



Resource Management Certified Professional (RMCP)[®]

HANDBOOK v4.1

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Contents

- Introduction
- Why Certify?
- Certification Overview
- Application and Eligibility
- Certification Program & Exam
- Recertification Process
- RMCP[®] Resources
 - RMI Community
 - RMCP[®] Resource Center

What is RMCP®?

First-of-its-kind certified professional skills development program for:

Resource Managers

Learn Best
Practice
Application

Gain Access to
RMCP®
Resource
Center

Collaborate
with Industry
Peers

And receive a printed copy of the Just-in-Time Resourcing® process solution

What Industries is RMCP® Applicable for:

- **Human capital intensive project-based work most predominantly for:**
 - Technology companies including industrial/medical equipment suppliers
 - Professional and consulting services
 - Enterprise/IT (internal IT) organizations (any industry)
 - Marketing agencies
 - Product development teams (any industry)
 - Field services teams (any industry)
 - Most any other project-based service entity

Resource Management (RM) Definition

Selecting the most appropriate resource(s) necessary to perform a given task(s) with a desired outcome, and deploying those same resources in the most efficient manner possible

-- OR --

Getting the right person with the right skills in the right place at the right time!

RMI's Mission for RM Certification

To be a world leader in Resource Management and Workforce Management processes for management of human capital productivity and utilization, providing supporting training and administering professional certification programs to promote and support competency development for resource and workforce management professionals.

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Why RM Certification? For Individuals:

- Professional growth
- Learn modern techniques for RM
- Keep current with industry best practices
- Add more value to your employer
- Better career and earnings opportunities
- More job satisfaction!

Learn From the Foremost RM Experts in
the World

Why RM Certification? For Employers:

- Learn a common enterprise-wide process for resource management
- Predictably improve RM results and project performance
- More on-time, on-budget projects
- More productive RM/O* employees
- Leverage industry best practices
- Professional growth through education improves employee sat

Count on the Foremost RM Experts in the World

*Resource
Management
Office

Benefits of RM for Professional and Consulting Services

Annual Increase in Marginal Revenue and OI from Utilization Improvement

# of Consultants	MARGINAL REVENUE IMPROVEMENT			
	Increase in Utilization by (pts):			
	1	5	10	15
50	\$208,000	\$1,040,000	\$2,080,000	\$3,120,000
100	\$416,000	\$2,080,000	\$4,160,000	\$6,240,000
150	\$624,000	\$3,120,000	\$6,240,000	\$9,360,000
200	\$832,000	\$4,160,000	\$8,320,000	\$12,480,000
250	\$1,040,000	\$5,200,000	\$10,400,000	\$15,600,000
325	\$1,352,000	\$6,760,000	\$13,520,000	\$20,280,000
375	\$1,560,000	\$7,800,000	\$15,600,000	\$23,400,000

Assumptions

Billable Hourly Rate	\$200
Gross Revenue	\$200

# of Consultants	MARGINAL OI IMPROVEMENT			
	Increase in Utilization by (pts):			
	1	5	10	15
50	\$104,000	\$520,000	\$1,040,000	\$1,560,000
100	\$208,000	\$1,040,000	\$2,080,000	\$3,120,000
150	\$312,000	\$1,560,000	\$3,120,000	\$4,680,000
200	\$416,000	\$2,080,000	\$4,160,000	\$6,240,000
250	\$520,000	\$2,600,000	\$5,200,000	\$7,800,000
325	\$676,000	\$3,380,000	\$6,760,000	\$10,140,000
375	\$780,000	\$3,900,000	\$7,800,000	\$11,700,000

Assumptions

Billable Hourly Rate	\$200
Loaded Hourly Cost	\$100
Gross Margin	\$100

- Small improvements in utilization can have significant bottom line impact
- Analysis does not account for additional benefits from:
 1. Improved project performance (time, budget, quality)
 2. Reduced hiring / training costs
 3. Improved preparedness to start client engagements on time and with appropriate resources (better customer sat)
 4. Reduced attrition / Improved employee satisfaction and employee engagement
 5. Reduced management time involved in staffing issues

Benefits of RM for Internal IT and Product Development Departments

1. Improved project performance (time, budget, quality)

Industry research indicates >35% of projects fail to meet some expectations of cost, timeliness or quality, and resource management is the single largest factor negatively impacting performance.

2. Improved utilization of human capital

Actual results of companies implementing disciplined RM processes typically result in utilization improvements of 5-20% or more.

3. Reduced attrition / Improved employee satisfaction and employee engagement

Good RM processes create a more predictable view into current and future projects resulting in better planning and fewer disruptive resource assignments/re-assignments.

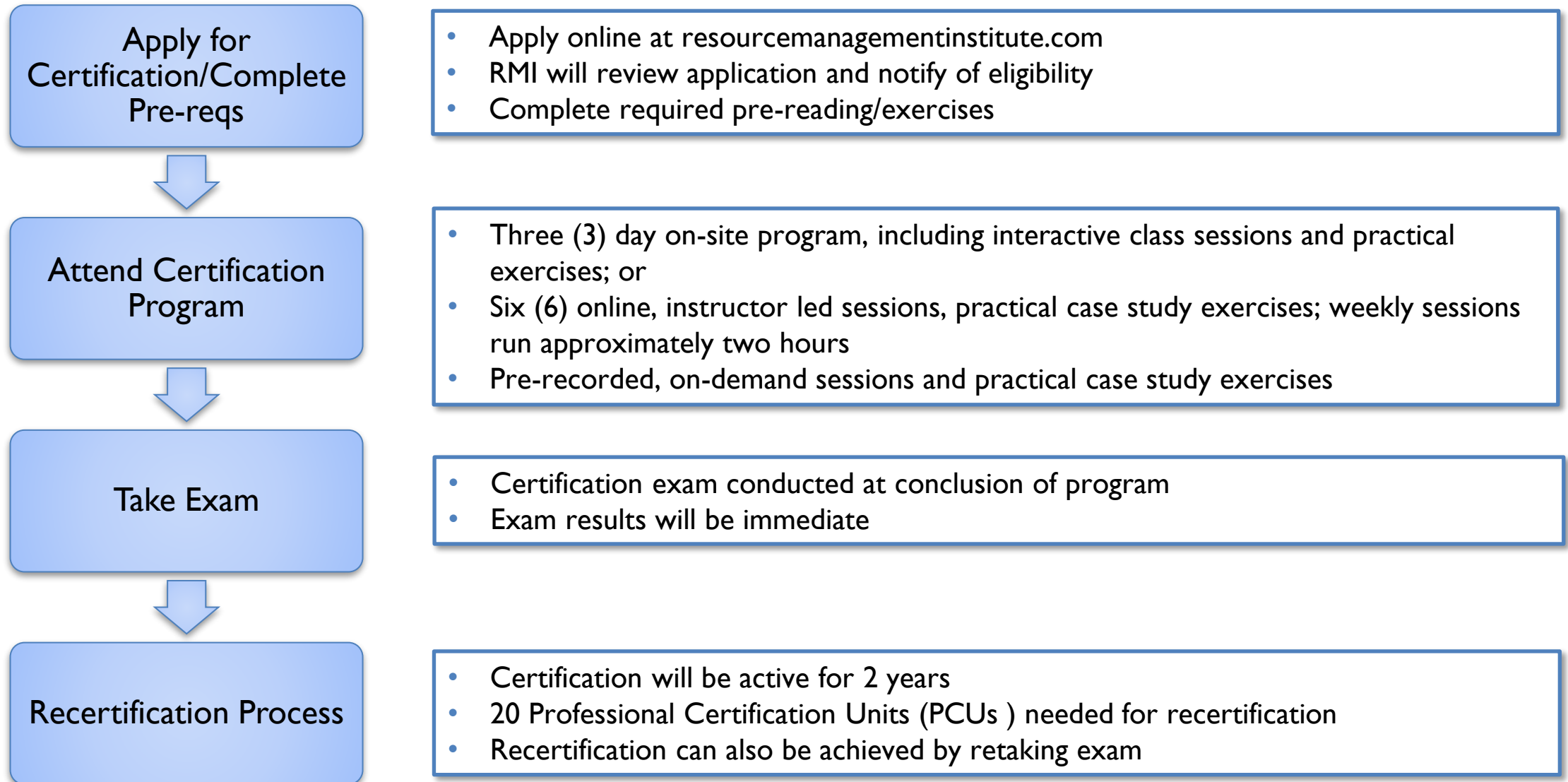
4. Reduced management time involved in staffing issues

Most IT departments without good RM processes delegate the workload for resource planning to department managers reducing time available for more important business needs like project and people management.

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Certification Process Overview



Certification Package

- What You Get:
 - Pre-requisite materials
 - 3 day classroom, 6 session online program, or pre-recorded on-demand program, featuring:
 - RMCP course content and practical exercises
 - Reference materials to help you put your learning in practice immediately
 - Certification exam at completion of the program
 - Access to the RMI Community – the online venue where resource management professionals can network and collaborate
 - Access to the RMCP® Resource Center, where you can tap into valuable resources to help you with best practice execution in RM
 - Ability to claim professional development units (classroom - 16.25 PDUs; online - 13.25 PDUs; and on-demand – 8.5 PDUs) to meet continuing education credits for PMP certificate holders (The PMI R.E.P. program was retired on 12/30/20, so PDU claims may now be subject to audit)
 - \$250 application fee (included in package price)

*Travel and living expenses are the responsibility of the participating companies or individuals. Certification valid for 2-years.

Your RMCP® Credential

- Once you pass the examination, you are granted the RMCP® credential. You may refer to yourself as an RMCP® credential holder as long as you have an active certification status.
- **Certificate Package:** You will receive a credential package within 2 to 4 weeks which includes:
 - Congratulatory letter
 - Information on how to maintain and/or renew your credential
 - Credential certificate and access to RMCP® credentials via the RMCP® directory and digital credential badge via Credly Acclaim platform.
 - Access to the RMI Community and Resource Center
- **Both of these documents list your:**
 - Credential number - a unique identification number used by the RMI to maintain your individual certification records
 - Your credential cycle - you will want to file this information in a safe and easily accessible location. You will need to refer to it in order to maintain your credential.
- Until you receive your certificate package, you may use your exam report (available online through the certification system) to validate your credential status.

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Who Should Apply?

- **The RM Certification is ideal for those who:**
 - Work as or lead Resource Managers or perform RM or WFM related tasks.
 - Work as Operations or People Managers who need a stronger knowledge of RM.
 - Wish to update their current RM knowledge with industry accepted best practices.
 - Want to break into the competitive and growing RM profession.
 - Strive for career advancement.
 - **COMPANIES WHO WANT TO SUSTAINABLY IMPROVE RM EFFECTIVENESS**
 - Typical attendees are from professional and consulting services, internal IT departments, and other shared services organizations.
- **Completion of the Certification may offer the following benefits:**
 - Help you and your company more predictably improve RM and project performance results.
 - Provide an increased arsenal of tools and techniques to facilitate your daily work.
 - Gain access to industry thought leadership and best practices, including the RMI Community and RMCP® Resource Center.
 - Increase on-the-job confidence and employee satisfaction.
 - Demonstrate commitment to the RM discipline.

Eligibility Requirements

To be qualified for the RMCP® program, applicants must meet certain educational and professional experience requirements.

Education Background	Experience
High school diploma or any associate degree, or;	Minimum four years of professional Resource Management or Service Delivery experience*
Any bachelor's or master's degree	Minimum of two years of professional Resource Management or Service Delivery experience*

***Relevant Roles:**

- Resource Manager
- Consultant
- Service Delivery/Operations
- Internal IT Operations
- Staffing/Sourcing
- Contractor Sourcing
- RM or WFM Consulting

*send a note if you have questions on other relevant roles to rmcp@resourcemanagementinstitute.com

Application Process

- Register for resource management certification at <http://resourcemanagementinstitute.com/apply/>. Pick which program you want to attend, online, in class, or on-demand and click the 'Apply Now' button.
- There is a registration fee (see <http://resourcemanagementinstitute.com> for pricing). This payment includes a nonrefundable \$250 application fee.
- Your application will be reviewed for eligibility by RMI Program Administrators.
- You will be notified of eligibility and enrollment via email.

Canceling Your Enrollment

- Contact rmcp@resourcemanagementinstitute.com to cancel.
- Program fees (less application fee) will be refunded if cancellation is more than seven days before the event or before the first on-demand module has been started.
- Program and application fees will not be refunded if cancellation is on or after seven (7) days before the event or course materials have been shipped to the enrollee.

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What We Teach/Certify: *Just-in-Time Resourcing*[®] (JITR)



Just-in-Time Resourcing[®] (JITR) is the capability to facilitate getting the *Right person in the Right place at the Right time*

- Characterizing Supply
 - Resource Skills Inventory
 - Process Staffing requests
- Characterizing Demand
 - Forecasting future needs
- Managing Talent
 - Candidate Sourcing & Development
- Enabling / Automating RM Processes
 - Automation Infrastructure e.g. PSA/PPM
- Ensuring Compliance
 - Process Governance

Prerequisite Study

- Prior to the course, please review the following reading materials - ctrl + click on the links below
- [A Primer for Global Resource Management](#)
- [JITR Part 1 – Managing the Demand Forecast](#)
- [JITR Part 2 – Managing the Resource Pool](#)
- Resource Management Glossary (will be mailed to all registered participants)

Program Outline: Classroom Program

- Three (3) days
- 8:30am - 5:00pm days 1-2
- 8:30am - 2:00pm day 3
- Lectures (cover program curriculum)
- Practical case study exercises (each day)
- Online testing (end of day 3)

Program Outline: Online Program

- Six (6) online, instructor led sessions
- Sessions run approximately two hours each
- Lectures (cover program curriculum)
- Practical case study exercises
- Online testing (opens at end of final session)

Program Outline: On-demand

- 32 pre-recorded sessions (covering program curriculum and instructions)
- Sessions are available 24x7 anywhere you have a network connection
- Each session runs approximately 10-20 minutes
- Practical case study exercises
- Online testing (opens at end of the final session)

What to Expect for the Certification Exam

- 90-120 minutes
- 60 multiple choice questions, based on:
 - Comprehension: recalling material or concepts
 - Application: drawing on core principles to solve problems
 - Evaluation: using logic to come to critical judgments or conclusions
 - Some of the multiple-choice questions are scenarios. Scenario questions present typical situations encountered by RMs and require to you integrate learning from different functional areas.
- Choose the best answer – more than one answer may appear correct
 - This is by design to assess RM knowledge. Few real-life experiences have only one answer. The questions test your ability to both recall and apply what you've learned.
- Exam will be delivered via web-tool
- Overall pass/fail results will be immediately displayed on screen

Re-examination Process

If you failed in your first attempt to clear the exam, you are granted a one year eligibility period to pass the exam

- You will not need to reapply or re-pay the application fee.
- During this one year period you are allowed to take the exam three times. There will be no additional fee for exam re-takes.
- If your eligibility period expires without you passing the examination, you must reapply for the credential and re-pay the fees.

RMI services to support your learning needs

- Mentoring sessions with RMI experts (fee based).
- Re-attending the certification course at no additional charge*.
- RMI Community discussion groups dedicated to certification preparation and study.
- RM related webinars and courses.

*Additional travel costs for re-attending the course will be the responsibility of the participant. Subject to available space.

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Recertification Process

Achieving certification demonstrates that you have mastered the core principles of RM and that you are committed to your personal and professional development within the discipline. By maintaining your certification, you are showing growth, validating your experience and knowledge and demonstrating that your RM skills are current and relevant.

- RM Certification will be valid for 2 years
- To keep the certification status “active”:
 - Retake the certification exam and get certified **OR**
 - Earn 20 Professional Certification Units (PCUs) in 2 years
- If you fail to fulfill the above requirements, your certification status will be moved to “inactive”
- Once your status becomes “inactive,” you will need to resubmit application for eligibility and re-take the exam

Recertification by Exam

- Log into RMCP® Dashboard - select “Recertify Payment” button
- Select green “Register Now” button and pay the \$250 recertification fee
- Fill out and submit RMCP® recertification application
- Proceed to RMCP® Recertification Exam module in the recertification course, once you launch the module you can select green “Take Course” button and pay the \$200 examination fee and take the exam
- Take RMCP® Recertification Exam, there are three chances to pass the exam
 - <https://rtmconsulting.digitalchalk.com/dc/learn/rmcp-recertification>
- Exam will be available on-demand
- At time of registration, the following fees will be assessed:
 - \$250 Recertification Fee
 - \$200 Examination Fee

Recertification by PCUs

- Log into RMCP® Dashboard to re-certify and submit PCUs
- When finished reporting the 20 PCUs, select “Recertify Payment” button
- Select green “Register Now” button and pay the \$250 recertification fee; Fill out and submit RMCP® Recertification application
- PCUs can be submitted throughout the 2 year term of certification or all at once during recertification
 - Page 36 describes the Reporting Process when submitting PCUs throughout the 2 year certification period
- Professional Certification Units (PCUs) are categorized in to 3 categories:
 - **Category 1:** RMI-Certified Activities
 - **Category 2:** Formal Academic Education
 - **Category 3:** Professional Development & Self-Directed Learning
- Recertification activities are RM-related as defined in the RMCP® Resource Center
- At the time of registration a \$250 recertification fee will be assessed
- RMI may request supporting information in the event of an audit

PCUs: Qualifying Activities (all categories)

Defining RM Related Activities

Relevant Knowledge Areas

- Staffing
- Forecasting
- Skills Management
- Sourcing
- Vendor Management
- PS/PPM/RM Automation
- RM Requirements
- RM Reporting / Metrics
- RM Governance
- RM Change Management/ Implementation

Activities for PCUs

- Can I connect the activity to an RM functional knowledge area found in the course content?
- Does the activity add to my RM knowledge or experience?
- Does the activity contribute to my ability to effectively support RM?

Category 1 PCUs: RMI Certified Activities

- A maximum of 20 PCUs can be earned in this category
- PCU qualification:
 - Reading one artifact in whitepapers or webinars = 1 PCU
 - Each Power UP session = .5 PCU
 - Each case study = .5 PCU
 - Each RTMC/RMI course = 1 PCU per scheduled hour of the course
- Whitepapers
 - Read any [RMI white paper](#) or [RTMC professional services related white paper](#) (except those related to Education services, Support/field services, or Pricing)
- Webinars
 - Attend any [RMI webinar](#), [RMI Power UP](#), or [professional services related webinar hosted by RTMC](#), or listen to any recorded session
- Case Studies
 - Read any [professional or IT services related case study](#) from the RMI or RTMC websites
- Professional Services related courses
 - Attend any RTMC in-class or online course found on the [Public Training Calendar](#)

Category 2 PCUs: Formal Academic Education

- A maximum of 10 PCUs can be earned in this category.
- Academic Courses:
 - Courses must be offered for degree credit and be related to resource management. One hour of degree credit in a typical 15-week semester earns 5 PCUs.
 - When only a portion of a course relates to resource management, PCUs are calculated on a percentage of the overall curriculum focused on resource management.
 - Each course must be submitted through your RMCP® Dashboard. Course description and syllabus must be provided.
- Formal PMP Certification Preparation Courses:
 - Course must cover the content required to approach either the CAPM® or PMP® certification exam.
 - 1 PCU may be earned per scheduled hour of the course, up to the maximum of 10 PCUs in this category.

Category 3 PCUs: Professional Activities & Self-Directed Learning

- A maximum of 5 PCUs can be earned in this category
- 1 hour spent on activity = 1 PCU
- Writing one white paper as listed below = 2 PCUs

Example Activities

Author or coauthor a resource management focused article of 750-1500 words that gets published. Published examples include: relevant industry blogs, LinkedIn Pulse, or the RMI Newsletter.

Author or coauthor a resource management focused, industry-distributed white paper of 1500+ words

Speaker/teacher on resource management topic at a conference, symposium, workshop or formal course

Author or coauthor of textbook that pertains to resource management

Member or moderator of a resource management panel discussion at a conference, symposium, workshop or formal course

First time on-the-job experience relative to resource management that adds to your knowledge

Viewing articles, books, instructional manuals, case studies, videos, CD-ROMs or other material resources

Informal activities such as discussions or coaching/mentoring sessions with colleagues, coworkers, clients or consultants

PCUs: Activity Reporting Process

- Each activity submitted for PCUs will need to be submitted electronically through your RMCP® Dashboard
 - [Follow this link](#) to log into the RMI website and access your RMCP® Dashboard. Please note, first time RMCP® Dashboard users can access the Dashboard User Guide for instructions.
- You will need to describe how each activity is related to the RM profession – the RMCP® Resource Center can help
- If we cannot tell an activity is RM-related, we may ask you to send more details
- In the event we select you for a random audit, be prepared to submit supporting documentation, such as:
 - transcript or grade report indicating a passing mark
 - copies of sample educational materials, course agendas, or publications
 - certificate or evidence of attendance
 - evidence of your work or learning project

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RMI Community

- What is the RMI Community?
 - *The RMI Community is an online venue where RMI members can collaborate with others who are managing people and projects and discuss resource management best practices.*
- How do I gain access to the RMI Community?
 - *The RMI Community is free and open to anyone – you just have to join the RMI. [Click here to join the Resource Management Institute.](http://resourcemanagementinstitute.com/resource-management-community/)*

<http://resourcemanagementinstitute.com/resource-management-community/>

RMCP® Resource Center

- What is the Resource Center?
 - *A password protected portal to RM related information to help you and your company be more productive in resource management*
- How do I gain access to the Resource Center?
 - *After becoming certified, you will be provided login information for ongoing access to the portal. Access will be active concurrent with your active certification period.*
- What information will I have access to in the Resource Center?
 - *White papers and Case Studies*
 - *Webinars (recorded and planned)*
 - *Events*
 - *Tools and Templates*
 - *Third party sources*
 - *Collaboration tools*
 - *Other resources*

<http://resourcemanagementinstitute.com/rmcp-tools/resource-center/>



For more information send an email to:
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