Exam Blueprint for CIP 2019 Exam Blueprint and Outline

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

Domain 1: Creating and Capturing Information	Topics
Includes the following topics: • Multi-channel capture • Document management • Collaboration • Content migration & integration • Knowledge management	a. Select the appropriate file format for creating and capturing content based on business requirements, e.g. target audiences, access to content over time, regulatory requirements 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 point of capture for different information types e. Describe the benefits of using document management capabilities, e.g. check-in/check-out, version control f. Identify the system of record/system of ownership for a given type of information g. Develop a process for capturing content, e.g. what to capture, approvals, audits h. Determine the requirements for multi-channel capture, e.g. platforms, routing and workflow, classification, and security i. Determine strategy for digitizing paper documents, e.g. day-forward, backfile conversion, on-demand, and the factors that contribute to each j. Compare and contrast the content 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 k. Determine information management needs and issues associated with virtual teams (e.g. synchronous vs. asynchronous collaboration, geographic issues) l. Identify issues associated with sharing content across internal and external organizational boundaries, i.e. between departments, with customers m. Identify issues associated with legacy collaboration approaches, e.g. email n. Identify key features required for effective document-centric collaboration, e.g. version control, workflow, access controls

	o. Determine whether and how to apply governance to collaboration environments/artifacts p. Differentiate between tacit and explicit knowledge and their impact on an information management program q. Define and compare approaches to expertise location, e.g. social graphing, analytics r. Identify the steps to include in a migration plan s. Determine issues associated with migrating legacy content, e.g. from one location or system to another

Domain 2: Extracting Intelligence from Information	**Topics**
Includes the following topics: • Metadata • Taxonomies • Data recognition/extraction/standardization • Analytics/machine learning/AI • Search	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 v. 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. Identify approaches to automating metadata application and the benefits associated with them g. Compare and contrast the use of formal classification schemes, search, and navigation and their impact on findability h. Identify the benefits of developing and deploying a thesaurus in support of search and classification i. Compare & contrast different approaches to developing classification schemes, e.g. thesaurus-based vs. hierarchical,

	organizational vs. matter/topical vs. functional j. Identify the stakeholders for a formal classification scheme k. Determine methods for extracting and capturing information from structured applications l. Describe the benefits of using digital forms to capture structured data m. Identify techniques for extracting information from scanned images, e.g. character recognition, barcodes n. Identify the business benefits associated with automating information extraction, e.g. consistency, accuracy, automation o. Identify common use cases for artificial intelligence, e.g. document categorization, topic recognition, named entity recognition and extraction, data loss prevention p. Identify common risks associated with the use of artificial intelligence, e.g. resource availability, training data, model management, black box AI q. Describe and apply techniques for automating information extraction, description, & classification, e.g. autocategorization, autoclassification, entity extraction, summarization r. Compare & contrast application and enterprise search capabilities

Domain 3: Digitalizing Information-Intensive Processes	**Topics**
Includes the following topics: • Business analysis • Business process management • Robotic process automation • Case management • Decision management	a. Articulate typical reasons for business process change b. Distinguish among different business process scenarios and determine which are most suited for change c. Determine whether a process exists and can be automated d. Identify the expected benefits from automating a business process, e.g. financial, non-financial, consistency, reporting e. Compare different approaches to information gathering, e.g. interviewing, process mapping

	f. Develop a process map using best practices and standard methodologies g. Identify the limitations of process maps h. Troubleshoot an existing business process i. Determine how to plan routing of tasks or information using a workflow/BPM system, e.g. deadlines/time stamp, parallel processing, sequential processing j. Select the right business process management-related technologies for a given scenario, e.g. routing, workflow, BPM, case management k. Identify different metrics to capture about a process l. Identify the key capabilities associated with robotic process automation m. Identify key use cases that would benefit from robotic process automation n. Describe the key capabilities associated with case management o. Identify key use cases that would benefit from case management p. Identify the benefits associated with decision management q. Identify key processes and use cases that would benefit from decision management r. Describe the benefits associated with the use of digital signatures

Domain 4: Automating Governance and Compliance	**Topics**
Includes the following topics: • Information governance • Records management • Information security • Privacy and data protection • eDiscovery • Digital preservation	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 compare 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 key considerations for using security technologies effectively, e.g. redaction, encryption 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. Describe 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. Describe 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. Identify preservation risk factors, e.g. format obsolescence, media/hardware obsolescence, media degradation z. Identify the elements to include in a digital preservation strategy

Domain 6: Implementing an Information Management Solution	**Topics**
Includes the following topics: • Information management strategy • The business case for information management • Business requirements for information management • System design and implementation • Change management	a. Identify the strategic benefits of improved 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 implications of cloud vs. on-premises deployment, e.g. costs, security, uptime, management/maintenance, lock-in o. Identify the key steps required to implement an information management solution p. Develop a change management plan (e.g. roadmap, communications plan, training plan)