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Name:_____ Class:_____ Date:_____

Chapter 2 - The RIM Environment

True / False

1. E-commerce is an electronic method to communicate and to transact business over networks and computers.
   a. True
   b. False

ANSWER: True

2. As you buy more products, businesses can track your purchases and your taste in the products offered.
   a. True
   b. False

ANSWER: True

3. Electronic fund transfers (EFT) are more expensive than physical check payments and collections.
   a. True
   b. False

ANSWER: False

4. The records and information management program is the overarching framework within which the information governance (IG) program resides.
   a. True
   b. False

ANSWER: False

5. E-discovery can include employer postings on social media websites.
   a. True
   b. False

ANSWER: True

6. ARMA is the authority on information governance programs.
   a. True
   b. False

ANSWER: True

7. The ARMA International Principles are comprehensive in scope, but general in nature.
   a. True
   b. False

ANSWER: True

8. According to the accountability principle, the file clerk supervisor shall oversee the information governance program.
   a. True
   b. False

ANSWER: False

9. Transparency is not one of the ARMA International Principles.
   a. True

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b. False

ANSWER: False

10. RIM programs need a legally defensible retention schedule to reduce risk and legal liability.
    a. True
    b. False

ANSWER: True

11. The certified records manager (CRM) designation is earned by meeting both educational and work experience requirements and by passing the required examinations.
    a. True
    b. False

ANSWER: True

12. The Sarbanes-Oxley Act, 2002, was passed in response to a number of major corporate and accounting scandals.
    a. True
    b. False

ANSWER: True

13. The federal government was influential in developing the first records management programs.
    a. True
    b. False

ANSWER: True

14. The level of records personnel responsible for performing routine filing and retrieving activities is supervisory.
    a. True
    b. False

ANSWER: False

15. E-commerce allows companies and individuals to conduct business through Automatic Teller Machines (ATM).
    a. True
    b. False

ANSWER: False

Multiple Choice

16. Health Insurance Portability and Accountability Act (HIPAA), Privacy Rule of 2001, was passed to
    a. give patients more control over their health information.
    b. create national standards to protect individuals' medical records and other personal health information.
    c. establish safeguards that health care providers and others much achieve to protect the privacy of health information.
    d. All of the above

ANSWER: d

17. What is a safe, secure, efficient, and less expensive procedure for individuals and businesses?

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a. electronic data interchange
b. electronic fund transfer
c. physical fund transfer
d. None of the above

ANSWER: b

18. Which of the following job titles would be available for a person employed in a large corporation at the operating level?
a. Active Records Clerk, Quality Control Technician, and Records Specialist
b. Inactive Records Clerk, Imaging Records Technician, and Vital Records Clerk
c. Vital Records Analyst, Indexing Records Technician, and Senior Records Clerk
d. Senior Records Analyst, Active Records Clerk, and Records Coordinator

ANSWER: b

19. One of the first pieces of legislation enacted by Congress to aid in records management was the
a. Freedom of Information Act.
b. Right to Financial Privacy Act.
c. creation of the General Services Administration (GSA).
d. Fair Credit Reporting Act.

ANSWER: c

20. Unstructured information makes up _____ percent of the total information created by a company.
a. 70
b. 75
c. 80
d. 85

ANSWER: c

21. E-commerce allows companies and individuals to conduct business through
a. a brick and mortar store.
b. a central store.
c. electronic mail.
d. networks and computers.

ANSWER: d

22. The operating level of records management workers includes the
a. records manager.
b. supervisor.
c. workers responsible for routine filing and retrieving.
d. workers responsible for creating new records.

ANSWER: c

23. Enterprise content management (ECM) is the term used to describe the technologies, tools, and methods used to
a. capture, manage, store, preserve, and deliver content or information across an enterprise.

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b. manage, store, and deliver content or information across an enterprise.
c. capture, store, preserve, and deliver content or information across an enterprise.
d. capture, manage, store and deliver content or information across an enterprise.

ANSWER: a

24. The analyst operating level of records management workers include the
a. records technician analyst.
b. active records analyst.
c. RIM supervisor.
d. None of the above

ANSWER: b

25. Inaccurate classification of records as they are created and revised is a symptom of what type of problem?
a. management
b. poor use of equipment
c. human
d. excessive records costs

ANSWER: c

26. RIM programs should have the following features:
a. adherence to the ARMA Principles
b. a legally defensible retention schedule
c. efficient procedures for managing the five stages of the record life cycle
d. well-trained staff
e. All of the above

ANSWER: e

27. Which of the following statements best describe RIM challenges?
a. The pace of technological change, new laws and regulations and e-discovery
b. New laws and regulations, business processes are amended and streamlined, new risks, the pace of technological change, and new record formats
c. New risks, no change in laws and regulations, the pace of technological change, and new record formats
d. No change in business processes, the pace of technological change, new laws and regulations, and new risks

ANSWER: b

28. At which level would a records manager work?
a. managerial
b. supervisory
c. operating
d. None of the above

ANSWER: a

29. Federal legislation balances and protects
a. an individual's right to privacy.

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b. the public's access to information.
c. the quest for national security.
d. All of the above

ANSWER: d

30. Which of the following are professional organizations for records and information management?
a. AARP
b. AIIM
c. ARMA
d. Both b and c

ANSWER: d

Matching

Match each term with the correct statement listed next.

a. AIIM
b. ARMA International Generally Accepted Recordkeeping Principles
c. discovery
d. e-commerce
e. electronic data interchange (EDI)
f. electronic fund transfer (EFT)
g. e-discovery
h. Internet
i. enterprise content management (ECM)
j. information governance (IG)
k. records system

31. The overarching framework within which the records management and information reside.

ANSWER: j

32. A group of interrelated resources-people, equipment and supplies, space, procedures, and information-acting together according to a plan to accomplish the goals of the records management program.

ANSWER: k

33. It occurs when a company is subject to litigation or a lawsuit and all information, records, and other evidence must be identified and retrieved that are relevant to the case.

ANSWER: c

34. It is the process of identifying and providing all available electronically stored information and records relevant to litigation or a lawsuit.

ANSWER: g

35. These are intended to be set forth the characteristics of an effective information governance program.

ANSWER: b

36. The electronic method used to conduct business communication and transactions over networks and through computers or mobile devices.

ANSWER: d

37. It is the system and procedures that provide for electronic payments and collections.

ANSWER: f

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38. The worldwide network of computers that allows public access to send, store, and receive electronic information over public networks.
ANSWER: h

39. The international authority on enterprise content management, the tools and technologies that capture, manage, store, preserve, and deliver content in support of business processes.
ANSWER: a

40. It describes the strategies, tools, and methods used to capture, manage, store, preserve, and deliver content across an enterprise or organization.
ANSWER: i

41. It is the communication procedure between two companies that allows the exchange of standardized documents through computers.
ANSWER: e

Subjective Short Answer

42. Identify the four levels of RIM workers for large organizations as identified by ARMA International and name at least one job title for each level.
ANSWER:
1. Operating Level—Records Clerk, Records Technician, Senior Records Clerk
2. Analyst Operating Level—Records Analyst, Senior Records Analyst, Records Coordinator/Records Specialist
3. Supervisory/Managerial Level—ERM Administrator/ERM Architect, RIM Supervisor, RIM Manager
4. Managerial/Executive Level—RIM Director, Executive Officer

43. Describe the kinds of information and records that are subject to e-discovery.
ANSWER: Electronic records subject to e-discovery include internal memos, e-mails, texts, employer postings on Twitter and/or Facebook, blogs, spreadsheets, and webinar content.

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