



**Certified Secure Destruction
Specialist[®] (CSDS[®]) Handbook**

An i-SIGMA[®] Program

Table of Contents

ABOUT THE CERTIFIED SECURE DESTRUCTION SPECIALIST ACCREDITATION

PROGRAM OVERVIEW	2
AREAS OF COMPETENCY	2
BENEFITS	3
RESPONSIBILITIES AND RESTRICTIONS	3
OWNERSHIP AND USE OF THE CSDS PROGRAM AND MATERIALS	3

PREPARING FOR THE EXAM

APPLICATION ELIGIBILITY REQUIREMENTS	4
DENIAL OF ELIGIBILITY	4
EXAM APPLICATION AND INFORMATION	5
EXAM PREPARATION	5

THE EXAM

EXAM CONTENT	6
EXAM DAY INSTRUCTIONS	7
REGISTRATION CANCELLATION/POSTPONEMENT	7
SCORING FOR THE EXAM	7
RETAKING THE EXAM	8
REPORTING RESULTS	8
CONTESTING CSDS EXAM RESULTS	8
ACCOMMODATIONS FOR APPLICANTS	8

TERMS AND CONDITIONS	9
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MAINTAINING CSDS ACCREDITATION/EARNING CEU	10
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About the Certified Secure Destruction Specialist Accreditation

PROGRAM OVERVIEW

The Certified Secure Destruction Specialist® (CSDS®) accreditation is awarded to records and information management professionals in the United States and Canada who have demonstrated a high degree of expertise in data destruction operations, regulatory compliance, information security, and risk management. They achieve this through study and the passing of an intensive exam intended to ensure their in-depth knowledge on these topics, and by keeping up-to-date on these subject matters by earning mandatory Continuous Education Units (CEU). CEU are earned by relevant attending events and webinars, reading articles and blogs, and event presenting.

By working with an accredited CSDS, clients are assured their representative has the complete knowledge of their responsibilities and the resources to create compliant destruction policies, advise them on contractual and indemnification issues, and provide them with the required regulatory employee training. And, because the maintenance of their CSDS requires ongoing education, clients working with a CSDS professional know they are staying abreast of the latest regulatory requirements and industry advancements.

Please note that the CSDS accreditation is separate and distinct from NAID AAA Certification®, which verifies and acknowledges the ongoing compliance of an organization as it applies to secure destruction services with established security and operational standards.

The International Secure Information Management & Governance Association™ (i-SIGMA™) welcomes those beginning their journey toward becoming a Certified Secure Destruction Specialist® (CSDS®).

AREAS OF COMPETENCY

Individuals must demonstrate an in-depth understanding of the secure destruction industry to achieve the CSDS Accreditation. The general subject matter categories are:

- Data protection legislation
- Secure destruction operations
- Physical security principles
- Records management principles
- Risk management principles
- Ethics and the i-SIGMA Complaint Resolution Process
- NAID AAA Certification
- PRISM Privacy + Certification

BENEFITS

CSDS accredited individuals have the following benefits:

- Listing within the online CSDS Directory located on the i-SIGMA website
- Authority to display their credentials (e.g. “CSDS” or the words “Certified Secure Destruction Data Specialist” in proximity and in association with their name)
- Recognition of the accomplishment through the association’s e-newsletter and social media
- Access to professional growth and development opportunities (at times at a reduced rate)
- Optional inclusion on the association’s Speakers’ Bureau list, creating potential speaking opportunities (note, being on the list alone is not worth CEU credit)

RESPONSIBILITIES AND RESTRICTIONS

CSDS accredited individuals have the following responsibilities and restrictions:

- May not express or infer that CSDS accreditation creates, signifies, or imbues any qualifications or meaning related to the operating security of any organization or other individuals
- Adhere and conform to the i-SIGMA Code of Ethics, the i-SIGMA Complaint Resolution Council (CRC) process, and the rulings of the i-SIGMA Board of Directors related to ethical issues, rulings, and sanctions
- Demonstrate that they are maintaining their subject matter expertise by participating in activities and events that meet the CSDS Continuing Education requirements
- In the event of loss of CSDS accreditation, whether by choice, failure to meet continuing education requirements, or ethical transgression, shall cease and desist from use of the words “Certified Secure Destruction Specialist” or “CSDS” in any manner, and remove the same from any existing or ongoing display as quickly as is reasonably possible

OWNERSHIP AND USE OF THE CSDS PROGRAM AND MATERIALS

The Certified Secure Destruction Specialist program, name, and associated materials are the property of i-SIGMA™ and all rights of ownership are reserved.

Certified Secure Destruction Specialist®, CSDS®, as well as the CSDS logos are federally protected registered trademarks of i-SIGMA under licenses granted by the authority of the United States Patent and Trademark Office. Further, all written materials created by i-SIGMA that are related to the CSDS Accreditation Program, including but not limited to training materials, sample CSDS examination questions, the CSDS examination, the CSDS examination application, the CSDS Program Handbook, and CSDS related forms, are protected by US copyright law. Under no circumstances does i-SIGMA allow the use of its copyrighted materials without expressed written permission. Unauthorized use of i-SIGMA trademarks is considered to be a violation of the law, as well as a violation of the i-SIGMA Code of Ethics.

i-SIGMA reserves the right to defend its copyrights and trademark protection by any and all legal and civil remedies available.

PREPARING FOR THE EXAM

APPLICATION ELIGIBILITY REQUIREMENTS

The CSDS Exam is available to anyone who meets the eligibility requirements, regardless of whether or not they are affiliated with a i-SIGMA-Member company. Participation is strictly voluntary and only on the condition that the applicant agrees to comply with the program as outlined and the rulings of the i-SIGMA Board of Directors.

To be eligible to take the Exam for CSDS personal accreditation, an individual must:

- Either verify that they have at least twelve (12) months experience with a secure data destruction company, a company that provides services to those who are active in the data destruction industry, or involved in information and/or security management
- Or already possess a recognized designation in a related field (such as information security, privacy principles, physical security or records management)

Note: The individual or company for which they are employed may reside in any country. International applicants are welcome to apply.

DENIAL OF ELIGIBILITY

In certain circumstances an applicant may be denied access to CSDS accreditation. Such denial may result from the following circumstances:

- The applicant does not meet the eligibility requirements for the CSDS accreditation.
- The application is incomplete or illegible.
- False or inaccurate information is reported on the application.

Should false or inaccurate information be discovered, the matter may be referred to the i-SIGMA Complaint Resolution Council (CRC) as an ethical complaint.

In the event of denial or rejection of an applicant, notification of such, including an explanation for the basis for denial, will be sent via email and applicants will be refunded 80% of their application fees.

When an applicant who has been notified of ineligibility, they have one opportunity to submit an appeal of the results in writing to the i-SIGMA office. Such appeals will be accepted via email to accreditation@isigmaonline.org or via fax (480-658-2088). The appeal process is the applicant's opportunity to clarify or provide further explanation.

All appeals must include the following information:

1. Official Appeal cover letter addressed to the CSDS Board of Regents. If in email form, subject line must read: "CSDS Application APPEAL – [Applicant Name]".
2. Any additional supporting information for consideration. Supporting information must have been completed prior to application submission date.

The i-SIGMA staff cannot assist applicants with their appeals, nor can they offer any additional information beyond what is noted in the ineligibility notice.

Should the appeal be accepted, the applicant will be re-charged the 80% reimbursed Examination fee.

EXAM APPLICATION INFORMATION

The application fee is determined by the CSDS Board of Regents. The fee must be paid at the time of exam registration. The fee is non-refundable and non-transferable. The application fee covers examination registration, proctoring of exam, and score report.

In the event of a passing grade on the examination, the newly accredited CSDS will also receive one (1) copy of the personalized CSDS Certificate.

Testing must be completed at a pre-established testing location, during a pre-established time under controlled conditions. There is typically an opportunity during the Annual i-SIGMA Conference to take the exam, or other arrangements may be able to be arranged at the i-SIGMA Office or through proctoring with a current CSDS in your area (contact accreditation@isigmaonline.org to make arrangements).

EXAM PREPARATION

The Information Disposition Textbook

The Information Disposition textbook is the primary study guide for the CSDS Exam. It is the first comprehensive digest covering the wide range of issues related to protecting information at its most vulnerable point – the end of its life cycle. Information Disposition: A Practical Guide to the Secure, Compliant Disposal of Records, Media and IT Assets contains many of the elements one needs to know, including policies and templates, to create a state-of-the-art, compliant and secure information destruction program. The book is offered at a discount to i-SIGMA member representatives.

The i-SIGMA Certification Specifications Reference Manual is intended for use when preparing for and completing the desired NAID AAA Certification or PRISM Privacy+ Certification process. It includes all policy, procedure and operational specifications required, including all endorsements, as well as the methods by which auditors will verify compliance. This manual is the secondary study guide for the CSDS Exam.

Series of 10 Webinars

The recorded webinar series fully covers the exam material as it relates to the textbook.

Cost: \$99 (Credited Toward Exam Fee)

CSDS Examination

The CSDS examination is offered annually in conjunction with the i-SIGMA Conference and Expo. Registration for the conference is not required. Examinations can also be arranged locally on occasion upon request.

Fees

- i-SIGMA Member Representative Rate with Webinar Training credit: \$189.00
- i-SIGMA Member Representative Rate without Webinar Training credit: \$288.00
- Non-Member Rate with Webinar Training credit: \$289.00
- Non-Member Rate without Webinar Training credit: \$388.00

Please note, currently, the CSDS accreditation is available only in the United States of America and Canada.

THE EXAM

EXAM CONTENT

The proctored test will consist of multiple-choice, true/false, and two essay questions drawn from designated areas of subject matter competency.

There will be four (4) major areas of competency, each with subcategories:

- 1) Legislation and Regulatory Compliance
 - a. Legislation related to Data Protection and Data Destruction
 - b. Overview of International Legislation related to Data Protection and Data Destruction
 - c. i-SIGMA Customer Employee Training Program
- 2) Physical Security, Risk Management and NAID AAA Certification
 - a. Access Control (General Principles)
 - b. CCTV (General Principles)
 - c. Employee Screening (General Principles)
 - d. Insurance Issued (related to Data Destruction)
 - e. NAID AAA and PRISM Privacy + Certification Specifications and Audit Structure
- 3) Relevant Records Management and Information Security Principles
- 4) Destruction Systems/ Operations and Safety Services
 - a. i-SIGMA Safety Guidelines
 - b. Equipment and Capabilities (by media type)
 - c. Necessary Elements of Operating Policies/Procedures

EXAM DAY INSTRUCTIONS

The CSDS Exam is held under strict security. Proctors supervise the examination. Irregularities observed during the exam, such as creating a disturbance, giving or receiving unauthorized information or aid to/from other Applicants, or attempting to remove exam materials from the testing room, may be cause to end the Applicant's participation in the exam, or to invalidate the Applicant's scores. Irregularities may be identified by observation or suspicion by the test proctors.

The i-SIGMA Complaint Resolution Council (CSC) will investigate each incident of suspected or alleged misconduct or irregularity during the CSDS Exam.

Applicants must have the following items, or they will not be admitted to the examination:

- Photo identification (i.e., driver's license, passport, etc.). The name printed on the Applicants identification must match the printed name on the roster or the Applicant will not be allowed to take the exam.

Things to consider/keep in mind:

- Applicant should arrive at the exam location prior to the published start time to allow sufficient time for check-in. No admittance will be permitted after the published start time.
- Come prepared with a pen or pencil
- Devices with memory capabilities must be deactivated and surrendered to the proctor when arriving to the examination room. This includes but is not limited to all technological devices (e.g. cellular phones, smart watches, music players, etc.). These items will be returned upon submission of the completed CSDS Examination.
- Notes, books, dictionaries, and/or any type of aid are not permitted in the CSDS examination room and must be surrendered to the proctor upon arrival.
- CSDS Applicants may not leave the CSDS examination room during the test.
- Room temperature in examination rooms may vary. Applicants should bring a jacket or sweater for personal comfort.
- The Applicant will receive a registration confirmation email no later than one week prior to the exam.

REGISTRATION CANCELATION/POSTPONEMENT

There is no refund given if an attendee cancels their examination registration. The applicant may change postpone their examination to an alternate date and location if they are unable to participate in the originally scheduled exam. Notice of such change must be submitted in writing one (1) week prior to originally scheduled date. There is no refund or credit given to "no shows".

SCORING FOR THE EXAM

A score of 85% is required to pass. The examination will be measured against a predetermined standard of knowledge; the standard is the basic level of knowledge that can reasonably be expected of individuals with basic competence. Applicants are not graded on a curve.

RETAKE THE EXAM

In the event that the applicant fails to achieve a passing grade, they will have one (1) year from the initial exam date to re-register and retake the exam at no additional fee. There is no limit to the number or retakes allowed within this year. The retake exam will always be the most current CSDS Exam offered at that time. If after one year the individual has not received a passing grade, they will need to re-apply and re-pay all examination fees.

REPORTING RESULTS

CSDS exam results will be emailed to the Applicant with one month of the examination date. Individuals who passed will be recognized as new CSDS through the association's e-newsletter and social media.

CONTESTING CSDS EXAM RESULTS

An Applicant may contest the results of the CSDS Exam. The Applicant must submit a written appeal to the i-SIGMA office within thirty (30) days of notification of examination results, along with a Manual Re-scoring Fee of \$75 USD (check made payable to i-SIGMA). If manual re-scoring reveals no discrepancy, the initial score will stand; however, if a discrepancy is revealed that changes an Applicant's text score to a passing grade, the CSDS Accreditation shall be awarded, including all benefits, and the Manual Re-scoring Fee will be refunded to the Applicant.

ACCOMMODATIONS FOR APPLICANTS

i-SIGMA complies with the provisions of the Americans with Disabilities Act (ADA) (42 USC Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et, seq.). Any individual who has a physical or cognitive impairment or limitation that prevents an Applicant from taking the examination under standard testing conditions may request special testing arrangements. The types of accommodations that may be provided include large print test booklet, a person to read and/or mark the answer sheet, extended testing time, and/or a separate testing room. i-SIGMA will make every effort to assist with special requests, except when it may alter the examination or results. There is no additional charge for special arrangements.

When requesting special arrangements, include a separate email communication outlining the following after submitting your CSDS Exam Registration:

- Adaptations the Applicant is requesting

The International Secure Information Governance & Management Association (i-SIGMA) does not discriminate against any person on the basis of age, gender, sexual orientation, race, religion, national origin, medical condition, physical disability, or marital status.

TERMS AND CONDITIONS

A CSDS accredited individual must use the title or the acronym accurately: either Certified Secure Destruction Specialist or CSDS (for example, using “Certified Destruction Expert” is not appropriate). Any willful alteration may result in permanent or temporary revocation of the accreditation; require remedial education, or other penalty as determined by the CSDS Board of Regents. Misrepresentation of the CSDS accreditation may also lead to the matter coming before the i-SIGMA Complaint Resolution Council (CRC) as an ethical violation.

The CSDS title may only be used by the individual who has achieved the designation. Others working at the same company with a properly designated CSDS person may not represent or infer themselves as a CSDS, nor may the organization itself. In the event this occurs, and either the i-SIGMA office or another member has sufficient evidence that it has occurred, the matter may be referred to the Complaint Resolution Council (CRC) as an ethical violation.

i-SIGMA makes every effort to keep the most current contact information for CSDSs. If the CSDS changes their name, email, moves, or changes jobs, it is the responsibility of the CSDS accredited individual to update the information with i-SIGMA as soon as possible.

If the CSDS holder is employed by a non- i-SIGMA member company, he/she will have to pay the non-member rate (where applicable) for any additional CSDS Educational opportunity.

In the event that a CSDS holder leaves the secure destruction industry, he or she may maintain the designation, but will have to continue earning CSDS CEU. The CSDS must then pay the non-member rate (where applicable) for any CSDS Educational opportunity.

MAINTAINING CSDS ACCREDITATION/EARNING CEU

In order to maintain the designation, a CSDS must achieve 20 CSDS Continuing Education Units (CEU) annually. CEU will not be credited for normal business, conducted on a day-to-day basis. All CEU will be credited with the proper submission requirements listed on the application form.

The 20 CEU requirement must be completed by the 30th of June each year with the new year of accrual beginning the 1st of July (Exception: Applicants earning their CSDS from the Annual Conference may begin their accrual in July). There is NO ROLLOVER of CEU into the next tracking period.

CURRICULUM

CEU may be earned for curriculum related to the four (4) major areas of competency.

- 1) Legislation and Regulatory Compliance
 - a. US Legislation related to Data Protection and Data Destruction
 - b. Overview of International related to Data Protection and Data Destruction
 - c. i-SIGMA Compliance Toolkit
- 2) Physical Security, Risk Management and NAID AAA Certification
 - a. Intrusion Prevention/Monitoring (General Principles)
 - b. Access Control (General Principles)
 - c. CCTV (General Principles)
 - d. Employee Screening (General Principles)
 - e. Insurance Issued (related to Data Destruction)
 - f. NAID AAA and PRISM Privacy + Certification Specifications and Audit Structure
- 3) Relevant Records Management and Information Security Principles
- 4) Destruction Systems/Services Operations and Safety
 - a. i-SIGMA Safety Guidelines
 - b. Equipment and Capabilities (by media type)
 - c. Necessary Elements of Operating Policies/Procedures

CEU ACTIVITES

Item	Description	Submission Requirements	CEU Potential
i-SIGMA Annual Conference	Attendance at the Association's Annual Conference	- CEU Application Form - Copy of event registration - Summary of a favorite session	12 For attending the full event
Shred School	Attendance to the entire Shred School® Workshop	- CEU Application Form - Copy of certificate of completion	12 for attending the full 2 days; 6 if arrived late or left early
Other Conference or Training	Attendance to another event with topically relevant trainings	- CEU Application Form - Copy of event registration and possibly agenda with descriptions - Summary (100 words min)	4-12 May vary according to the topics and length of event
Webinar	Attendance in a topically relevant webinar (live or pre-recorded)	- CEU Application Form - Summary of content (100 words min)	2 Unless otherwise designated
Article/ Podcast	Reading/Listening to an industry relevant article (e.g. iG Journal article, blog post, other industry publication)	- CEU Application Form - Copy of or link to article - Summary (100 words min)	2 Unless otherwise designated
Published Work	Writing an educational piece that is then published in a blog, journal, magazine, etc.	- CEU Application Form - Copy of or link to final article	4
Speaking Engagement	Speaking at an event on an educational (non-promotional) topic	- CEU Application Form <i>And Either</i> - Program from the event <i>Or the following details:</i> - Date and Time - Audience/Group - Location - Session Title/Topic	4
Committee Member	Membership in certain i-SIGMA committee, that involve elements of research and continuing education pertaining to the CSDS curriculum	- CEU Application Form - Active Membership in an i-SIGMA council	4 unless otherwise designated

Throughout the year, i-SIGMA will publish articles in the iG Journal and on its website and host educational events. These typically have CEU value. These are often designated by use of the CSDS CEU logo. Where such articles and events have CSDS CEU value, that value will also be indicated in conjunction with a logo, like this:



CEU are tracked by i-SIGMA. All CSDS can track their current CEU total online. Contact i-SIGMA for your personal link. i-SIGMA will also send out notification of CEU totals quarterly.

CEU opportunities may or may not require a fee, depending on the nature of the event or project.

If a CSDS has not achieved 20 CEU by the 30th of June in any given year, that person forfeits the accreditation effective immediately. If the individual wishes to reactivate their accreditation, they will be required to register to take the current CSDS Exam with applicable fees.