

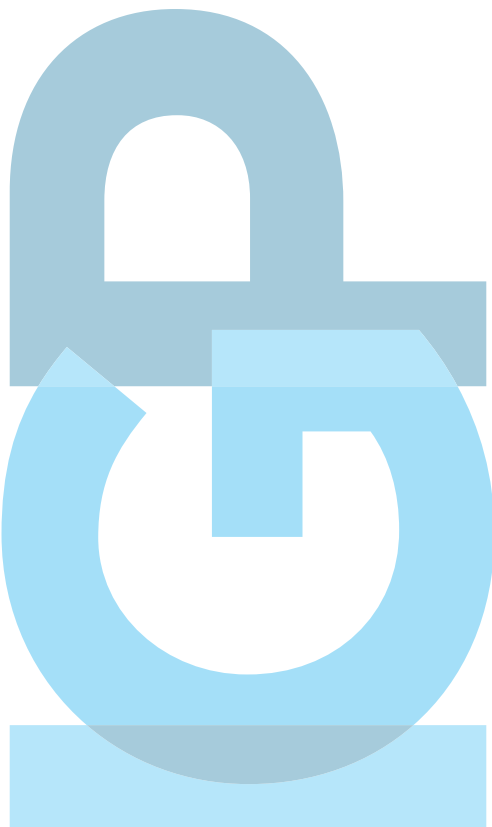


INFORMATION  
GOVERNANCE  
PROFESSIONAL



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### INTRODUCTION

Welcome to your journey to becoming a certified Information Governance Professional (IGP). The IGP credential defines the competencies for implementing effective information governance practices including steering committee, authorities, supports, procedural framework, capabilities, information lifecycle, architecture, and infrastructure.

The practice of information governance (IG) extends beyond the traditional role of a records manager, and the IGP credential reflects this distinct body of knowledge and skills. IGP certification indicates that certificants have demonstrated their competency in eight key areas of information governance and are dedicated to upholding high standards of ethical and professional practice.

This handbook contains the application procedures, the recommended candidate background 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 Committee, which is a committee established in agreement with ARMA International. All certification decisions and practices comply with certification program requirements and are not linked to other ARMA programs or membership requirements.

The certification program is administered by the ARMA International education department, which handles all exam applications, score reports, requests for special accommodations, and general inquiries.

Direct all inquiries to: ARMA International - Education Department | [armaservice@armaintl.org](mailto:armaservice@armaintl.org).

### ABOUT THE IGP EXAM

The IGP is the only premier certification focused exclusively on the high-level, strategic practice of information governance. ARMA International and the IGP Committee have been updating the IGP Certification Exam throughout 2021 and 2024 while maintaining the highest standards in accordance with ISO 17024. The board has contracted with Professional Testing, Inc. and Pearson VUE to provide guidance in developing, administering, maintaining, and scoring the updated exam.

This exam was developed by subject matter experts under the guidance of psychometricians (experts in measurement and test development), and the exam questions have each undergone evaluation during a trial period before being formally added to the exam as scored items. This exam is designed to measure the knowledge, skills, and abilities required to perform competently as an information governance professional.

The exam's competency requirements emanate from a comprehensive job-task-analysis study which 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.

”

## THE APPLICATION PROCESS

Applications for the IGP exam are submitted electronically and are open year-round. All captured data is stored in a secure manner in the certification database with access restricted to authorized personnel. However, it is recommended that applicants maintain a record of the supporting documents submitted with the application. All applicants are required to establish a profile on the ARMA website. Non-members of ARMA can still apply to take the exam by creating a non-member profile. The profile will ensure the candidate's certification process is maintained before and after designation.

Applications must be completed in full, signed according to the online instructions, and accompanied by the application fee to be considered for authorization to test. Applicants are required to apply with their legal name and agree to the code of ethics and consent statements. Once the application and its corresponding fee are submitted in full, approved applicants will receive a notice of authorization to test from Pearson VUE within 7-10 business days. After receiving this notice, candidates can then schedule a time to sit for the exam using the credentials and login provided.

**Candidates are required to register with their legal name.** Should any discrepancies be identified after an application has been submitted, please notify [armaservice@armaintl.org](mailto:armaservice@armaintl.org) as soon as possible.

Please note: Failure to submit a completed application with the corresponding fee may result in a rejected application.

## APPLICATION/EXAM FEES

Each application must be accompanied by a payment of \$599.00 (USD). The online application process requires payment by credit card in U.S. dollars. Applicants will have access to their receipt within their ARMA profile after payment.

## RETAKE POLICY

Candidates are allowed three attempts to pass the exam. There is a \$250.00 (USD) fee for each exam retake. A candidate must reapply to retake the exam within three months of their third attempt. After a third failure, the candidate will be required to wait one-year before being eligible to reapply as a new candidate.

The IGP committee 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.

If the committee decides a refund is in order, \$499.00 (USD) of the fee is refundable. 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 ARMA education department and are not granted to candidates who forfeit or fail the exam. ARMA is authorized to withhold reasonable processing fees if refunds are granted.

## EXAM ELIGIBILITY

Exam eligibility is dependent on completion of application and associated fees. The IGP committee does not require applicants to take any training or course of study from any entity to sit for the exam. The committee 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. The committee recommends that those who apply for the exam have a strong command



of the information governance implementation model (IGIM), current industry issues, e-discovery, technology, and case law—all of which are key components of information governance.

ARMA International reserves the right to accept or reject any and all applications, or separable portions thereof, and to waive any minor irregularity, technicality, or omission. By applying, the respondent acknowledges ARMA International's right to disregard or reject an application. Common reasons for application rejections include but are not limited to incomplete applications and failure to pay all applicable fees. Applicants who do not meet the eligibility requirements will be notified that their application has been denied, and the reason for the denial will be indicated. Record of the rejected application will be maintained for at least one year.

Applicants who are denied eligibility may request reconsideration by appealing to the committee. Requests for an appeal must be made no later than 30 days after the applicant is denied. Within 60 days of the receipt of the written appeal, the committee will conclude its deliberations. All decisions of the committee are final.

## ADA ACCOMMODATIONS

The committee complies with the ADA and will ensure no individual is deprived of the opportunity to take the certification exam solely by reason of a disability as defined by the ADA. Requests for special testing accommodations require documentation of a formally diagnosed and qualified disability by a qualified professional who has provided evaluation or treatment for the candidate.

Candidates who require special accommodations must make a written request for the accommodation during the application process. The accommodation request form is available for download within this handbook package and on the ARMA website. Please note that additional documentation may be required from your physician or therapist. The form and additional documents can be emailed to [armaservice@armaintl.org](mailto:armaservice@armaintl.org).

Candidates who are denied their request for special accommodations may file an appeal with the committee in accordance with the policies of the certification program. Requests for appeal must be sent to [armaservice@armaintl.org](mailto:armaservice@armaintl.org) within 30 days of the request being denied. The decision of the committee is final.



## EXAM SCHEDULING

Once an application is approved, candidates will receive an email confirmation from ARMA within 7-10 business days of their application. This email will contain a unique 20-character Candidate Identification Number (CandidateID) and exam scheduling information.

Testing takes place at Pearson VUE testing centers across the world or can be proctored online from your home or office. Candidates will schedule directly with Pearson VUE and may schedule online or by phone once the application is approved and a CandidateID has been issued.

Candidates are encouraged to schedule an exam appointment as soon as possible after approval. Authorization to test is valid for appointments for twelve months from the date of approval.

## THE TESTING PROCESS

The IGP exam is a computer-based test, made up of 140 multiple-choice questions.

Candidates will be allotted a 3-hour block of time to complete the exam. Of that 3-hour block, approximately 15 minutes are allotted to administrative processing and a review of the tutorial showing how to navigate the exam screens.

The exam questions cover the knowledge in each of the domains in the exam blueprint. Candidates are encouraged to refer to the exam blueprint to assess their knowledge in the content areas and to identify the areas they believe will require additional preparation.

The exam may include scenario-based questions. A scenario is a short description of a set of facts related to a possible information governance issue or situation. These multiple-choice questions must be answered in the context of the scenario.

The IGP certification exam and all program materials are in English only. Translation dictionaries or other translation aids are not permitted.

## CONTACT INFORMATION

Submit any name and contact changes to [education@armaintl.org](mailto:education@armaintl.org). Failure to update contact information may result in delays in receiving eligibility notices or exam results. Name changes must be accompanied by documentation such as court records.

## CANCELLATIONS, NO-SHOWS, AND RESCHEDULING THE EXAM

Candidates may cancel their scheduled exam (by phone or online through Pearson VUE) without penalty up to 24 hours before the appointment. Candidates may make a new appointment without incurring a fee so long as the new appointment is within their authorization to test window.

## NO-SHOW FEES

If candidates do not attend their scheduled exam appointment, have not given the 24-hour notice, or allow their authorization to test window expire, they will be marked as a no-show. Likewise, they will be considered a no-show if they arrive late and are not admitted, fail to present adequate identification, or refuse the nondisclosure agreement. No-show status is considered as a failed attempt; therefore candidates will be required to pay the retest fee (\$250.00 USD) before scheduling a new test appointment.

## IN-PERSON ONSITE TESTING: EXAMINATION ADMINISTRATION

Once a candidate has made an exam appointment, Pearson VUE will send a confirmation email that contains the testing center's address. Candidates should report to the exam site as instructed in the confirmation email and arrive at least 15 minutes before the appointment time. Late arrivals may not be accommodated and may be considered no-shows. Effective February 1, 2025, Pearson VUE will only require one (1) primary government issued photo ID to be presented during exam appointment check-in. The requirement to bring a secondary ID will no longer apply. The name on the ID **must match** the name submitted on the application exactly to be granted admission. The following forms of ID are accepted:

- 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.

## APPOINTMENT TIMING

Test appointment times are for three-hour blocks. Of that three-hour block, approximately 15 minutes are allotted to administrative processing and a review of the tutorial showing how to navigate the exam screens. Candidates are permitted to take restroom breaks, but breaks will count against the allotted time. The testing tutorial is available online at [pearsonvue.com/athena/](https://pearsonvue.com/athena/).

## EXAM ADMINISTRATION

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, candidates will not be permitted to bring anything into the testing room. The exam administrator will not allow any materials or 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. Candidates will be given an erasable note board or a small notebook consisting of erasable and reusable pages for use during the exam.

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. Copyrights for the IGP exam are owned by the committee. Removal of any material from the exam room is prohibited. 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 exam administration will be monitored for quality assurance.

The proctor may dismiss a candidate from the exam if the candidate:

- is unauthorized to test
- creates a disturbance or gives/receives help
- attempts to remove exam materials or notes from the testing room
- attempts to take the exam for someone else
- possess any forbidden items
- 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.

## BIOMETRICS

As part of Pearson VUE's test-security program, a palm-vein scan may be required at some testing centers. An electronic signature and digital photo are collected at all centers.

## ONLINE TESTING: EXAMINATION ADMINISTRATION

Candidates must check-in thirty (30) minutes before the exam start time, when the check-in window opens. Candidates will be required to download the OnVUE software and conduct a systems check to ensure the computer is ready for the test.

Candidates may test at their home residence or in their office of employment. Candidates will be monitored by a certified proctor via webcam and microphone throughout the test to ensure the integrity and security of the exam experience.

All candidates will be required to take photos of a government-issued ID, testing environment, and themselves (headshot). After the photos are reviewed, the exam will begin. Most candidates will start the exam within 15 minutes of their appointment time. If the pictures do not pass the review,





candidates will be assisted by a greeter as soon as possible to troubleshoot. If connection is lost during check-in to take the examination and the proctor has not contacted the candidate within thirty (30) minutes, the candidate will need to reschedule the exam. The fee to reschedule will be waived.

- The test area must be in a walled room, with a closed door and without distractions.
- Candidates must demonstrate the desktop is clean and not within arm's reach of books, notepads, sticky notes, papers, pens, pencils, and other writing instruments/objects, or other articles.
- Additional monitors and computers must be unplugged and turned off.
- Items on the wall with writing on them, such as whiteboards, will be inspected.
- Individuals other than the candidate may not see the computer screen that presents the examination questions. No one else is permitted in the room during testing. If another person enters the room during testing, the exam will be terminated.
- Candidates are not permitted to leave the room during testing. Breaks are not allowed during testing for any reason. If the candidate leaves the room, the proctor will end the session and the candidate will be unable to continue testing.
- Water in a clear glass is allowed during testing; however, eating, smoking, and chewing gum are prohibited.

## TECHNICAL REQUIREMENTS

Candidates are responsible for reviewing and understanding the latest technical requirements and running a system test before exam day (ideally before scheduling an OnVUE appointment). This information can be found on the Pearson VUE website at the following address: [home.pearsonvue.com/pti/onvue](https://home.pearsonvue.com/pti/onvue).

Required/recommended equipment:

- Required: a desktop or a laptop; tablets and touch screens cannot be used for the exam.
- Required: a single monitor. Extra monitors are not allowed; remove them from the testing room or show them as unplugged in testing environment photos.
- Required: if using a laptop with an external monitor, the lid of the laptop must be closed and the use of an external mouse, keyboard and webcam are mandatory.
- Recommended: a personal computer rather than a work computer, which may have additional security that can interfere with the testing session.
- Recommended: use a wired internet connection rather than WiFi, if possible. A connection failure or interruption can interfere with, or even end, the OnVUE testing session. Take these steps to avoid disconnection:
  - » If using WiFi, ask that other household members do not use the internet during the exam
  - » Disconnect any VPNs; OnVUE does not work well with VPNs
  - » Mobile hotspots are not permitted

## DIFFERENCES BETWEEN EXAM DELIVERIES

- Only one Government issued ID is required for online OnVUE exams, two forms of identification are required at in-person testing centers.
- Breaks are NOT permitted during an OnVUE exam, while breaks are permitted at in-person testing centers. If an OnVUE candidate has a medical condition that requires them to take a break during the exam, candidates may submit a special accommodation request to permit the candidate to take a break during an OnVUE exam.
- OnVUE exams may only be scheduled online. Testing center appointments may be scheduled online or by calling PVUE customer service.
- OnVUE appointments are available 24 hours per day.

## 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.

## EXAM RESULTS

A passing score on the exam is required for an individual to earn the IGP designation. Candidates will receive an unofficial pass/fail report at the test center or online on the day of the exam. At the beginning of each month, passed candidates will receive an official confirmation from ARMA after a quality check has been performed and post-exam results are finalized.

Candidates who fail the exam will receive a diagnostic report of their overall performance on each content area. This information is provided for failed candidates to review any areas of weakness and prepare accordingly to retake the exam. To maintain the integrity of the exam, candidates who pass the exam will not receive a diagnostic report of their overall performance.

The IGP committee uses acceptable psychometric procedures to establish the minimum passing score for the IGP exam. The exam is criterion-referenced, which means that this exam is assessed against a defined body of knowledge rather than other candidates. The final passing score is established by a panel of subject matter experts who determine the minimally acceptable level of competence for awarding IGP certification, and that passing score is applied to all test takers. Candidates must achieve the passing score to pass the exam. Results are reported as pass/fail.

The committee 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.

RECOMMENDED CANDIDATE BACKGROUND

While not required to submit an application, the IGP committee recommends that candidates meet the educational and work experience requirements shown in the following chart.

Recommended Educational Background	+	Recommended Management and Leadership Experience in IG
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▶ <b>Four-year degree</b> <i>(bachelor's degree or global equivalent)</i>	Minimum of <b>three</b> years of management or leadership experience in any of the following fields: <ul style="list-style-type: none"><li>• RIM (including archives)</li><li>• Law</li><li>• Compliance</li><li>• Audit</li><li>• IT</li><li>• Privacy</li><li>• Security</li></ul>
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*Experience should include managing staff or overseeing a department, organization, function, or major initiative related to one of the fields in the list.*

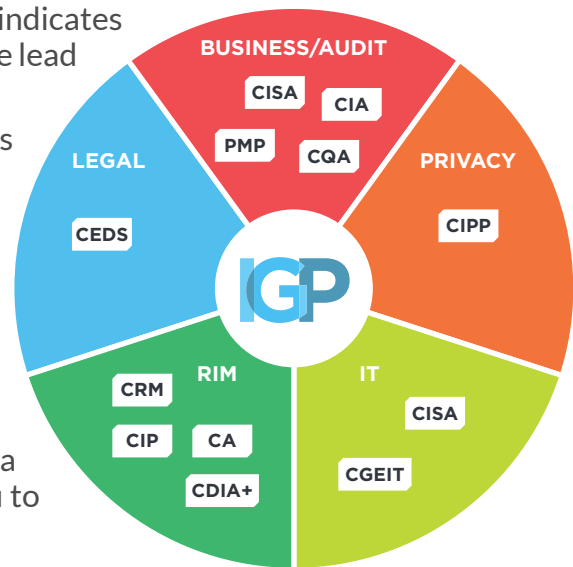
▶ <b>Secondary degree</b> <i>(high-school diploma, associate's degree, or global equivalent)</i>	Minimum of <b>six</b> years of management or leadership experience in any of the following fields: <ul style="list-style-type: none"><li>• RIM (including archives)</li><li>• Law</li><li>• Compliance</li><li>• Audit</li><li>• IT</li><li>• Privacy</li><li>• Security</li></ul>
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*Experience should include managing staff or overseeing a department, organization, function, or major initiative related to one of the fields above.*

## WHY YOU NEED THE IGP

The IGP certification will distinguish you from others in the profession and, in turn, help you advance your career. The skills and knowledge it indicates empower you to advance your organization's goals as you take the lead in leveraging its information assets and minimizing its risk.

In the graphic, note how the IGP credential is centered and has a stake in the other prominent information-related designations. Legally defensible IG requires an ongoing collaboration among the business areas shown in the graphic: business/audit, legal, privacy, RIM, and IT.



## CERTIFICATION VS. CERTIFICATE

It is easy to confuse certifications and certificates and to use the terms interchangeably, but they are distinctly different. Each has a place in your professional development, so it's important for you to understand their differences and the value of each one.

Certificates are like diplomas. They indicate you have completed a training program to learn certain things and have passed the related exam. They do not require additional work or continuing education.

Certifications indicate that you have attained a specific level of professional knowledge and skills based on established competencies, and you have demonstrated this by successfully completing an exam. They generally have stringent eligibility requirements, and many require certification holders to complete continuing education to maintain the certification. Continuing education is important in fields that are changing rapidly to ensure that certification holders' professional knowledge and skills are expanding to keep up with the changes and to assure employers or potential employers of their continuing competence in the defined field.

## IGP EXAM BLUEPRINT

As candidates prepare for the exam, they are strongly encouraged to review the exam blueprint. The IGP Exam Blueprint contains the major content areas and the percentage of the exam each content area represents. Candidates can utilize the blueprint to identify any content areas they may need additional help with. Candidates are encouraged to ask the following questions when preparing for the exam:

- How does my current knowledge and skills compare to the content areas? Am I strong in some but weak on others?
- 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 vs other areas?
- How much training or experience have I completed in the areas on the exam?

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

## TRAINING AND EXAM PREP MATERIALS

The committee does not endorse any person, product, resource, or service as a means for achieving certification.

Candidates are encouraged to plan their own course of study by reviewing the exam blueprint, identifying any areas of weakness, and securing the resources to adequately prepare.

As a courtesy to individuals interested in taking the exam, ARMA may publish educational resources that may help candidates prepare for the exam on its website.

ARMA International has an array of educational resources that promote the fundamental and foundational concepts found within the IGP Exam. Available resources can be found at [arma.org/igp](https://arma.org/igp).

## TESTIMONIALS FROM IGPS

The best advice often comes from those who have gone through the certification experience. Here's what some of your peers have said.

"The IGP certification is a nice complement to the CRM. If you are a professional with risk management and information control and protection responsibilities, the IGP is value-added to your credentials and career aspirations."

*Brian B. McCauley, IGP, CRM  
McDermott Will & Emery LLP*

"I believe the IGP credential has the potential to be the gold standard for certifications in the governance space. This certification, along with my experience, has allowed me to position myself as a thought leader in the information governance space."

*Jim Merrifield, IGP  
Robinson & Cole, LLP*

"The concept of IGP identifies multiple information management stakeholder environments, of which RIM is one. Therefore, I wanted to ensure that I obtained this vital certification to enhance my current information management industry certifications/and skillset to continue to be a valuable industry leader and advisor in the ever-changing information management environment."

*Deborah L. Dotson, IGP, CRM, CIP*

"I decided to sit for the IGP because it fit neatly into my professional goals, tying in traditional records management with legal and technology requirements for continuing education. I think the IGP ties together several areas (IT, e-discovery and legal, security, business, and audit) in a way that allows information professionals to be informed and aware of issues across any organization. It provides a well-rounded skill set that should allow me to speak to these issues in an intelligent way and act as a go-between during discussions among my departments. While no one can be an expert in everything, the IGP provides a balanced approach to knowing many of the day to day issues I face."

*Brian K. Starck, IGP, CRM, CEDS, CIP  
Regional Transportation District*

"I took the IGP and wanted the credential because I firmly believe that IG is the future of the IM field. IG gives name to what many, but not all, RIM practitioners have been trying to accomplish for some time now: the cross-functional and holistic management of an organization's information assets in a way that mitigates risk and cost and enhances compliance and value."

*Jason C. Stearns, IGP  
Arrayo*



### AWARDING CERTIFICATION

The purposes of the IGP certification are to establish standards of knowledge and competence in the field of information governance and to assure the ethical practices of certified individuals. Only candidates who are successful in passing the written exam, meet all criteria for certification, and remain in good standing are considered certified.

Certification is awarded for a period of three years. Individuals who pass the exam, wish to be issued the certification, and use the IGP designation must meet all certification requirements. Passing the exam does not assure attaining certification. The committee has the sole responsibility for making all certification decisions.

When certification is denied, suspended, or revoked, an appeal may be filed with the committee in accordance with the appeals process.



### DIGITAL BADGING

ARMA International has partnered with Credly to provide a digital version of credentials. Digital badges can be used in email signatures or digital resumes, and on social media sites such as LinkedIn, Facebook, and Twitter. This digital image contains verified metadata that describes qualifications and the process required to earn them.

Certificates are available for download and print by accessing granted digital badges through Credly. More information regarding digital badges can be found on the ARMA website at [arma.org/page/DigitalBadges](https://arma.org/page/DigitalBadges).

### AUTHORIZED AND APPROPRIATE USE OF THE IGP DESIGNATION

The committee 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.

## IGP RECERTIFICATION REQUIREMENTS

To be eligible for recertification, certificants must complete a minimum of 60 contact hours (CEUs) within their three-year cycle. Expiring certificants will be required to complete a recertification application and pay the \$250.00 (USD) recertification fee. Each recertification year, approximately 10% of IGP CEU records will be audited by the IGP board. Upon approval, recertification will be awarded for a period of three years.

ARMA will identify, contact, and instruct expiring certificants on the renewal process. Certificants will be required to recertify before their certification expires.

## LATE RECERTIFICATION APPLICATION FEE POLICY

Recertification applications are due by 11:59 pm Central on December 31<sup>st</sup> of the Applicant's recertification year. A late fee of \$50 USD will apply to applications submitted past the recertification deadline, up to January 31<sup>st</sup> of the year following the end of the Applicant's recertification cycle. The late fee must be paid at the time of submitting the recertification application.

Late applications will still be subject to the regular recertification requirements and review process. The late fee is non-refundable, regardless of the outcome of the recertification application. No recertification applications will be accepted after January 31<sup>st</sup> of the year following the end of Applicant's recertification cycle.

## IGP RECERTIFICATION CYCLE EXTENSION POLICY

ARMA International recognizes that there may be times when an IGP Certificant is unable to complete the requirements for recertifying within the mandated three-year period. IGP Certificants in good standing may request a one-year extension of one recertification cycle. Requests for extensions must be submitted within the last six months of the third year of a Certificant's recertification cycle.

Granted extension requests require a \$100 non-refundable fee to be paid by the IGP certification holder.

IGP Certificants that are granted a one-year extension will be required to obtain an additional number of CEUs prorated to reflect the additional year, e.g., 80 CEUs for an extended four-year cycle. Certificants granted an extension will be subject to audit of their recertification application for that cycle. Upon successful recertification of their extended cycle, the expiration for the IGP's recertification will revert to the standard three-year cycle. Consecutive extensions are not allowed.



## CEU RECERTIFICATION REQUIREMENTS

At the time of recertification, certificants must attest they have acquired the appropriate number of CEUs as listed in the categories below:

**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 as well as adherence to laws and regulations.

**Legal (4 hours required):** topics related to laws and regulations impacting information handling, e-discovery practices, and their impacts on IG.

**Technology (4 hours required):** topics related to the use of technology in regards 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 as well as the ethical standards and moral codes governing human conduct in society.

**General (19 hours required):** general electives, IGP related topics that can be spread across any of the categories.

**Carryover credits:** If you have exceeded your 60 CEU credits during your 3-year recertification cycle (assuming you have met the credit category requirements listed above), you may carry over up to 15 CEU credits (in any category) into the next certification cycle.

Assignment of credits into specific categories is at the certificant's discretion. Category assessment will be evaluated for recertification using a standard of reasonableness. Certificants should assign CEUs to the appropriate category based on the key topics of an activity or session 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. This does not apply to conferences representing multiple categories.

## AWARDING CREDITS

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

- Attendance at educational events (chapter workshops, seminars, conferences, etc.) that map to the credit categories; Individual must indicate which category the content applies to.
- Participation in an item writing session for the IGP exam—automatically granted upon conclusion of an exam writing session.
- Participation in formal standards-writing activities pertaining to an information governance category 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 or 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.

## MAINTAINING AND REPORTING CREDITS

Credit-earning events must include industry-related educational content and must be a minimum of 30 minutes in length. An IGP must maintain their own personal CEU records. CEU records and tracking must include:

- Activity Name
- Description
- Date of Activity,
- Timeframe (Length) of Activity
- IGP Credit Category
- Activity Code (if available)
- Supporting Documentation (certificate of attendance, attendee badge, confirmation email, etc.).

Certificants are welcome to utilize their ARMA profile to track CEU records. This journal tool can be found within individual's profile under MyCertifications..

Use of this tracking method must be followed according to the field requirements. ARMA is not responsible for loss of progress or journal errors. A backup log of CEU entries is recommended.



## PRE-APPROVAL OF CREDITS

Any sponsoring organization (e.g., chapter, association, training organization, etc.) can submit an event for pre-approval of IGP credits. Event organizers will be asked to provide a description of the content, a schedule of events, and an indication of the IGP domain(s) to which their content applies. Visit the [Application for IGP Credit Pre-Approval page](#) for additional information.



### CODE OF ETHICS AND DISCIPLINARY POLICIES

Individuals who apply for certification must acknowledge and accept 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 the IGP Code of Ethics 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 committee and to protect the stakeholders relying on the credential. The Code of Ethics can be found below.

#### PREAMBLE

Holders of the Information Governance Professional certification recognize that certification is a privilege that must be earned and maintained. Through earning the IGP certification, individuals demonstrate effective information governance built upon recordkeeping standards and principles and upon their commitment to upholding high standards of practice through adherence to a Code of Ethics. Certificants shall, in their management and handling of information, sustain and advance the essential elements of information governance, including accountability, transparency, integrity, protection, compliance, availability, retention, and disposition. Certified individuals who knowingly violate the Code of Ethics will be subject to an investigation that may result in sanctions, including revocation of the designation.

#### PURPOSE

The Code communicates the principles and behaviors required of IGP-certified individuals, and it is a requirement for earning and maintaining IGP certification. Adherence to the Code further demonstrates the commitment of certified individuals to upholding the trust of the public, society, and the profession.

#### CODE OF ETHICS

The IGP-certified individual shall adhere to the following requirements:

1. Demonstrate integrity, honesty, and fairness.
2. Affirm the legal, ethical, and moral use of information.
3. Comply with applicable laws.
4. Protect the confidentiality of proprietary information.
5. Protect the privacy of individuals.
6. Report illegal or unethical practices.
7. Avoid compromise of professional judgment by conflicts of interest or the appearance thereof.
8. Represent their qualifications and certifications truthfully and accurately.
9. Accurately represent the purposes of certification and associated competencies.
10. Maintain professional competence in all areas of responsibility and undertake assignments only when qualified by education and/or experience.



11. Accept responsibility for maintaining the credential through re-certification.
12. Use the IGP designation and property as authorized.
13. Uphold and abide by the policies of the IGP Certification Board.
14. Act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin, or disability.
15. Issue public statements in an objective and truthful manner and only when founded upon knowledge of the facts and competence of subject matter.

## 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 committee requires its certificants to remain in good standing by complying with the tenets of the Code of Ethics. As such, the board reserves the right to sanction certificants found to be in violation of the code, following the investigation of such complaints in accordance with its published procedures. The committee will make available upon request and will publish all decisions resulting in sanctions—including the name, certification, code violated, and sanction imposed.

## INVALIDATING SCORES

The committee is primarily concerned with reporting only valid scores, though there may be occasions that necessitate invalidating scores. The committee reserves the right to cancel or withhold exam scores if there is any reason to question their validity. Exam results may be canceled or invalidated if an investigation reveals that policy violations have been committed.

Suspected misconduct will raise doubts about a score. In such cases, the candidates will be notified of an investigation and will be required to cooperate with it. They will be made aware of the investigatory procedures to ensure they're treated fairly. Some scores may be invalid due to circumstances beyond a candidate's control, such as faulty exam materials or issues occurring at the testing site. In these cases, retesting will be arranged.

## DUE PROCESS

The committee 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.

## COMMENTS AND COMPLAINTS

Candidates can provide feedback on the fairness and technical accuracy of the exam content and procedures. If there are concerns about administrative procedures at a testing site, a breach of security or other improper conduct has been observed, then submit a report in writing to the ARMA International education department within five calendar days after taking the exam. Such reports can be submitted by email to [armaservice@armaintl.org](mailto:armaservice@armaintl.org). Reports must be submitted in writing within the five-day deadline in order to be considered by the committee.

Any individual may file a complaint against a certified individual. Only complaints that follow the committee's procedures will be considered. To initiate a complaint, send an email to [armaservice@armaintl.org](mailto:armaservice@armaintl.org) and a representative of the board will contact you to review. Complaints and any supporting documentation will be reviewed by the committee. The decision of the committee is final.

## CHALLENGING THE EXAM

Candidates may challenge the accuracy of the exam but must do so using the Candidate Comment Form provided by the test administrator and before receiving their pass/fail status report. No other comments will be accepted. The 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 board will provide a remedy.

## CONFIDENTIALITY AND RELEASE OF INFORMATION

ARMA 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.

The education department will maintain an electronic directory of all certificants and will release the names and certification status of individuals who have successfully completed the certification process.

## STATEMENT OF NON-DISCRIMINATION

The committee 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.

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 ARMA International education department for information. Direct all inquiries to: [armaservice@armaintl.org](mailto:armaservice@armaintl.org)

## IGP COMMITTEE

The IGP program is governed by the IGP committee. This committee guides the certification program and clearly separates the functions and decisions related to certification from other ARMA International programs. The committee has spent considerable time and resources developing a certification program of integrity, balancing the interests of all stakeholders served by the credential. The committee oversees the program through established processes that ensure the following outcomes:

- Validity of the certification exam that tests the competency and knowledge requirements of information governance professionals today
- Fairness of the procedures for granting, maintaining, suspending, and removing the certification
- Recommended candidate background and qualification requirements, as well as requirements for maintaining the certification
- Assurance of public trust in the methods and processes used by IGP credential holders
- Credibility in the administration and maintenance of the certification program

## 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 IGP COMMITTEE

The committee provides oversight 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. Consult 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.
3. Provide oversight to the development of all program components, including recommended candidate background, recertification requirements, ethics, and disciplinary procedures.
4. Appoint committees of subject matter experts to participate in and support all program components. These components include: developing exam content, 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. Assure the security of the certification exam and the intellectual property associated with the credential.
6. Make readily available to applicants, candidates, and certificants all policies, procedures, and program information relevant to earning and maintaining certification.

## TRADEMARKS AND COPYRIGHTS

The “Information Governance Certification” and “IGP” designations are the property of ARMA International and the IGP committee.

Individuals who earn the IGP credential may use these designations as long as their certification has not expired, been suspended, been revoked, or been voluntarily relinquished. Copies of the certificate are the property of ARMA International and must be returned to the ARMA education department upon request.

Exam materials and publications are copyrighted and protected under U.S. law. ARMA and the committee aggressively enforces the appropriate use of its property, and unauthorized use may result in sanctions or other penalties.

The Information Governance Certification marks have been 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.