any forbidden items
- If the candidate exhibits behavior consistent with memorizing or copying exam items

Hazardous Weather or Local Emergencies

In case of hazardous weather or other emergencies, Pearson VUE will determine whether to cancel the exam. Every attempt will be made to administer all exams as scheduled. Candidates will be given as much advance notice as possible.

Comments, Complaints, and Appeals

Candidates can provide feedback on the fairness and technical accuracy of the exam content and procedures.

If you have a concern about administrative procedures at a testing site or have observed a breach of security or other improper conduct, then submit a report in writing to the certification staff within five calendar days after taking the exam. Such reports can be submitted by e-mail to CertificationStaff@armaintl.org. Reports must be submitted in writing within the five-day deadline in order to be considered by the Certification Board.

Challenging the Exam

You may challenge the accuracy of the exam but must do so using the Candidate Comment Form provided by the test administrator and before you receive your scores. No other comments will be accepted. The Examination Committee will review challenges within 30 days of receipt of the request and will notify candidates of their findings within 60 days of the final determination. Should the findings indicate a candidate was adversely affected by the content challenged, the Certification Board will provide a remedy.

Summary of Scoring Process

The Certification Board uses acceptable psychometric procedures to establish the minimum passing score for the IGP exam. The exam is criterion-referenced, which means that you are assessed against a defined body of knowledge, rather than being compared to other candidates or professionals. The final passing score is established by a panel of subject-matter experts who determine the minimally acceptable level of competence for awarding the IGP certification, and the passing score is applied to all test takers. You must achieve the passing score to pass the exam. There are no exceptions. Results are reported as "pass" or "fail."

Score Reports

You will receive your score report at the test center. Candidates who fail will receive a diagnostic report of their overall performance on each content area. This information is provided so you can see the areas of greatest weakness and better prepare to retake the exam. Scores issued at the test center are "unofficial." A quality check is performed post-exam, and the certification staff will issue the official score report to the candidate.

Cancellation of Scores

The Certification Board reserves the right to cancel any score if, in its professional judgment, there is any reason to question the score's validity. Conduct that warrants score cancellation may include:
- consulting study aids of any type during a testing session
- copying from notes or from another's answers during a testing session
- speaking or otherwise communicating with others during a testing session

- copying, photographing, transcribing, or otherwise reproducing test materials
- removing test materials from the site
- aiding others or receiving aid
- gaining improper access to the exam content before its administration.

Engaging in such misconduct may disqualify the individual from all future exams.

A significant increase in a score upon retesting might be investigated to ensure the authenticity of results.

Code of Ethics and Disciplinary Policies

Individuals who apply for certification must sign and return 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 Certification Board and to protect the stakeholders relying on the credential. The Code of Ethics may be accessed at www.arma.org/igp.

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: CertificationStaff@armaintl.org.

Training and Exam Prep Materials

The certification program does not provide training or preparatory materials for the exam, nor does it offer or endorse any training programs or courses. To do so would be a conflict of interest and a deviation from the stated purposes of the certification body.

As a courtesy to individuals interested in taking the exam, ARMA may publish on its website courses that may help candidates prepare for the exam. The Certification Board does not endorse any person, product, resource, or service as a means for achieving certification. You are encouraged to plan your own course of study by reviewing the Examination Blueprint, identifying any areas of weakness, and securing the resources to adequately prepare.

Confidentiality and Release of Information

Certification staff will not release any information about a candidate's exam application or performance to any employer, regulatory agency, or any other person or entity unless it has obtained written permission from the candidate or certificant in question. Personnel associated with any aspect of the certification program may not disclose any information about a candidate or certificant unless authorized to do so.

Certification staff will maintain an electronic directory of all certificants and will release upon request the names and certification status of individuals who have successfully completed the certification process.

Statement of Non-Discrimination

The Certification Board and all personnel associated with it do not discriminate among applicants, candidates, or certificants on the basis on age, sex, race, religion, national origin, or marital 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, which are still in development as of the date of this publication.

The certification staff will send reminder notices. Certificants should become familiar with the recertification requirements, which are a combination of continued work experience and professional development based on the concept of continued competence.

Trademarks and Copyrights

The "Information Governance Certification" and "IGP" designations are the property of ARMA International for the sole use of the Certification Board. Individuals who earn the IGP credential may 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 Certification Board and must be returned to certification staff upon request. Exam materials and publications

are copyrighted and protected under U.S. law. The Certification Board aggressively enforces the appropriate use of its property, and unauthorized use may result in sanctions or other penalties.

Preparing for the Exam

IGP Exam Blueprint

As you prepare for the exam, you are strongly encouraged to review the Examination Blueprint. It contains the major content areas and the percentage of the exam each content area represents. Use the blueprint to identify any content areas you may need additional help with, and ask yourself these questions:

- Which content areas represent the greatest number of test questions?
- How much time do I need to focus on these areas to prepare for the exam versus other areas?
- How does my current knowledge and skills compare to the content areas? Am I strong in some but weak on others?
- How much training or work have I done in the areas on the exam?

Your analysis of the content outline and your answers to these questions will help you determine where to spend your study time.

You may access the Examination Blueprint at www.arma.org/igp.

Testing Tips

On the day of the exam:

- Plan to arrive at the exam site at least 15 minutes before your appointment. If you have considerable distance to travel, consider arriving the night before.

- Eat a well-balanced meal before reporting to the site. Avoid excessive stimulants such as caffeine.

- Read and follow the instructions carefully. Ask the proctor for clarification if you are not sure about the instructions. Remember, the proctors will not answer questions related to exam content.

- Pace yourself by periodically checking your progress. Only the questions you answer correctly are scored. There are no penalties for answering a question incorrectly, so answer as many questions as you can. If you are unsure of a response, eliminate as many options as possible and choose an option from those that remain.

- You may go back to review any items at any time.

Fees

The IGP certification fees are published on the website. It is the applicant's responsibility to submit the correct fee. The correct payment must accompany the application for the IGP exam.

Recertification fees are due when the recertification application is submitted, and they must be paid in full. The IGP recertification fees are published on the website. It is the certificant's responsibility to submit the correct fee.

Retest Fees

Candidates who are unsuccessful on the IGP certification exam may reapply. Retest fees are $250. It is the applicant's responsibility to submit the correct fee and meet other retest requirements.

Other Fees

The Certification Board reserves the right to assess additional fees for handling late or incomplete applications, granting extensions, rescheduling an exam without a valid reason, and handling other circumstances it deems appropriate. All fees are published on the IGP Certification website at www.arma.org/igp.

Refunds

Refunds are granted only for accepted emergency cancellations, withdrawals from the exam process, or due to failure to qualify as a candidate. Refunds are granted at the discretion of the certification staff and are not granted to candidates who forfeit or fail the exam. Certification staff is authorized to withhold reasonable processing fees if refunds are granted.

Emergency Cancellations or Withdrawals

Circumstances that are considered grounds for an emergency cancellation or withdrawal of an exam include candidate illness, family death, jury duty, military duty, or state of emergency. Candidates who wish to claim an acceptable emergency must request in writing the cancellation or withdrawal from the exam and include supporting documentation.

Confidentiality

Information on the status of a candidate will only be discussed with the candidate or his or her legal representative. The certification staff may release information on a candidate's exam performance to an employer or entity only with written permission from the candidate. Only the pass/fail status will be disclosed.

The certification staff will release upon request the name and certification status of certificants who have successfully completed the IGP certification exam.

Position on Training and Education

The Certification Board does not require applicants for the IGP certification to take prescribed training from any entity. The Certification Board does not recommend or endorse any education programs as preparation for the certification exam, nor does it accredit or endorse any source of education as a guarantee of exam success.

Trademarks and Copyrights

The Information Governance Certification marks will be submitted to the U.S. Patent and Trade Office for registration. All exam materials and publications relating to certification are copyrighted. The trademarks and copyrights are protected under U.S. and international law. Unauthorized use of these marks or copyrights is prohibited.

Authorized and Appropriate Use of the IGP designation

The Certification 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. Information regarding the authorized-use requirements of the IGP designations will be sent to newly certified individuals with the certificate.