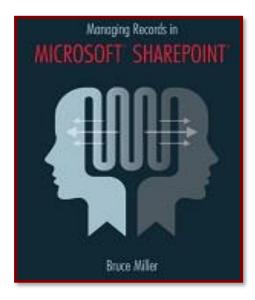# EDRMS Enterprise Adoption Plan

Instruction by Bruce Miller IGP, MBA

Duration
4 hours

EAPV

RIMtech Private Online Courses are delivered on-demand to a single organization, with up to 10 participating employees. Content is focused/tailored to your organization, and your particular requirements/interests.

This course is a high-level overview of a detailed plan to foster and sustain end user adoption of any modern EDRMS (Electronic Records/Document Management Systems) system. You'll learn how to define key messaging, involve senior management, promote the project, solicit end user buy-in, plan an education/information program, and prepare end users prior to onboarding. This course is designed and delivered by Bruce Miller, author, independent consultant, and leading expert in electronic recordkeeping, and author of "Managing Records in SharePoint". This course contains actionable tasks that when combined, will greatly facilitate end user adoption of a modern EDRMS system.

Managing Records in
MICROSOFT SHAREPOINT

Bruce Miller

Learning Objectives

Upon completion of this workshop, participants will be able to:

- Develop high-impact key messaging appropriate to various project stages.
- Utilize the basic concepts of change management
- Engage senior management to increase user buy-in
- Design and deploy a project promotion program
- Design and deploy a education/information push program
- Define readiness activities prior to project deployment

Who Will Benefit

RIM/IT professionals, project managers, key project stakeholders including senior management.

Takeaway Tools

Sample EAP, and all course materials.

Certification Credits

IGP	8 (ARMAIGP2020_00072)	CRM	4 (2021012726788)

Testimonials

"*I loved the performance measure aspect, and 20 suggested decisions. This was worth the cost of the course alone.*"

"*I really liked the presenter. He engaged the attendees and asked thought-provoking questions that generated some lively conversations.*"

"*This was one of the most engaging and informative seminars I can remember attending. I got a lot of great takeaways and can enthusiastically tell my employer that this was a productive use of my time and training dollars.*"

"*Thank you! This course hit the nail on the head – it touched on many of the issues that I see in the workplace and provided me with the guidance and affirmation that will help me to manage these issues. Awesome seminar!*"

Instructor

Bruce Miller, MBA, IGP is a world leading expert on electronic recordkeeping. He is an independent consultant, an author, and an educator. Widely regarded as the inventor of modern electronic recordkeeping software, he pioneered the world's first commercial electronic recordkeeping software in 1989. In 1997 he achieved the world's first e-Records software certification against the US DoD 5015.2-STD standard, and has since presided over several successful software certifications. In 1999 he developed the world's first e-Records software *engine* for business software. That year he received ARMA Canada's National Capital Region's **Ted Ferrier Award of Excellence** for his contribution to the field of records management. Bruce's software was the first technology in the world to be certified against the revised 5015.2 June 2002 standard. In 2002 his company was acquired by IBM, where he served for three years as IBM's global e-Records Strategy and Business Development Executive. At IBM he was honored as a *Technical Leader*, one of only 439 out of 360,000 IBM employees. Mr. Miller is the recipient of the prestigious 2003 **Emmett Leahy Award**, considered the highest international recognition given to professionals in the field of information and records management. His book "*Managing Records in Microsoft SharePoint 2010*" was an ARMA best seller, and the second edition was released in October 2015. Bruce holds a Diploma in Electronics Engineering Technology, a Masters in Business Administration from Queen's University, and is a certified Information Governance Professional.

Course Topics

Topic	Description
Messaging	How to define compelling and clear messaging to convey the goals and expectations of the project
Change Management 101	The theory of change management and how to utilize it in your EDRMS project
Management Participation	How to involve senior management to maximum effectiveness
Promotion	How and where to promote the project to target users
User Buy-in	How to solicit a buy-in from the end users
Education	Develop a program to educate and inform target users prior to onboarding
Readiness	How to prepare end users for their initial system use

Advantages of RIMtech Online Private Courses

- ✓ Content focused/tailored to your organization only, and your particular requirements/interests
- ✓ 100% vendor neutral content. No ties to products or services providers.
- ✓ Instruction by **Bruce Miller**. Learn from, and interact with, the top expert in electronic recordkeeping.
- ✓ Live instruction – not pre-recorded.
- ✓ Real-world examples and experience from actual projects.
- ✓ The very latest in technology, techniques, and methods.
- ✓ Engaging, dynamic, interactive instruction. Exercises to facilitate learning.
- ✓ You get to keep materials and tools following completion.
- ✓ CRM/IGP credits for most courses.
- ✓ Official Completion Certificate.

Registration Form (1 form per class)		Class	EAPV
Mr/Ms/Mrs.	Name	Title	
Organization		Dept.	
Address			
City	State/Prov	Zip/PostCode	Country
Telephone	Email		

Payment Method			
Please Bill Credit Card	☐ Visa	☐ Mastercard	☐ Amex
Name on Card			
Card Number		Expiry Date (YY/MM/DD)	CCV
Signature			
☐ Cheque, Payable to RIMtech Inc.	☐ Invoice, P.O. # (Attach P.O.)		

Five Ways to Register & Pay	
Online	Go to the appropriate class page under Training & Education. Select the class, then pay via PayPal or credit card
Telephone	Call Natalie Arruda at 343-572-8533 to give your credit card details over the phone.
Email	Complete this form and scan it to PDF, then email it to us at natalie@rimtechconsulting.com
Cheque	Complete this form and enclose a cheque. Mail to RIMtech Inc., 50 Argue Drive, Ottawa, On Canada K2E 6S1
Purchase Order	Complete this form, include Purchase Order, scan to PDF, then email to us at natalie@rimtechconsulting.com

EDRMS Adoption Plan	Maximum Participants		
Price	**3**	**6**	**10**
	US $1,000	US $1,500	US $2,000
Applicable Taxes	Outside Canada		none
	AB, SK, BC, MB, NT, QC, NU, YT		5%
	ON		13%
	NB, NL, NS, PE		15%

Technology Requirements

1. Reliable, stable high-speed Internet connection
2. Computer/laptop with a hands-free microphone (headset, or built-in)
3. Zoom App available at https://**zoom**.us/**download** (downloads automatically upon first meeting sign-in)
4. Camera optional but recommended
5. Printer to print out course exercise materials (highly recommended)

Terms and Conditions

This is a summary only. See https://www.rimtechconsulting.com/terms-conditions for our detailed Terms and Conditions.

1. **Equipment Requirements**. Each participant is responsible for the technology requirements above in order to participate successfully in any RIMtech online class or event.
2. **Class Materials.** Participants will receive all class materials in electronic form. Materials will be posted to a restricted page of RIMtech's website for that particular class.
3. **No-Shows**. If a participant fails to attend a class, RIMtech will make the class materials available for that participant.
4. **Payment**. Payment, or a Purchase Order, must be received by the class date. All invoices are due within 30 days.
5. **Participant Contact**. We require the name, email addresses, and telephone number of each participant prior to the start of each class.
6. **Participant Substitution**. A participant may be substituted at any time, by contacting natalie@rimtechconsulting.com.
7. **Class Size Reduction**. Participant cancellations may result in a reduction in class size to a lower price level (e.g. from max 6 to max 3). In this case the difference in price between the original and the new class size will be refunded.
8. **Buyer Cancellation**. To cancel, you must notify us 10 days prior to the class date. The class fee will be refunded less a 10% administrative fee. Any cancellation received later than 10 days prior to class start date shall be liable for the full class fee.
9. **RIMtech Cancellation**. RIMtech reserves the right to cancel any class for any reason and will, in such an event, refund the full class cost. RIMtech will make every effort to notify registrants as soon as possible of any such cancellation.
10. **Buyer Postponement**. RIMtech will work with registrants to find a mutually acceptable reschedule date. If such a date is not acceptable to the buyer, a full refund will be issued less a 10% administrative fee.
11. **RIMtech Postponement**. RIMtech reserves the right to postpone/reschedule any class for any reason and will, in such an event, work with registrants to find a mutually acceptable reschedule date. If such a date is not acceptable to the registrants, a full refund will be issued. RIMtech will make every effort to notify registrants as soon as possible of any such cancellation.
12. **Liability**. RIMtech assumes no liability for changes in course dates or content.
13. **Currency.** All fees are in US dollars.

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