



Charmaine Brooks, CRM erm^m

Overview

Ms. Brooks' extensive background provides for the full range of administrative and records management expertise. She gained a broad base of knowledge in digital Content Management integrated Records Management software solutions as the Manager of Administrative Services for Stellent, Inc. a major Content Management Systems provider. Charmaine provided analysis and consultation to field professionals regarding the implementation of digital based Record Management systems at Select Technologies, Inc. and Optika, Inc. She has also been Records Manager for Micron Technology, Inc., a leading worldwide provider of semiconductor memory solutions; and Records and Information Management Coordinator at the Idaho National Engineering Laboratory.

Significant Projects

RECORDS MANAGEMENT PROGRAM

- Developed and administered enterprise-wide records and information management policies and procedures for global semiconductor company with 10,000+ employees.
- Implemented records and information management program to identify record keeping requirements for legal, regulatory, and business needs.
- Developed policies and procedures for all records management functions.
- Developed and conducted training for all employees including new employee orientation, department liaisons, and records management staff.
- Managed offsite records center for all media types, ensuring security, accessibility, and disposition.

RECORDS RETENTION SCHEDULES PROGRAM

- Analyzed existing retention schedules.
- Conducted enterprise-wide and departmental records inventories.
- Consolidated record series and reclassified records in Records Management System.
- Monitored compliance with new and existing legal and regulatory requirements.
- Prepared documentation for citations and laws pertaining to the records retention schedules.
- Developed, maintained, and audited corporate policies and procedures, including Records Management.

MICROSOFT OFFICE SHAREPOINT SERVICES (MOSS)

- Developed classification structure for organization-wide MS SharePoint deployment.
- Collaborated with IS project leads to map retention requirements for documents and records.
- Advised team on retention requirements for records in accordance with the corporate records retention schedules.

CORPORATE WIDE RECORDS MANAGER

Developed and directed all activities associated with records management functions for the company and subsidiaries. Established systems and procedures and supervised individuals to operate the records management program. Developed and conducted records surveys and inventories enterprise-wide and at departmental level. Maintained retention schedules in accordance with applicable laws, regulations, and business requirements.

Implemented Compliance Management System for tracking, audits, and findings for non-compliance. Processed and distributed modifications and updates to the General Records Schedule. Interfaced with all levels of management.

Maintained a working relationship with all levels and departments to plan for and meet the record retention requirements of the company. Developed and conducted enterprise-wide education and training program for new hires, department coordinators, and records management staff. Coordinated destruction process with department managers and the legal and tax departments. Managed record center operations and staff including facilities management, litigation and audit support, check in/check out, destruction of obsolete records. Prepared and presented department budgets and reports to management.

MANAGER, ADMINISTRATIVE SERVICES

Developed policies and procedures for HR, accounting, records management, and general office operations. Maintained corporate records management programs and procedures. Coordinated confidential management of personnel activities, including annual performance evaluations and base pay adjustments. Managed insurance, health-care and retirement plans. Implemented and managed administrative and financial systems, including business planning, forecasting, and budget preparation. Managed and supervised accounting functions through financial statements. Facilitated Requests for Information/Proposals for Records Management Software.

PROJECT MANAGEMENT

Prepared cost estimates, tracking and billing for special projects. Responsible for management of \$11 million five year project. Maintained the integrity of the databases, cost centers, and accounts and purged obsolete data. Managed administrative and accounting functions for budget preparation, planning, cost control, and financial forecasting and analysis. Provided professional and technical support for cost accounting. Supported engineering and project management staff in preparing supporting cost and technical data for requests for proposals.

RIM ASSESSMENT

Assessed existing records and information systems to measure the effectiveness of ability to capture and maintain the records of the business activities to reveal gaps between the requirements for records management and performance and capabilities of the existing systems in accordance with ISO 15489 the Records Management Standard.

ERM STRATEGIC PLANNING

Conducted focus groups and workshops to review compliance issues, alignment of the program with other related initiatives (e.g., Document Management Projects), and review the impact of the Electronic Records Management on legacy systems.

Identified the needs and difficulties within the organization: staff and training needs, space requirements, consolidation of records, disposal of obsolete records, security and control, accessibility of records, cultural change, etc.

**Awards and
Certifications**

Certified Records Manager **CRM**
Institute of Certified Records Management – www.icrm.org

Electronic Records Management Master **ERMm**
AIIM International – www.aiim.org

**Standards
Work**

ARMA

- Glossary of Records and Information Management Terms 3rd Edition
- Guideline on Contracted Destruction for Records and Information Media

**Professional
Associations**

ARMA (www.ARMA.org)

ARMA - Boise Valley Chapter
Board Member 1994 - 1998
Vice President 2004/2005
President 2005/2006
Past President 2006/2007
Treasurer 2008/2009

Member Relations Committee 2006/2008
Awards Committee 2007/2008

AIIM (www.AIIM.org)

Professional Member
Regional Representative – Idaho

Articles

THE FIVE GOLDEN RULES OF RECORDS MANAGEMENT
AIIM eDoc Magazine, May/June 2006

KNOCK OUT POOR RECORDS MANAGEMENT
AIIM eDoc Magazine, May/June 2007

Publications

MANAGING ELECTRONIC RECORDS: STANDARDS, BEST PRACTICES & IMPLEMENTATION
ISSUES – A MANAGEMENT GUIDE
IMERGE Consulting, Inc. 2007

**Speaking
Engagements**

THE LIFECYCLE MANAGEMENT OF RECORDS
- *San Diego and Boise Valley ARMA Chapter Meetings*

DOCUMENT, INFORMATION AND RECORDS COMPLIANCE
- *Lorman Educational Seminars*

RECORDS MANAGEMENT – WHERE DO I BEGIN?
- *Idaho Small Business Development Council*

THE FIVE GOLDEN RULES OF RECORDS MANAGEMENT
- *San Antonio ARMA Chapter Meeting*

ELECTRONIC RECORDS MANAGEMENT
- *ImageSource Nexus User Conference*

ELECTRONIC RECORDS MANAGEMENT / TAXONOMY AND CLASSIFICATION
- *Seminar for Hawaii ARMA Chapter*

Certified Trainer



ELECTRONIC RECORDS MANAGEMENT –CERTIFICATE PROGRAM

ERM Strategy,

ERM Practitioner,

ERM Specialist, and

ERM Master Classes