Australian Computer Society

ACS Code of Professional Conduct and Professional Practice

ICT Professionals Shaping Our Future

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INTRODUCTION

WHAT IS THE CODE?

One of the hallmarks of a profession is the commitment by its members to high standards of professional conduct. Members of the Australian Computer Society (the Society) should at all times maintain standards of conduct worthy of Information Technology (IT) professionals. By doing so, they will enhance their personal stature as IT professionals and help maintain the credibility and prestige of the IT profession. They will also secure the continuing acknowledgment of their professional merits by the community as a whole.

The Society's Code of Professional Conduct and Professional Practice is designed to provide members with authoritative guidance on acceptable standards of professional conduct and practice within the IT industry. The Code focuses on essential matters and is not intended to include a multitude of detailed rules. The Code should not, therefore, be narrowly interpreted. While it contains specific rules, it is equally important that the spirit of the rules should govern members’ conduct.

WHO IS THE CODE INTENDED FOR?

The Council of the Society recommends the Code for consideration by all who are involved in providing service in the field of Information Technology and who consider themselves a part of the Information Technology industry. The Code is not intended as a 'how-to' manual of tools and techniques, nor is it intended as a benchmark of standards which must be rigidly followed for certification purposes. Rather, the Code should be approached as a set of guidelines of acceptable standards of personal behaviour and methods of practice within the IT industry which should always be followed.

HOW SHOULD THE CODE BE USED?

The IT profession covers all occupations relevant to the development and operation of IT systems. The requirements statements in the Code have been chosen because they are generally applicable and important. In any given situation not all these requirements will be applicable, and additional requirements may be necessary. The IT professional should evaluate each requirement and accept and or adapt it as appropriate to individual circumstances.

Professional Conduct Versus Professional Practice The Code is divided into two main sections - the Code of Professional Conduct and the Code of Professional Practice.

The Code of Professional Conduct is aimed specifically at the individual IT professional, and is intended as a guideline for acceptable personal conduct for each IT professional practising in the industry. It is applicable to all IT professionals regardless of their role or specific area of expertise.

The Code of Professional Practice is intended as a guideline for acceptable methods of practice within the IT industry. Because of the rapidly changing nature of the IT industry and the wide variation in roles, this section of the Code is deliberately generic and concentrates on common areas encountered in the industry that are not influenced by hardware, software or organisation type.
TERMINOLOGY

1. The Code refers throughout to 'you', the member, in order to demonstrate that a personal commitment is required by professional members of the Society.

2. 'Client' is any person, department or organisation for whom the member works, or undertakes to provide Information Technology related aid, in any way.

3. 'User' is any person, department or organisation served by Information Technology based systems.

4. 'System' means all applications involving the use of computers. The term does not imply any particular mode of processing. 'System' may be interpreted as encompassing non-computer procedures such as clerical, manual, communication and electromechanical processes.

COMPLIANCE

Compliance with the Code is mandatory for Members of the Society.

RELEVANCE TO LAW

The Code has relevance to the professional standards legislation. The IT professional should be aware that the Code's requirements, if applicable to a member's particular situation but not adhered to, could be grounds for an unsatisfied client claiming professional negligence. The Code may be quoted by an expert witness giving an assessment of whether certain conduct was good practice. A supplier may be asked to comment if, in its view, its product conforms with the Code. Failure to observe the Code could also lead to a disciplinary charge or complaint being made against the member by either another member of the Society or by any other person or client.

ASSISTANCE TO MEMBERS

Members should, when in doubt as to the propriety of any course of action, and if the doubt cannot be resolved by reference to the *Code of Professional Conduct and Professional Practice*, seek the guidance of the Chief Executive Officer of the Society.

ACKNOWLEDGMENTS

The Society wishes to acknowledge the valuable assistance provided by a number of members of the Society in preparing and commenting on the early drafts of this code, and also the assistance provided by the British Computer Society whose code along with the Society's former Code of Practice assisted with the task of formulating this Code.
A CODE OF PROFESSIONAL CONDUCT

A1 THE PUBLIC INTEREST

Safeguard the interests of your clients provided that they do not conflict with the duties and loyalties owed to the community, its laws and social and political institutions.

In performing work for a client your priority should be to satisfy that client’s needs and to meet the specifications to which you are committed. If, however, in meeting these requirements you are forced to breach law or inflict damage upon a third party, then you are professionally responsible to make the client aware of these consequences and agree an alternative course of action.

A2 INTEGRITY

Do not breach public trust in the profession or the specific trust of your clients and employers.

Observance of utmost honesty and integrity must underlie all your professional decisions and actions. Circumstances will undoubtedly arise during the course of your professional career where it may appear to be beneficial for you to deceive your client in some way. The resultant short term gains from this type of behaviour is not acceptable professional practice, nor is it worth eroding the confidence and trust that is built up over the longer term.

A3 CONFIDENTIALITY

You must not disclose information acquired in the course of your professional work except where consent has been obtained from the rightful legal owner or where there is a legal or professional duty to disclose.

This is applicable to most professions, but it is particularly applicable to you as an Information Technology professional as you are likely to have access to clients’ information due to the nature of your work. You should be aware that information is the property of the client, and must not be distributed freely or used for your personal advantage or that of a third party without the client's consent.

A4 OBJECTIVITY AND INDEPENDENCE

Be objective, impartial and free of conflicts of interest in the performance of your professional duties.

In each professional assignment undertaken, you must be seen to be free of any interest which is incompatible with objectivity. Always make sure you are aware of your client’s objectives and the benefits he is looking for, and be careful not to lose objectivity created by the latest development technology or by the desire to promote your own product.
In the situation where a conflict exists between two or more clients, a full and frank explanation and disclosure of the conflict should be made to the clients.

A5 **COMPETENCE**

Accept only such work as you believe you are competent to perform and do not hesitate to obtain additional expertise from appropriately qualified individuals where advisable.

You should always be aware of your own limitations and not knowingly imply that you have competence you do not possess. This, of course, is distinct from accepting a task of which the successful completion requires expertise additional to your own. You cannot possibly be knowledgeable on all facets of Information Technology but you should be able to recognise when you need additional expertise and information.

A6 **KEEPING UP-TO-DATE**

Keep yourself, and subordinates, informed of such new technologies, practices and standards as are relevant to your duties.

Others will expect you to provide special skills and advice; and in order to do so, you must keep your knowledge up-to-date. This is true for members of all professions, but particularly so in Information Technology which is developing and changing rapidly. You must also encourage your staff and colleagues to do the same, for it is impossible to retain one's professional standing by relying only on the state of one's knowledge and competence at the time professional status is achieved.

A7 **SUBORDINATES**

Ensure subordinates are trained in order to be effective in their duties and to qualify for increased responsibilities.

Take action to ensure that your hard won knowledge and experience are passed on in such a way that those who receive it not only improve their own effectiveness in their present positions but also become keen to advance their careers and take on additional responsibilities.

A8 **RESPONSIBILITY TO YOUR CLIENT**

Actively seek opportunities for increasing efficiency and effectiveness to the benefit of the user.

Whatever the precise terms of your brief, you should always be aware of the environment surrounding it and not work solely towards completion of the defined task. You must regard it as part of your duty to make your client aware of other needs that emerge, unsatisfactory procedures that need modification and benefits that might be achieved. You, as an innovator, should take into account the relevance of new methods and should always be looking for the possibility of additional benefits not foreseen when the project was planned.

You should also look beyond the immediate requirements to the needs of the ultimate user. For example, the invoice your system produces may be right for company
accounting procedures but confusing for the person who is being asked to pay against it.

A9 **PROMOTING INFORMATION TECHNOLOGY**

*Endeavour to extend public knowledge, understanding and appreciation of Information Technology*

People, for various reasons, can often be mistrustful or demonstrate resistance when it comes to Information Technology. Aim to promote Information Technology by educating people as to the benefits that can be achieved through its application to their business. You should, however, only express an opinion on a subject within your level of competence and when it is founded on adequate knowledge and honest conviction, and oppose any untrue, inaccurate, exaggerated or misleading statement or claims.

A10 **THE IMAGE OF THE PROFESSION AND THE SOCIETY**

*Refrain from any conduct or action in your professional role which may tarnish the image of the Information Technology profession or unjustifiably detract from the good name of your professional body*

Information Technology is a relatively new industry, characterised by rapid change. It is unlike other professions such as accounting or medicine in that it has not had the opportunity to evolve over many years and acquire its own standards and legislation. Any person can, in fact, practice within the industry and claim the title of Information Technology Professional.

The Society is aware that the public image of Information Technology is of some concern. It is imperative, therefore, that members of the Information Technology profession endeavour to maintain a professional standard that improves and enhances the industry's image.

B **ORGANISATION AND MANAGEMENT**

B1 **STRATEGY**

*Plan, establish and review objectives, tasks and organisational structures to help meet overall objectives*

Information Technology, no less than any other discipline, is an organic component of the organisation, and you should continuously ensure that the path you are following is in line with the objectives of the organisation.

In order to prevent the chaos of the co-existence of many internal independent information systems within an organisation, it is necessary to provide some kind of control by way of a well-worked out information systems strategy. This strategy should aim to identify those business activities within the organisation that are appropriate to computerised systems development, and align itself with the organisation's overall objectives.

Be aware that an information system should be used to support the achievement of the organisation's objectives rather than exist as an entity unto itself. There is no point
acquiring the latest technology if this is not appropriate to the information needs of the organisation.

Also ensure that information systems within an organisation are continuously reviewed for their relevance as an organisation's information needs may change as the organisation itself changes over time. Recognise also that the IT strategy may in turn contribute to the organisation's business strategy.

B2 ASSIGNMENT OF TASKS

Ensure that specific tasks are assigned to identified individuals according to their known ability and competence

When delegating work to your subordinates ensure that as far as possible the tasks will develop their competence and increase their motivation. However, you should always be aware of the limitations of an individual subordinate and not assign work that is beyond the individual's ability.

B3 COMMUNICATION

Establish and maintain channels of communication from and to seniors, equals and subordinates

Information Technology, by nature, requires constant interaction between members of the Information Technology organisation and, most importantly, with the user. It is often assumed communication will look after itself, but good communication is vital to business success. You must ensure that formal channels of communication exists upwards, downwards and sideways in the organisation for which you are responsible.

B4 ACCOUNTABILITY

Be accountable for the quality, timeliness and the use of resources in the work for which you are responsible

High on your list of professional duties will be the requirement to provide a service of agreed quality, on time and within budget. Beyond that, of course, is the requirement for contingency planning and the need to make others affected aware of difficulties and dangers if these are foreseeable. For this you, as a professional, are responsible.

B5 REPORTING

Enable management of your organisation and client to be aware of significant deviations from agreed plans in time for corrective action to be taken

You have a responsibility to keep senior management of your organisation and client informed as to your department's plans, the progress of ongoing projects, and their incurred costs.
C DEVELOPMENT

C1 EVALUATION

Exercise impartiality when evaluating each project with respect to its technical, moral and economic benefits

Your responsibility in a project will give you opportunities to make decisions based on your personal views and preferences. Always make sure you are aware of your client's objectives and the benefits the client is looking for, and be careful not to lose objectivity through enthusiasm created by the latest development of technology.

C2 SYSTEM OBJECTIVES

Specify the system objectives, completion date, cost and security requirements with the client and the necessary criteria for their achievement

Always ensure you produce a clear statement with qualified objectives wherever possible which can be agreed with the client. For large projects covering a significant span of time, objectives should be reviewed at appropriate points to ensure that the project is still relevant in the light of changing circumstances.

C3 APPROPRIATENESS OF TECHNOLOGY

Projects should be completed with technical soundness, using the most appropriate technology and within time and cost constraints

Cost and service are criteria of an effective system rather than technical ingenuity. The technology to be exploited should be the best for the purpose in view, not necessarily the latest or most sophisticated.

C4 PROJECT MANAGEMENT AND CONTROL

Effective project management is a critical success factor in every project. Formal project management and control should be established for every development project which will involve significant time or resources

It is important to establish a plan for each project so that progress may be monitored against this plan and any discrepancy highlighted for management action. Both the client and project personnel should be consulted when drawing up and agreeing the project plan, and be kept informed of overall progress and the effect on cost and other relevant matters of any delay.

C5 FACILITIES

Ensure productivity of development personnel is as high as possible by providing them with the necessary administrative and technical support

There is nothing more frustrating to the developers than inadequate facilities (eg work stations, documentation) with which to do their job. Apart from the effect on morale, inadequate facilities can also significantly extend project completion dates. When drawing up project plans and schedules, consider carefully the resources required for
the project team and ensure appropriate resources are secured before work begins on the project.

C6 STANDARDS

*Ensure that effective standard procedures and documentation are available and used*

A characteristic of professionals is that they depend on the operation of a series of standards and procedures for efficiency and effectiveness. This is no less true for the IT professional. You should ensure that the standards you lay down do not cause inhibiting rigidity, but provide a framework within which individuals know how the work is to be done, when and by whom.

C7 CLIENT PARTICIPATION

*Ensure that the client can participate in all stages of problem analysis, system development and implementation*

The systems you develop ultimately belong to the client, and therefore the client needs to maintain overall control and be given opportunities to exercise it. Therefore you should seek the client's involvement in key project activities, eg the specification, quality control and provision of test data. You should encourage and help the client to achieve the right level in involvement not least because in this way you ensure you produce the system that the client requires.

C8 DEPENDENT TASKS

*Ensure that each task is completed to a defined level before the next dependent task is started*

A task may be anything from specifying a system to determining the size of a piece of detailed code. While many tasks will be executed in parallel, dependent tasks should be completed sequentially with non dependent activities within them overlapped. But you should not, for example, start writing a program in advance of a complete specification if you wish to avoid duplication or waste of effort in reprogramming, unless an appropriate approach such as prototyping has been agreed with the client.

C9 AUDIT, MAINTENANCE AND DOCUMENTATION

*Ensure that systems are designed and sufficiently documented to facilitate subsequent audit, maintenance and enhancement, and accurate comprehension by users*

It is essential, at the original stage, that you consider and provide for the needs of future audit and of modification. Documentation should indicate clearly where the audit trail lies. Documentation should also assist trouble-shooting and enable modification to be undertaken with minimal reprogramming and the smallest possible impact on operations. Also, your users will require documentation in a convenient form using plain English to ensure the proper use and exploitation of the system.
C10 **INPUT/OUTPUT**

*Ensure that input and output are designed to obviate misunderstanding*

The input and output of a system are normally prepared or received by non-technical users and consequently must be designed to simplify business life rather than add extra burdens. Input and output forms should be easily readable - avoid jargon, unfamiliar codes and abbreviations - and provide clear headings and such things as page numbers. Moreover, whenever possible, the power of the computer should be used so as to permit the maximum use of plain English.

C11 **REDUNDANCY**

*Ensure that there are adequate procedures available to delete erroneous, redundant and out of date data from files*

It is part of a sound approach to consider not only the immediate use of a system but also its effectiveness during a life which will be as long as it continues to meet its objectives. During this life, redundant data is bound to accumulate and it will be essential to have procedures for clearing it out.

C12 **DATA RECOVERY**

*Ensure that adequate procedures are available which will restore data files and program files to their required conditions in the event of data loss, corruption or system failure*

Restorative procedures should be incorporated during the design phase. When an operational disaster occurs it will be too late to start thinking about such procedures.

C13 **TESTING**

*Specify and conduct tests to ensure that all system objectives are met to the satisfaction of the client*

It is clearly necessary for you to plan to test each program separately and then all programs together as a complete suite, followed by the computer elements together with the rest of the system. The objective is to prove the system functions as intended and not merely to detect errors. The client should be involved in the testing. Refer to Section D - Testing for further details.

C14 **CHANGE CONTROL**

*Ensure that procedures are in place for dealing with user change requests which affect previously approved system specifications*

If no constraint is imposed on changes in the course of system development, users tend to request a succession of changes with little regard for their relative or absolute importance. This is likely to result in extended time-scales, unreliable programs, out-of-date documentation and ultimately loss of control over the project.

You cannot expect, however, that the user will stop further thinking about what it is they will want their system to do, simply because a certain point in the delivery process has
been passed. It is crucial, therefore, that effective change control procedures are in place to manage this process whilst maintaining project control.

C15 CONFLICT RESOLUTION

Ensure that a conflict resolution process is agreed with the client

A clear conflict resolution mechanism should be agreed at the commencement of any new project. Ad hoc conflict resolution methods are often perceived as unfair by one or more parties.

D TESTING

D1 PLANNING AND EXECUTION

An appropriately detailed testing plan should be developed and executed

You should ensure that adequate test plans are prepared for all levels of technical and application testing. You should ensure that users are involved in designing, specifying and conducting testing as appropriate to the application.

Appropriate regression testing should be carried out prior to release of new software and or hardware.

Testing should be comprehensive, and where possible should cover a exhaustive range of conditions and data. If a complete set of possible conditions and data combinations cannot be created and tested, appropriate simulation and/or ‘black box’ testing approaches should be used.

E IMPLEMENTATION

E1 TRAINING

Ensure that adequate provision is made for user, management and operations staff training in all functions of the system for which they are responsible

You should not consider the task complete when you have seen the new system through to implementation. Your professional duty requires you to see that the system can be used effectively by your client's staff.

Each new system will bring with it, to some degree, new approaches, new techniques and new ways of doing things - these have to be explained to users. You should recognise that they will require time to become familiar with the new system and to gain confidence both in the new system and their own ability to met the new conditions.
E2 **PLANNING AND MONITORING**

*Effectively plan, monitor, adjust and report upon all activities concerned with the changeover from development to operational running*

These are vital parts of the design and development process. Your plans and schedules must be accurate and complete in detail for all resources involved. Further constant reviewing will be necessary as implementation draws near, and all who are affected will need to be advised of changes and be given the opportunity to comment.

E3 **POST IMPLEMENTATION REVIEW**

*Effectively plan, monitor, adjust and report upon all activities concerned with the changeover from development to operational running*

A review should always be conducted at an appropriate time following the end (or abandonment) of a project or key deliverable. This allows participants to identify strengths and weaknesses in their approach and the delivered product so that improvements can be achieved in future projects and or releases of the product.

F **LIVE SYSTEMS**

F1 **PROCESSING**

*Plan and operate efficient and reliable processing within defined budgets*

Processing services cover all the activities between reception of data and delivery of results. You must ensure that these services are provided efficiently to users who are just as dependent on these as they are on the application for the well being of their business.

F2 **MONITORING**

*Monitor performance and quality and arrange regular reviews of the efficiency, effectiveness and security of live systems*

The dynamic nature of most business environments means that over a period a system may provide the user with a service inferior to that originally planned. Your post-implementation reviews will be all the more effective if you check not only how well the system is meeting its original objectives, but also the continuing validity of original objectives in the light of current business requirements.

F3 **MAINTENANCE**

*Plan, from the start of a project, to provide adequate maintenance and enhancement support to live systems so that they continue to meet all requirements*

Much of the criticism Information Technology applications receive is traceable to their failure to respond quickly and efficiently to changing conditions. If you ensure that your project plans include provision of a formal system to control the enhancement of
programs, and identify the need for appropriate maintenance resources, you will avoid user dissatisfaction arising from this type of problem.

F4 **User Support**

*Establish good liaison with users and provide proper facilities for dealing with enquiries and day-to-day problems concerning the use of systems*

One of the most important areas where your professionalism will be tested will be maintaining appropriate formal and informal liaison with management and users. Everyone concerned with the services you are responsible for providing should know and understand the need for formal channels of communication.

G **Proposals**

G1 **Specification for Proposal**

*Invite proposals from vendors and service suppliers only when the objectives and requirements have been decided and agreed with your client*

A specification should be sent to vendors and service organisations who, you believe based on appropriate Knowledge and research, may be able to meet the requirements specification. It should specify the format, sequence and content of the proposal response.

Resources should be made available for discussion with the supplier's representatives in order that there shall be no misunderstanding, either of the requirements or of the supplier's recommendations. Where it becomes apparent during the preliminary discussions that one or more vendors have misunderstood the requirements, or that the approach that a vendor is adopting would not meet the requirements, clarify the requirements.

Ensure that relevant information, which becomes available after proposals have been requested, is advised to all suppliers simultaneously.

G2 **Evaluation and Selection**

*Evaluation and selection of suppliers' proposals should be qualified objectively and realistically*

It is essential to adopt an impartial attitude towards the suppliers who are submitting proposals. Throughout the evaluation it is therefore important to:

- refrain from discussing with any supplier the proposals of other suppliers
- allot the time available for discussions fairly between suppliers
- avoid involvement in any actions by the supplier's staff that might influence the selection
- apply extensions in the time allowed to submit a proposal equally to all suppliers.
On receiving proposals, examine them for completeness and request any missing information, but examine changes made to proposals carefully as often the information is deliberately omitted. Ambiguous information should be clarified.

Before evaluating any proposals it is important to ‘equalise’ them in terms of costs. This process ensures that costs are categorised into the same packages of work/product so that proposals are comparable. Where significant differences occur it may be that the proposals are not directly comparable due to differences in capabilities or scope.

In evaluating proposals, the use of misleadingly objective scoring techniques should be viewed with caution, with as much evaluation material as possible made available to support the final decision. This will often take the form of attending demonstrations or visiting supplier sites. If information gained outside of a proposal is used to support your evaluation, the supplier should be informed.

Unsuccessful proposals should be professionally handled, with the reasons for their elimination clearly stated to suppliers.

G3 PROPOSAL PREPARATION

*Ensure the proper representation of your organisation and its capabilities in your proposal*

When preparing a proposal in response to a tender or invitation it is often tempting to make unrealistic or exaggerated claims in the hope of securing the engagement. Always ensure that any claims put forward in your proposal can be supported, not only to protect the client from being misled as to the service he is expecting, but also to protect yourself in the advent of legal interrogation from a dissatisfied client.

Furthermore, if the proposal is successful, un-manageable pressure can result on the job in the attempt to meet the unrealistic claims. In this case, poor quality and a dissatisfied client is often the ultimate outcome.

H CONTRACTS

H1 PREPARATION

*Seek expert advice in the preparation of any formal contract*

The primary purpose of a contract should be to prevent misunderstanding about what is to be provided and the price to be paid for it. Many of these areas have become defined as standard practice and a number of professional bodies provide ‘standard contract’ forms as a guide. To avoid the potential dangers of a badly drawn up contract or wrong assessment of a legal situation, it is advisable to consult specialists in this field.
H2 CONTENT

Ensure that all requirements and the precise responsibility of all parties are adequately covered in any contract or tendering procedures.

In the same way as you would carefully review the completeness of the detail for a systems specification, it is necessary to review the totality of the detail to be covered by a contract. Take care to ensure such items as provision of accommodation, documentation, data preparation, responsibility for media security and standby arrangements are not forgotten. You need to ensure that all parties to the contract are fully aware of their obligations under the contract.

I PRIVACY, SECURITY AND INTEGRITY

I1 DEGREE OF SECURITY REQUIRED

Ascertain and evaluate all potential risks in a particular project with regard to the cost, effectiveness and practicability of proposed levels of security.

You should determine the value of a system in terms of what would be lost if system security were to be breached (e.g., damage to national security by leaks of military data, personal privacy by leaks from medical records or fraud by access to financial information).

You need to remember that you must give attention to areas of risk which are mandatory such as those covered by legislation for health and safety at work. Risks also exist in connection with the security of your hardware, software, data systems and people, all of which should be identified and appropriate safeguards developed.

I2 MONITORING

Apply, monitor and report upon the effectiveness of the agreed levels of security.

Situations are always changing and people are liable to become lax in observing routine practices. You will therefore find an ongoing security and audit extremely valuable in keeping people aware of security requirements and procedures, and in the identification of weaknesses and loopholes in the security system. Moreover, security arrangements should be reviewed periodically in the light of developing technology and new methods of breaching security.

I3 DISASTER RECOVERY

Ensure that all staff are trained to take effective action to protect life, data and equipment (in that order) in the event of disaster.

Information processing centres are potentially vulnerable to deliberate damage with consequential seriousness to the business of the organisations involved. Security should be treated as a serious matter. In the event of disaster, naturally the safety of people is your first priority. The data is the next priority, with proper backup facilities for recovery of data files in existence. Equipment should be replaceable and normally insured. Your staff should be trained to react with regard to these priorities.
I4 CONFIDENTIALITY

Take all reasonable measures to protect confidential information from inadvertent or deliberate improper access or use

Your responsibility for confidentiality of information is at least as great as that of members of other professions. Just as accountants handle organisations’ money assets, you are handling organisations’ data assets. The task is even more complex by reason of the speed, capacity and facility for data exchange by computers. Frequently, personal information will be under your control, and you should always be aware of the spirit and letter of relevant legislation written to protect the individual. You must not use an individual’s or a client’s information, obtained in the course of your professional practice, for personal purposes or supply that information to a third party except where required by court order or law.

I5 RESPONSIBILITY

Ensure that competent people are assigned to be responsible for the accuracy and integrity of the data

You must take direct action to give responsibility to specific individuals to ensure the accuracy and integrity of data within each system. Whilst this is important for any system, however simple, it becomes even more significant in more complex data base and communications environments.

J STANDARDS

J1 SELECTION

Appropriate standards should be selected at or close to the commencement of each project

Appropriate standards should be identified as early as possible in every project.

J2 COMPLIANCE

Applicable Australian and international standards should be identified and complied with

You have a professional responsibility to ensure that applicable standards are identified and adhered to.

J3 QUALITY

Selection and adoption of appropriate standards should include selection or development of appropriate quality standards

Selection of appropriate standards should include the development and adoption of relevant quality standards and procedures.
K  SPECIAL AREAS

K1  IDENTIFICATION AND OBSERVANCE

*Identify and take appropriate action on any special factors which may need to addressed in the project*

You should ensure that any relevant special areas are considered in each project and take appropriate action. This could include areas such as ergonomic considerations, safety and other health issues, privacy considerations, and ethical marketing and advertising.

L  LEGAL REQUIREMENTS IN THE IT INDUSTRY

L1  AWARENESS AND OBSERVANCE

*Be aware of, and ensure that relevant commonwealth, state and local laws are complied with*

You should ensure that appropriate legislation is identified, understood and complied with. Where there is any doubt you should seek appropriate professional advice and guidance.