

Charmaine Brooks CRM

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Overview

Ms. Brooks is a Certified Records Manager and has 25+ years experience in the full lifecycle management of records and information field of management. She has been responsible for managing multi-year and complex projects. She has been the corporate records manager for a global semi-conductor manufacturer, manager at a records management software development company and a consultant for records and information management. She has been involved in a number of taxonomy projects for EC/RM implementations, Oracle Fixed RM, FileNet, MS SharePoint, etc.

Charmaine has been responsible for all activities associated with records management functions for organizations, small to large, in a variety of industries. She developed processes, systems, and procedures for tracking and scheduling records and ensuring compliance with governmental and legal requirements. Ms. Brooks has managed offsite records centers, supervised the records management staff, and worked with all levels and departments to plan for and meet the record retention requirements.

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 and normalized 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.
- Researched and prepared documentation for citations and laws pertaining to the records retention schedules.
- Developed, maintained, and audited corporate policies and procedures, including Records Management.

ELECTRONIC CONTENT, DOCUMENT, AND RECORDS MANAGEMENT SYSTEMS

- Developed classification structure for organization-wide 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.

**Professional
Experience**

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. Developed records retention schedules, including records appraisal and legal research. Maintained retention schedules in accordance with applicable laws, regulations, and business requirements. Implemented Compliance Management System for tracking, audits, and findings for non-compliance.

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.

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.

TAXONOMY / BUSINESS CLASSIFICATION SCHEMES

Developed classification schemes, file plans and thesaurus for categorizing and grouping records and documents for electronic document and records management. Mapping the classification to the records retention schedules and developing disposition rules for document and content repositories.

Projects



FEDERAL HOME LOAN BANK

Developed a strategy to improve records and information life cycle management, records management roadmap, and determined priorities. Opportunities to improve current operations with the existing set of tools and the potential for gaining strategic advantages were identified.

Conducted an inventory of the department's documents and records, performed an analysis of the functional requirements of the record types and developed a functional Records Retention Schedule



GREAT WEST LIFE AND ANNUITY

Developed a taxonomy for the design, configuration, and rollout of IBM FileNet P8 ECM and BPM products. Conducted an inventory of the department's documents and records, performed an analysis of the functional requirements of the record types and developed a Business Classification Scheme for the implementation of FileNet Electronic Content Management System for Plan Implementation and Services.



CITY OF TORONTO

Developed an electronic records management strategy for the City of Toronto including all components of an electronic records management program, legal compliance issues and alignment issues with existing and proposed document management and information management initiatives. Included alignment with 311 services, IBM document management system, and existing classification and retention programs.

Developed a Business Classification System for the City. The Classification was developed using existing Information Management tools, electronic inventories and collaborative sessions and included a proof of concept on a large City division. The project also involved a phase to develop an implementation strategy for the Business Classification System including integration with other city vocabulary tools, retention schedules and systems. The project was completed from September to December, 2008.

Employment

IMERGE Consulting, Inc.

Principal and Records Management Consultant

Completed projects for records and information management. Developed Records Management Programs, including Policies, Procedures, Records Retention Schedules, Business Classification Schemes, Metadata Models, etc.

Certified trainer for the AIIM Electronic Records Management certificate program.

Stellent, Optika, and Select Technologies

Stellent, a global provider of content and records management software solutions, acquired Optika in 2004, which had acquired Select Technologies, in 2003. Stellent was acquired by Oracle Corporation.

Responsible for activities related to records and information management. Provided records management advice to the software developers and engineers for functionality and design of modifications and enhancements to the software, as well as advice to the field professionals working with the clients for project development, implementation, processes and procedures, training, and general records management issues.

Micron Technology, Inc.

Global semiconductor manufacturer

Responsible for all activities associated with records management functions for the company and subsidiaries. Developed processes, systems, and procedures for tracking, scheduling and ensuring compliance with governmental and legal requirements. Managed the offsite Records Center, supervised the records management staff, and worked with all levels and departments to plan for and meet the record retention requirements of the company.

**Awards and
Certifications**

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

Electronic Records Management Master **ERM^M**
Information Organization and Access Specialist **IOA^M**
AIIM International – www.aiim.org

**Standards
Work**

ARMA
- Glossary of Records and Information Management Terms 3rd Edition

**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 2008/2010

Member Relations Committee 2006/2008
Awards Task Force 2007/2009

AIIM (www.AIIM.org)
Professional Member
NW Chapter 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 ; Robert Smallwood and Charmaine Brooks
IMERGE Consulting, Inc. 2007

MANAGING ELECTRONIC RECORDS FOR MULTINATIONALS; Robert Smallwood, Charmaine
Brooks, and Vigi Gurushanta
IMERGE Consulting, Inc. 2008

LEVERAGING MSTM SHAREPOINT 2010 TO MANAGE ELECTRONIC RECORDS; Robert
Smallwood and Charmaine Brooks
IMERGE Consulting, Inc. 2009

**Speaking
Engagements**

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

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

ELECTRONIC RECORDS MANAGEMENT
- *ImageSource Nexus User Conference - 2007 and 2008*

ELECTRONIC RECORDS MANAGEMENT, TAXONOMY AND CLASSIFICATION
- *Hawaii ARMA Chapter*

CLASSIFICATION, RETENTION AND DISPOSITION – TWO DAY WORKSHOP
- *Lorson Resources, Trinidad*
- *ARMA Calgary Chapter*

Certified Trainer



ELECTRONIC RECORDS MANAGEMENT –CERTIFICATE PROGRAM

UNITED STATES

CANADA

JAMAICA AND TRINIDAD

Employment
History

IMERGE Consulting – Records and Information Management

Principal

Consulting for Records and Electronic Content Management

2005 to Current

Stellent, Inc. – Boise, ID

Now Oracle, Formerly Optika Inc. and Select Technologies, Inc.

Manager, Administrative Services

Accounting, Office Manager, and Records Management Consulting

1997 to 2005

Micron Technology, Inc. – Boise, ID

Corporate Records Manager

1993 to 1997

Idaho National Engineering Lab (INEL) – Idaho Falls, ID

Records and Information Coordinator

1990 to 1993

Zeiss Avionics – San Diego, CA

Cost Accountant, Contract and Project Management

1986 to 1990