



# Resource Management Certified Professional (RMCP)<sup>®</sup>

## HANDBOOK v5.2



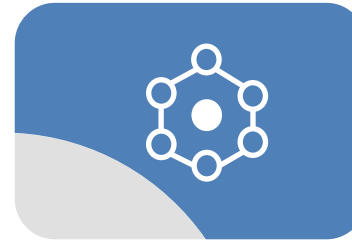
# Contents

- Introduction
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  - RMCP<sup>®</sup> Resource Center



Dedicated to the advancement of resource and workforce management thought leadership, best practices, and standards

RM Thought Leadership and Best Practices



Just-in-Time Resourcing (JITR)<sup>®</sup>  
Brand of Global Resource Management

Market Research and White Papers



Over 3,000 Member  
RM Community



Industry Collaboration Events

Globally Recognized RM Training and Certification



Project Performance  
Resource Utilization  
Customer Satisfaction  
Employee Engagement

**ESTABLISHED IN 2016**



# What is RMCP®?

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

## Resource Managers

Learn Best Practices

Gain Access to RMCP® Resource Center

Collaborate with RM Community

Plus a documented RM process standard

# RMCP® Target Audience

**Professional Services, Consulting Services, Marketing/Advertising Agencies, Accounting/Tax/Audit Services, Law Firms, Enterprise IT (E/IT), Engineering, and Product Development Organizations**

While our organizations may refer to elements of resource management by different names, we all focus on project or service-based work. That means we all have to define and manage supply and demand to help us get the right person in the right place at the right time.

## **Client-Facing Services Organizations that serve External Customers**

- Professional Services
- Consulting Services
- Marketing/Advertising Agencies
- Accounting/Tax/Audit Services
- Law Firms

## **Internal Enterprise Organizations that serve Internal Customers**

- Enterprise IT
- Engineering
- Product Development

# 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 in the right place at the right time!



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# Why RM Certification?

## *For Employers*

- Learn a common enterprise-wide process for resource management
- Improve RM results and project performance
- More on-time, on-budget projects
- More productive RM team members
- Leverage industry best practices
- Professional growth through education improves employee engagement

## *For Individuals*

- Professional growth
- Learn modern techniques for resource management
- Keep current with industry best practices
- Add more value to your organization
- Better career opportunities
- More job satisfaction!

Learn From the Foremost RM Experts in the World





# Benefits of RM: For Client-Facing Services Organizations

Small improvements in utilization can have significant bottom line impact

## Annual Increase in Marginal Revenue and OI from Utilization Improvement

MARGINAL REVENUE IMPROVEMENT					MARGINAL OI IMPROVEMENT				
# of Consultants	Increase in Utilization by (pts):				# of Consultants	Increase in Utilization by (pts):			
	1	5	10	15		1	5	10	15
50	\$208,000	\$1,040,000	\$2,080,000	\$3,120,000	50	\$104,000	\$520,000	\$1,040,000	\$1,560,000
100	\$416,000	\$2,080,000	\$4,160,000	\$6,240,000	100	\$208,000	\$1,040,000	\$2,080,000	\$3,120,000
150	\$624,000	\$3,120,000	\$6,240,000	\$9,360,000	150	\$312,000	\$1,560,000	\$3,120,000	\$4,680,000
200	\$832,000	\$4,160,000	\$8,320,000	\$12,480,000	200	\$416,000	\$2,080,000	\$4,160,000	\$6,240,000
250	\$1,040,000	\$5,200,000	\$10,400,000	\$15,600,000	250	\$520,000	\$2,600,000	\$5,200,000	\$7,800,000
325	\$1,352,000	\$6,760,000	\$13,520,000	\$20,280,000	325	\$676,000	\$3,380,000	\$6,760,000	\$10,140,000
375	\$1,560,000	\$7,800,000	\$15,600,000	\$23,400,000	375	\$780,000	\$3,900,000	\$7,800,000	\$11,700,000

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

### Additional benefits:

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 Enterprise Organizations

**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.*

**Annual Cost Savings from Utilization Improvement**

FTE	COST SAVINGS ANALYSIS (\$50/hr)			
	Increase in Utilization by (pts):			
	1	5	10	15
50	\$52,000	\$260,000	\$520,000	\$780,000
100	\$104,000	\$520,000	\$1,040,000	\$1,560,000
250	\$260,000	\$1,300,000	\$2,600,000	\$3,900,000
500	\$520,000	\$2,600,000	\$5,200,000	\$7,800,000
750	\$780,000	\$3,900,000	\$7,800,000	\$11,700,000
1000	\$1,040,000	\$5,200,000	\$10,400,000	\$15,600,000
2000	\$2,080,000	\$10,400,000	\$20,800,000	\$31,200,000

**Small improvements in utilization can have significant bottom line impact**



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# RMCP® Process

Register for RMCP®  
and Complete Pre-reqs

- Register online at [resourcemanagementinstitute.com](https://resourcemanagementinstitute.com)
- Complete required pre-reading

Attend RMCP®  
Training

- Choose one of three delivery options: three day classroom program, six session virtual instructor-led program (Sessions run approximately two hours), or pre-recorded on-demand modules

Take Exam

- Certification exam conducted at conclusion of training portion of the program
- Exam results will be immediate

Recertification Process

- Certification will be active for 2 years
- Recertification can be achieved by earning 20 Professional Certification Units (PCUs ) OR by retaking exam



# Certification Package

## What You Get:

- Pre-requisite materials, provided digitally
- RMCP<sup>®</sup> training course delivered either via classroom (2 ½ days), virtual instructor-led (six sessions), or pre-recorded on-demand learning modules
  - RMCP<sup>®</sup> course content and practical exercises
  - Digital reference materials to help you put your learning in practice immediately
  - Certification exam at completion of the program
- Access to the RMI CollabCommunity – the exclusive RMI LinkedIn group where resource management professionals can network and collaborate
- Access to the RMCP<sup>®</sup> Resource Center, where you can tap into valuable tools and resources to help you with RM best practices



# 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 electronically within 2 to 4 weeks that 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 CollabCommunity, the RMI's exclusive LinkedIn group and the RMCP® 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.





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# Who Should Register?

- **The RM Certification is ideal for those who:**
  - Work as or lead Resource Managers or perform RM 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 CollabCommunity 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<sup>®</sup> program, applicants must meet certain educational and professional experience requirements.

Education Background	Experience
High school diploma or any associate degree, or;	Minimum of 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 Consulting



# Registration Process

- Register for RMCP<sup>®</sup> at <https://resourcemanagementinstitute.com/certification-process/>. Click on the + drop-down next to the Register menu item to pick which program you wish to attend (virtual instructor-led, classroom, or on-demand).
- Pay for the RMCP<sup>®</sup> certification program (see <http://resourcemanagementinstitute.com> for pricing). This payment includes a nonrefundable \$250 registration fee.
- Your registration will be reviewed for eligibility by RMI Program Administrators.
- You will be notified via email if you do not meet the eligibility requirements.



# Canceling Your Enrollment

- Contact [rmcp@resourcemanagementinstitute.com](mailto:rmcp@resourcemanagementinstitute.com) to cancel your enrollment.
- Program fees (less registration 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 registration fees will not be refunded if cancellation is on or after seven (7) days before the event.



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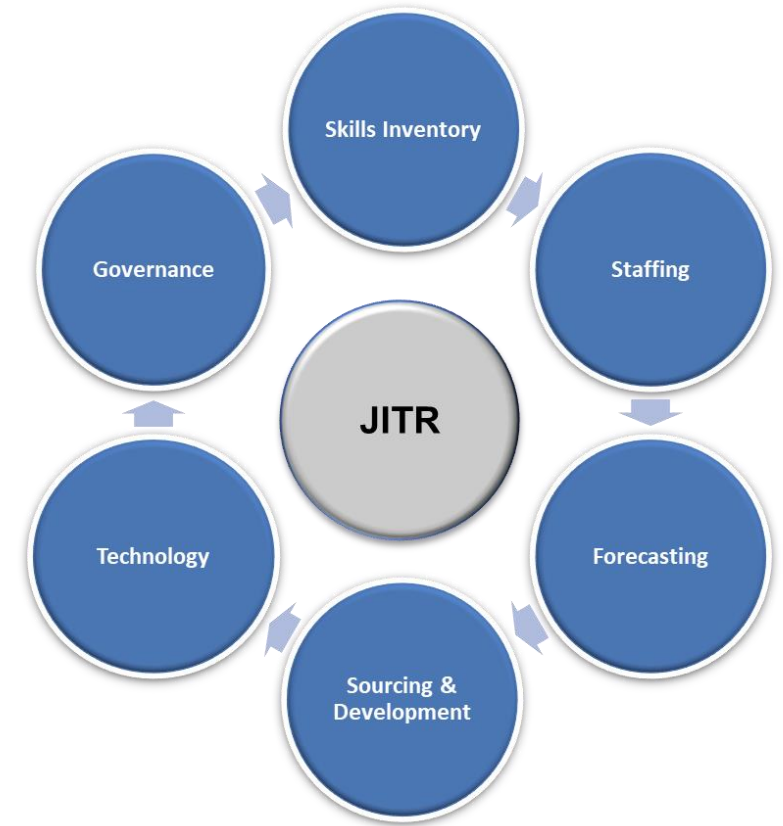
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# What We Teach/Certify

## Just-in-Time Resourcing® (JITR)

### What is JITR?

- Scalable commercial grade process solution for RM
- Capability to facilitate getting the Right Person in the Right Place at the Right Time
- Enables the ability to characterize supply and demand and align talent to forecasted demand
- Recognizes the importance and role of process automation tools
- Ideal for any project-based service business
- In use by hundreds of enterprises worldwide



# Program Outline



## CLASSROOM

- 3 Day Class
- Program Includes: Interactive Instruction, Practical Case Studies, Facilitated Discussion, Exam
- Exam is administered online at the end of Day 3



## VIRTUAL INSTRUCTOR-LED

- 6 Online, Instructor Led Sessions that run approximately 2 hours each
- Program Includes: Interactive Instruction, Self-Paced Case Studies, Facilitated Discussion, Exam
- Exam is administered online during the 6<sup>th</sup> session



## ON-DEMAND

- 32 pre-recorded sessions available 24x7
  - Each session runs approximately 10-20 minutes
- Program Includes: Instruction, Self-Paced Case Studies, Exam
- Exam is administered online at the end of final session

# What to Expect for Certification Exam

- The certification exam is available via web-tool once all other course elements have been completed.
- The exam is comprised of 60 multiple choice questions and takes approximately 90-120 minutes to complete. Questions include:
  - 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. These represent typical situations encountered by RMs and require you to apply 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.
- Overall pass/fail results will be immediately displayed on screen.



# Re-examination Process

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

- You will not need to register again or re-pay the registration 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.





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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”:
  - Pay \$250 Recertification Fee AND
  - Either earn 20 Professional Certification Units (PCUs) in 2 years OR
  - Retake the certification exam (additional \$200 examination fee)
- 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 register for and re-take the exam



# Recertification by Exam

- Click on the following link:
  - <https://rtmconsulting.digitalchalk.com/learn/rmcp-recertification-exam>
- Select the green “Register Now” button and pay \$450 via credit card.
  - This includes the \$250 recertification fee along with the \$200 examination fee.
- Proceed to RMCP® Recertification Exam module in the recertification course and complete the disclaimer to access the participant binder and then take the exam.
- You will have three chances to pass the exam
- Exam will be available on-demand

# Recertification by PCUs

- PCUs can be submitted throughout the 2-year term of certification or all at once during recertification
  - Register online to re-certify and submit PCUs (<https://rtmconsulting.digitalchalk.com/dc/learn/rmcp-recertification>)
  - The next few pages describe the Reporting Process when submitting PCUs throughout the 2-year certification period
- Recertification activities must be RM-related as defined in the table below
- RMI may request supporting information in the event of an audit
- Professional Certification Units (PCUs) are categorized in to 3 categories:

Category		Max PCUs	Examples
1	RTMC/RMI Certified Activities	Up to 20	RTMC/RMI whitepapers, webinars, training, case studies
2	Formal Academic Education	Up to 10	College or University for-credit courses related to Resource Management. Formal PM education courses that cover the content required to approach either CAPM® or PMP® certification exam
3	Professional Development & Self-Directed Learning	Up to 10	Author/co-author an article or whitepaper, first time on-the-job experience <u>relative to resource management</u> that adds to your knowledge, Informal activities such as discussions or coaching/mentoring sessions with colleagues, coworkers, clients or consultants



# Recertification by PCUs

## RMCP® Dashboard

<a href="#">Dashboard</a>	<b>General Information</b>	<b>Recertification Information</b>
<a href="#">Report PCUs</a>	<p><b>Username*:</b> <input type="text" value="Nick Cochran"/></p>	<p><b>Original Certification Date:</b> 02/19/2014</p>
<a href="#">PCU Submission History</a>	<p><b>Certification #:</b> 1400012</p>	<p><b>Current Certification Date:</b> 02/19/2022</p>
<a href="#">Explore PCUs</a>	<p><b>Company:</b> <input type="text" value="RTMC"/></p>	<p><b>Next Recertification Date:</b> 02/19/2026</p>
<a href="#">Handbook</a>	<p><b>Title:</b> <input type="text" value="Principal Consultant"/></p>	<p><b>PCUs Earned By Category</b></p>
<a href="#">Dashboard User Guide</a>	<p><b>Work Email Address:</b> <input type="text" value="ncochran@belcan.com"/></p>	<p>— <b>Category 1:</b> 1/20</p>
	<p><b>Alternate Email Address:</b> <input type="text" value="nick.cochran@resourcemanagementinstitute.com"/></p>	<p><b>RMI-Certified Activity</b></p>
	<p>Updating your username will require you to log back in with the new one.</p>	<p>— <b>Category 2:</b> 0/10</p>
	<p><input type="button" value="Save"/></p>	<p><b>Formal Academic Education</b></p>
		<p>— <b>Category 3:</b> 0/10</p>
		<p><b>Professional Activity &amp; Self-Directed Learning</b></p>
		<p><b>PCUs Needed For Recertification:</b> 19</p>
		<p><input type="button" value="Recertify Payment"/></p>

# Recertification by PCUs

## RMCP® Activity (PCU) Reporting

Dashboard

Report PCUs

PCU Submission History

Explore PCUs

Handbook

Dashboard User Guide

**Instructions:** Please describe how each activity is related to the RM profession -visit the RMCP® Resource Center for more information. If the RMI cannot identify that an activity is RM related, you may be asked to send more details. In the event you are selected for a random audit, please be prepared to submit supporting documentation such as:

1. Transcript or grade report indicating a passing mark
2. Copies of sample educational materials, course agendas or publications
3. Certificate or evidence of attendance
4. Evidence of your work or learning project.

Activity (PCU) Category: Category 1: RMI-Certified Activity

You have submitted 4 out of a possible 20 PCUs for this category.

Activity (PCU) Type: Article

Activity Title: Best Practices In Sourcing Human Capital

Summary Of What You Learn

Best Practices In Sourcing Human Capital
CIO Dive: Disrupting from within: 3 ways to reinvent business through the workforce
CMSWire: How Resource Management Works in an Agile Environment
CMSWire: How to Build a Flexible Annual Budget to Meet Unexpected Staffing Needs
Five Tips for Remote Work Every Resource Manager Should Know
Four Inhibitors to Successful Resource Management
Full-Cycle Resource Management: A Framework for Resource Visibility and Control
How an Operational System of Record Enables Full-Cycle Resource Management
IMPO: Five Ways Manufacturers Can Make the Most of the Uber Generation
InformationWeek: 9 Traits of Emerging Disruptors
Introducing the Resource Management Lifecycle
ITProPortal: Rise of the IT Resource Manager: Five ways to reduce IT project failures through resource management
Knowledge Management: The Secret to Customer Success
Retraining and Reskilling Workers in the Age of Automation
The Evolution of Resource Management
Three Resource Planning Habits You Need to Break

Start Date:  End Date:

# PCUs: Activity Reporting Process

- Each activity submitted for PCUs will need to be submitted electronically through your RMCP<sup>®</sup> Dashboard
  - [Follow this link](#) to log into the RMI website and access your RMCP<sup>®</sup> Dashboard.
- You will need to describe how each activity is related to the RM profession – the RMCP<sup>®</sup> 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 CollabCommunity



**Free for RMI members!**

If you are not a member of the RMI already, we will automatically enroll you as a result of passing the exam

The RMI CollabCommunity is an exclusive LinkedIn group where RMI members can collaborate with others who are managing people and projects and discuss resource management best practices. Our CollabCommunity combines the concepts of collaboration and community to bring resource management professionals together to network, collaborate, share resources, exchange ideas, and collectively contribute to the resource management community's growth and success.



# 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?
  - Whitepapers and Case Studies
  - Webinars (recorded and planned)
  - Events
  - Tools and Templates
  - Other resources

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



For more information send an email to:  
[rmcp@resourcemanagementinstitute.com](mailto:rmcp@resourcemanagementinstitute.com)

**RMCP®**

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Resource Management Institute  
Info@ResourceManagementInstitute.com