

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

CIPS Ontario



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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
    - [http://www.cips.ca/system/files/Risk\\_Management\\_May2007\\_5\\_1\\_0.pdf](http://www.cips.ca/system/files/Risk_Management_May2007_5_1_0.pdf)
  - 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, IP<sub>3</sub>
  - ACM, ICCP & CS: focused on curricula
  - IEEE-CS: New BOK for SE
  - BCS: BOK for IT Professional
  - CIPS, IP<sub>3</sub>: 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

*Thank you*