IT Professionalism, CIPS, and the I.S.P.



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Agenda

- IT World & Profession Changing
- Profession Motivation
- Professionalism
 - Lets define
 - Trust
- CIPS & the IT Profession



Penetration of IT Technology

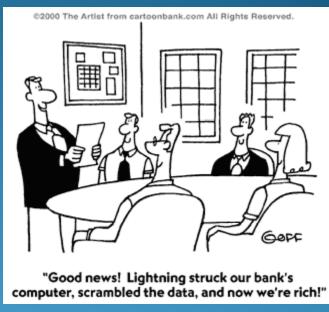
- Advances in Telecommunications
 - Increased accessibility
 - GUI & complex task templates
- Sophisticated End User Applications
 - Specifications
 - Application suites Office, SAP, Oracle, etc.
 - COTS commercial off-the-shelf applications

Utility View of IT

- IT has become essential
- No Surprises, ... now a requirement
- Best Practice Standards
 - COBIT for IT governance
 - ITIL for delivery & support
 - CMMI for development
- SOA, SAAS

IT Professional Implications

- Redefine IT Professional
 - Cowgirl/boy not acceptable
 - More than tech knowledge
- Emerging definition
 - Obligations & responsibilities
 - Trust is key
 - Risk management computer, scramble http://www.cips.ca/system/files/Risk Management May2007 5 1 0.pd
 - Best practice standards http://www.cips.ca/practices



IT Profession

- Background on professions
 - Definitions
 - Traditional view of professions
- Code of ethics, standards of conduct

Motivation: Professions

- Public Interest
 - Members of the profession will be held accountable for their work
 - Only those with appropriate qualifications will be admitted

- Professional Interest
 - Establishes the basis for winning trust from members of the public
 - Protects members from unethical or unqualified competition

Profession & Professional

- Profession: Widely recognized body of people accepted as "the profession"
 - IT Profession isn't there yet
- Professional: Those accepted because of education, training, experience, and accountability
 - We clearly have IT Professionals

Code of Ethics

- Adopted from CIPS Code of Ethics
 - I will place my client's interest above my own and nothing will be above the public interest.
 - I will fairly describe my level of competence and deliver to any claimed level of competence.
 - I will protect all private or confidential information that I obtain from clients or colleagues.
 - I will be impartial in giving advice and fully disclose any potential conflicts of interest.
 - I will work to advance my profession and actively support my professional colleagues.

Priority of Interests

- Lowest level: personal interest or interest of colleagues
- Next level: the interests of client (or employer)
 - Professionals serve clients
 - Organization before individual
- Highest level: the public interest
 - Quid pro quo for restricted right to practice?

Public Interest

- Critical for self-regulated professions
- Two flavours
 - Actively serve the public interest
 - Great theory, but can be very difficult
 - Do not harm the public interest
 - Acceptable, and may be attainable

Competence

- Advance to new areas must be possible
 - Can not always have done it before
- Approaches
 - At the leading edge
 - No one has much experience
 - As part of a team
 - Follow this time, lead next
 - Based on some competence
 - Some competence, some new experience

Confidentiality

- Important to apply at least the client's confidentiality standard
 - Being too confidential is not a problem
 - Not using client standard is a problem
- Questionable actions
 - Elevator, GO train discussions, cell phone
 - Leaving confidential documents exposed
 - Revealing an assignment's existence

Conflict of Interest

- Possible conflict of interest
 - Hidden facts which, if discovered, could lead a reasonable person to question objectivity
- Possible hidden facts
 - Established commercial relationships
 - Connections to family / friends
 - History of previous assignments
- Expose hidden facts, let client decide

Support the Profession

- Win on your merits
 - Don't bad mouth the competition
- Recognize contribution of others
- Provide development opportunities
- Contribute to the profession
- Public support for the profession

Nearly There

- Trusted Intentions
 - Code of Ethics
 - Independent Enforcement
- Trusted Competence
 - Requisite Knowledge/Experience
 - Commitment to Risk Management
 - Commitment to Standards of Conduct

Requisite Body of Knowledge

- ACM, IEEE-CS, BCS, EF of ICCP, CIPS, IP3
 - ACM, ICCP & CS: focused on curricula
 - IEEE-CS: New BOK for SE
 - BCS: BOK for IT Professional
 - CIPS, IP3: Localized International BOK

Risk Management

- Professionals are generally expected to protect their clients from risk
 - True for doctors and lawyers
- Nature of IT Risk
 - Projects: Large internal risks
 - Acquisition: Large "partnership" risks
 - Operations: Large external risks

Standards of Conduct

- At last, standards are useable
- Moved up from How to What
 - We know how to do things, but we don't always know what should be done
- Growing harmonization
 - CobiT IT Governance
 - ITIL IT Operations
 - ISO, SEI, IEEE Development, Acquisition

CIPS & the IT Profession

- Code of Ethics established
 - Established enforcement procedures
- Initial Body of Knowledge
 - Following BCS BOK template
- Commitment to Risk Management
 - Expected of all IT professionals
- Commitment to Standards of Conduct
 - Required part of SE curriculum

Future of IT Profession

- CIPS: *the* Canadian IT professional society
 - Is moving in the right directions
 - More work is still required
 - Public perceptions must change



Join CIPS, work with us to advance the IT profession in Canada