



## IAMCP Code of Ethics and Professional Conduct

### Preamble

Members of the International Association of Microsoft Channel Partners are dedicated to the highest standards of professionalism, integrity and competence. The following principles are guidelines for the conduct of members fulfilling these obligations. These principles apply to all activities wherever they occur. They address responsibilities to the public, which the professional serves, to the clients and users of the computer technology industry who help to shape and build the industry environment and to professional colleagues within the industry.

The essential elements relating to the conduct that identify International Association of Microsoft Channel Partners (IAMCP) professional activity are:

- A high standard of skill and knowledge
- A confidential relationship with people served
- Public reliance upon the standards of conduct and established practice
- The observance of an ethical code

Therefore, these codes have been formulated to strengthen the professional status of IAMCP professionals.

IAMCP has reserved for, and delegated to each chapter, the right to revoke membership that has been granted, in the event that a member violates the Code of Ethics, as amplified by the Code of Professional Conduct. The revocation proceedings are specified in the bylaws governing the business of the chapter and provide protection of the rights of any individual who may be subject to revocation of membership.

Inasmuch as violation of the Code of Ethics may be difficult to adjudicate, IAMCP has also issued a Code of Professional Conduct, the violation of which does not itself constitute a reason to revoke membership. However, any evidence concerning a serious and consistent breach of the Code of Conduct may be considered as additional circumstantial evidence in any ethical proceedings before an IAMCP Membership Committee.

Whereas the Code of Ethics is of a fundamental nature, the Code of Conduct is expected to be amended from time to time to accommodate changes in the social environment and to keep up with the development of IAMCP professionals.

The Membership Committee will not consider a complaint where the member's conduct is already subject to legal proceedings. Any complaint will only be considered when the legal action is completed or it is established that no legal proceedings will take place.

Recognizing that the language in all sections of the IAMCP Code of Ethics contained herein is subject to interpretation beyond those intended, IAMCP intends to confine all principles to matters pertaining to personal actions of individual IAMCP members in situations for which they can be held directly accountable without reasonable doubt.

IAMCP members have a responsibility to respect intellectual property rights including copyrights, patents, and trademarks. Violation of copyrights, patents, and terms of license agreements, is prohibited by law in most circumstances. Even when not so protected, such violations are contrary to professional behavior. Software should only be copied with proper authorization. Unauthorized duplication of either printed or electronic materials must be discouraged by all means. The work of others should not be used without specific acknowledgment and authorization.

## Code of Ethics

**Disclosure:** Regarding the confidential relationship between the IAMCP and one's employer or client, the IAMCP member is expected not to transmit information which is acquired during the professional engagement in any situation which may seriously affect a third party.

**Social Responsibility:** The IAMCP member is expected to accept responsibility to the public to diminish, through a continuing educational process, confusion and misconception surrounding the automated information processing industry. The IAMCP member is expected to be cognizant of and act in accordance with all procedures and regulations to improve public safety through the protection of information vital to the security of the nation and its people, both collectively and individually.

**Conclusions and Opinions:** The IAMCP member is expected to state a conclusion on a subject in one's field only when it can be demonstrated that it has been founded on adequate knowledge. The IAMCP member will state a qualified opinion when expressing a view in an area within one's professional competence but not supported by relevant facts.

**Identification:** The IAMCP member shall properly qualify oneself when expressing an opinion outside one's professional competence in the event that such an opinion could be identified by a third party as expert testimony, or if by inference the opinion can be expected to be used improperly.

**Integrity:** The IAMCP member will not knowingly lay claim to competence one does not demonstrably possess. The IAMCP member shall not take advantage of the lack of knowledge or inexperience of others.

**Conflict of Interest:** The IAMCP member shall act with strict impartiality when purporting to give independent advice. In the event that the advice given is currently or potentially influential to one's personal benefit, full and detailed disclosure to all relevant and interested parties will be made at the time the advice is provided. The IAMCP member's employer especially should be made aware of any potential conflicts of interest. The IAMCP member will not denigrate the honesty to competence of a fellow professional or competitor, with the intent to gain unfair advantage.

**Accountability:** The degree of professional accountability for results will be dependent on the position held and the type of work performed. For instance: A senior executive is accountable for the quality of work performed by all individuals the person supervises and for ensuring that recipients of information or services are fully aware of known limitations in the results provided. The personal accountability of consultants and technical experts is especially important because of the positions of unique trust inherent to the advisory roles. Consequently, they are accountable for seeing that known limitations of their work are fully disclosed, documented and explained. Furthermore, IAMCP members have a responsibility to take appropriate action regarding any illegal or unethical practices that come to their attention. Charges should be brought against a person only when a reasonable basis for the allegation has been established, without regard to personal interest.

**Protection of Privacy Disclosure:** The IAMCP member shall protect the privacy and confidentiality of all entrusted information. The IAMCP member shall have special regard for the potential effects of computing-based systems on the right of privacy of individuals whether this is within one's own organization, among customers or suppliers, or in relation to the general public. Because of the privileged capability of IAMCP members to gain access to computerized files, especially strong strictures will be applied to those who have used their position of trust to obtain information from computerized files for their personal gain.

Where it is possible that decisions can be made within a computing-based system that could adversely affect the personal security, work or career of an individual, the system design shall specifically provide for decision review by a responsible executive who will therefore remain accountable and identifiable for that decision.

## Code of Conduct

**Education:** The IAMCP member has a special responsibility to keep oneself fully aware of developments in information processing and computer-based systems technology relevant to one's current professional occupation. The IAMCP member will contribute to the interchange of technical and professional information by encouraging and participating in educational activities directed to both fellow professionals and to the public at large. The IAMCP member will do all in one's power to further public understanding of computing systems. The IAMCP member will contribute to the growth of knowledge in the field to the extent that one's expertise and ability allow.

**Personal Conduct:** Inasmuch as the IAMCP member's personal and professional activities interact visibly to the same public, the IAMCP member is expected to support, respect and abide by the appropriate laws and in general to apply the same high standards of behavior in one's personal life as are demanded in one's professional activities.

**Competence:** The IAMCP member shall at all times exercise technical and professional competence at least to the level he/she claims. The IAMCP member shall not deliberately withhold information in one's possession unless disclosure of that information could harm or seriously affect another party, or unless one is bound by a proper, clearly defined confidential relationship. The IAMCP member shall not deliberately destroy or diminish the value or effectiveness of a computing-based system through acts of commission or omission.

**Statements:** The IAMCP member shall not make false or exaggerated statements as to the state of affairs existing or expected regarding any aspect of information, technology or the use of computers. In communicating with lay persons, the IAMCP members shall use general language wherever possible and shall not use technical terms or expressions unless there exists no adequate equivalent term in the general language.

**Discretion:** The IAMCP member shall exercise maximum discretion in disclosing, or permitting to be disclosed, or using to one's own advantage, any information relating the affairs or business of one's present or previous employer or clients.

**Conflict of Interest:** The IAMCP member shall not knowingly hold, assume or accept a position or a client with which one's interest conflicts or are likely to conflict with one's current duties or clients, unless that interest has been disclosed in advance to all parties involved.

**Public Safety:** The IAMCP member has a responsibility to protect fundamental human rights and dignity and to respect cultural diversity. Those who design, develop and maintain computing systems shall be alert to and make others aware of any potential damage to the local and global environment. When developing information systems, IAMCP professionals must ensure that their efforts are used to benefit humanity. Harmful effects to the general health and welfare of the public shall be avoided.

**Violations:** The IAMCP member is expected to report any violation of the Code of Ethics, testify in ethical proceedings where one has expert or firsthand knowledge, and serve on panels to judge complaints of violations of ethical conduct.