

# IRON MOUNTAIN PROFESSIONAL SERVICES: RIM PROGRAM eLEARNING COURSEWARE

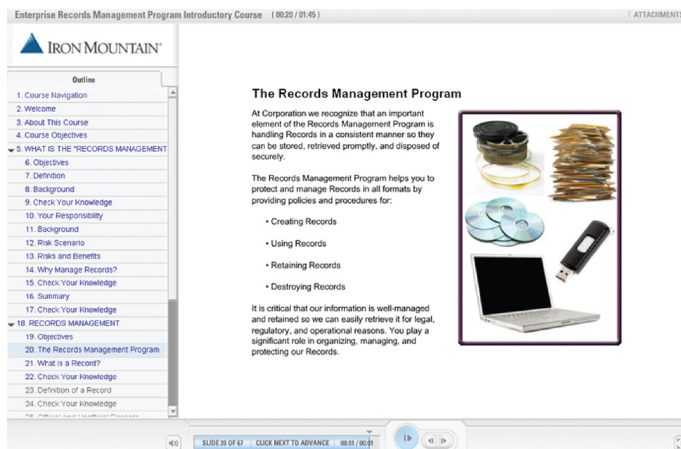
## USING eLEARNING FOR EFFECTIVE RECORDS INFORMATION MANAGEMENT EDUCATION

### BUSINESS CHALLENGE

Your organization has a newly-minted Records Information Management (RIM) program, but implementation across company departments is complex. You know it's important to extract maximum value from your investments in the staff, technology and company resources surrounding your RIM plan, and yet you've hit a road block when it comes to educating your employees about Information Governance. As you roll out your RIM program, you will need to conduct in-depth training for departmental and area records coordinators--and in some cases all employees. So what's the quickest and most cost-effective way possible? How can you ensure these records coordinators handle your most precious information according to your policy statements? You need a comprehensive training curriculum to educate your staff and employees on the ins and outs of records management--but where to begin?

### WHAT IF YOU COULD...

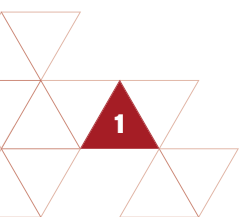
- ✓ Employ an effective and efficient learning tool for your personnel, regardless of their numbers or location?
- ✓ Demonstrate compliance that your employees are properly trained to handle information that may contain PII?
- ✓ Conduct consistent, on-demand eLearning courses anytime, in any language?
- ✓ Be sure that all of your employees understand the fundamentals of your RIM program?
- ✓ Facilitate the instruction of new hires?
- ✓ Periodically refresh your employees' understanding of records management as new industry regulations emerge?



### INTRODUCTION TO eLEARNING COURSE

eLearning is a helpful mechanism that allows you to reach a wide audience across any and all company locations. As its name suggests, eLearning courseware is presented to employees over the internet, and its computer-based courses are designed to address specific business-related topics, such as records management, information security and information privacy. These courses also include the added bonus of being able to test employee comprehension of the subject matter. You, the RIM director, can even elect to set a passing score and require employees who fall below that score to retake the test.

Iron Mountain recognizes the many benefits of eLearning and has designed a specific course to help you implement your RIM programs. With over 60 years of experience in information protection and storage, Iron Mountain is an expert in the development and production of educational content as well as the facilitation of RIM training. Iron Mountain's eLearning course, entitled Introduction to Records Management, is designed for ease and efficiency of use and ensures that essential learning objectives are met by offering appropriate knowledge checks and assessment tools.



This web-based, self-paced course is designed to introduce your Records Information Management program to all of your employees and to effectively “certify” that they understand the importance of RIM compliance. The course likewise outlines key “learning objectives” that establish training goals and set expectations for employee knowledge and comprehension.

## CUSTOMIZED TO YOUR COMPANY'S NEEDS

Iron Mountain's eLearning course content aligns with RIM best practices, including those that deal with policies and procedures, retention, index and access, disposal and, finally, audit and accountability. The course is tailored to ensure that your objectives are met and that your specific company terminology is incorporated during lessons (or translated from English into any language across your global enterprise and utilized accordingly). The course can also be amended and repurposed as new industry regulations arise or as changes occur within your organization.

The subject matter of your Iron Mountain eLearning course is introduced using animated diagrams and interactive exercises to simulate realistic records management scenarios. Throughout the course, employees confirm their understanding with interactive knowledge checks and engage in a post-course test to determine whether or not they have mastered the content. These checks help you secure optimal return on your RIM investments, and most employees are able to complete the entire process in just 30 minutes.

## OBJECTIVES:

Upon completing the course, employees will be able to:

- Understand why your company is committed to protecting consumer and confidential information.
- Identify ways in which your RIM program protects and manages your records.
- Accurately identify the fundamentals of your RIM program.

## WHAT YOU GAIN

- ✓ The ability to control and promote key RIM messages in a uniform manner
- ✓ Reduced risk of poorly communicated information or lack of understanding among employees
- ✓ Timely and cost-effective instruction that accommodates individual schedules
- ✓ On-demand educational services available when you need them
- ✓ Increased RIM program compliance

## SAMPLE COURSE CONTENT

### 1. Introduction

### 2. Risk Management

- a. Definitions
- b. Background
- c. Risks & Benefits/Obligations

### 3. Records Management

- a. Definitions
- b. Official/Unofficial
- c. Active/Inactive

### 4. How to Manage Records

- a. Retention Schedule
- b. Retention Holds
- c. Official Records
- d. Unofficial Records
- e. Active Records
- f. Inactive Records
- g. Records Destruction

### 5. Securing and Protecting Information

- a. Clear Desk Policy
- b. Shredding Policy
- c. Securing Information
- d. Internet and Email Usage
- e. Legal Holds

For more information or to schedule a demo of the eLearning course, please contact your Iron Mountain Professional Services Advisor at 800.899.IRON.

## ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) is a leading provider of storage and information management services. The company's real estate network of over 67 million square feet across more than 1,000 facilities in 36 countries allows it to serve customers around the world. And its solutions for records management, data management, document management, data center management and secure shredding help organizations to lower storage costs, comply with regulations, recover from disaster and better use their information. Founded in 1951, Iron Mountain stores and protects billions of information assets, including business documents, backup tapes, electronic files and medical data. Visit [www.ironmountain.com](http://www.ironmountain.com) for more information.

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