



ITS Code of Conduct

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Version History

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1. Purpose

This Code defines and communicates the values and acceptable behaviors Johnson County Information Technology Services (ITS) employees display when dealing with ITS customers, each other, and any others they may interact with as a part of their normal duties.

Active display of these behaviors and values by ITS employees enables ITS to perform its stated mission:

To provide information technology to meet the business needs of County departments in the effective delivery of their services. We seek to provide our services in a timely, accurate, and cost-effective manner.

Johnson County Information Technology Services can fully accomplish this mission only if our employees exhibit the level of professionalism and maturity described by the expectations in this Code.

As technology professionals, we often have access to information and processes that could cause harm or damage if used inappropriately. It is particularly important for ITS to conduct its business in an ethical manner.

2. Scope

The Code applies to the conduct of all Johnson County Information Technology Services employees.

3. Roles and Responsibilities

ITS Employees will actively exhibit these behaviors and values as they complete tasks and assignments. Our customers should easily recognize our commitment to these beliefs by our attitudes.

In addition to meeting the same expectations as the rest of ITS staff, there are several additional expectations for ITS Management personnel. ITS Management also will ensure that new employees are educated and fully aware of these behavioral expectations.

4. Related Policies

Code of Ethics for Johnson County Government
Personnel Policy No 524: Employee Conduct
Protected Health Information Security Policy
Johnson County Open Records Policy

5. Code of Conduct

5.1. ITS Employees

As a department, ITS believes these described behaviors are vital to our total success. We believe this code forms the foundation of our work environment that permits the completion of our department mission. This code allows us to provide outstanding service to our customers and work together as respected colleagues.

5.1.1. Be honest.

Honesty requires us to avoid deception in all statements. We will not offer professional information or advice that is misleading or inaccurate. We identify fact versus opinion in relaying information. Honesty means our conduct is fair and straightforward.

5.1.2. Trust each other; be trustworthy.

Trust is the mutual respect for and confidence in people. Trust recognizes the importance of individuals and appreciates their diverse opinions. Trust compels us to share information and encourage new ideas. It requires an honest, open, and forthright manner.

We assume our coworkers and customers will perform their jobs and duties to the best of their abilities. We do not second guess each other and do give each other the “benefit of the doubt”.

5.1.3. Exhibit integrity; practice what you preach.

We gain the trust of our customers through our demonstrated integrity and adherence to our own standards, policies and procedures. This allows us to build partnerships with our customers that in turn lead to our success. Our clients must trust our professional judgment.

5.1.4. Treat each other with courtesy & respect.

We acknowledge that all ITS employees are trained, knowledgeable professionals. We value the contribution that every member of ITS has to offer. We voice our opinions in a kind and thoughtful way. Personal attacks on others are not appropriate and will not be tolerated.

5.1.5. Embrace change; commit to continuous improvement.

Few areas change as quickly as technology. As technology professionals, ITS employees must readily accept change as a normal fact of life. This acceptance includes a commitment to always examine work processes for changes that increase efficiency and make the department more effective.

5.1.6. Take ownership; be responsible; be accountable.

Being accountable means every employee assumes responsibility for his or her work, attitudes, motivations, and professional development. When we are accountable, we take ownership and develop a sense of pride in how the work gets done and in the quality of the result. We acknowledge that we are in control of how we interact with others and how we react in different situations.

We do not rely on others to provide motivation and learning opportunities for us, but seek out ways to inspire ourselves. We are active participants in our career development and in setting personal goals and objectives.

We take needed action to ensure our work products are complete, defect free, and meet customer acceptance criteria. We strive to provide solutions that keep the organization’s best interest in focus.

We each take personal responsibility to make ITS successful. Even when an issue is outside our area of accountability, we make sure that customers get the service and support they need

to be successful.

5.1.7. Exhibit professionalism; present a professional appearance

Our appearance and actions have an enormous impact on how our customers perceive us and our ability to provide solutions. Presenting a professional manner and appearance immediately sets the tone of our relationship with our customers.

5.1.8. Be a good steward of County resources.

We understand County resources are ultimately owned by the residents of Johnson County. As a result, we will practice good stewardship in the use of these resources.

Since our focus is on technology, we will deploy and use technology resources with the best interest of the County and its residents in mind. We educate and encourage our customers in the appropriate use of technology resources through the publication of standards and by example.

Given our broad access to data and confidential information, we make every effort to respect the privacy and dignity of our customers and County employees. We avoid the disclosure of data to parties whose need to know is not proven. We support strong protection of the confidentiality of our customers and County employees. We comply with Johnson County's Open Records Policy and respect its processes for providing information.

We respect license agreements and intellectual property rights and do not install or distribute unlicensed software in ITS or elsewhere in the County. We abide by all applicable federal and state laws. We adhere to all related County policies.

5.1.9. Have fun.

We spend a significant amount of our time in our work environment. Consequently, it is important for this to be a pleasant, enjoyable experience. Learn to laugh at yourself. Look for the lighter side in difficult situations. Life is too short to be miserable.

5.1.10. Approach people in a positive manner; be approachable.

Always approach peers and colleagues in a constructive way. Be willing to consider other alternative methods for providing solutions. We look for ways for all parties to be comfortable with outcomes.

5.1.11. Pursue clarification with the source; seek to understand other points of view.

We recognize that we do not always have all information relating to situations or decisions. We do not rely on rumor or gossip, but instead get facts and circumstances from first hand sources.

5.1.12. Be a good listener.

Listening is a key skill that allows us to avoid pitfalls and take advantage of opportunities. Effective listening skills help us increase our involvement and invest in relationships.

5.1.13. Be willing to mentor and be mentored.

Just as every process can be improved, every person can also learn new ways of doing things. Be open to learning from your peers and supervisors. Share your experience and

lessons learned with others.

5.1.14. Participate; offer solutions rather than criticism.

Mature, responsible employees are engaged in departmental processes, contributing solutions and answers. We examine our own work habits and process for improvement.

We respect the decision making process and acknowledge that we will not always agree on all items. We trust decisions are made with the best interests of the department and organization in mind. Once decisions are made, we support them to the fullest.

5.1.15. Set a good example for others; be a role model.

All ITS employees have an obligation to provide a good example for our colleagues and customers. Our daily interactions are excellent opportunities to positively influence others. We set this example by openly exhibiting the behaviors described in this document.

5.1.16. Don't let the team down; support your peers; be willing to help outside your area of responsibility.

The ITS department is one team. When one individual succeeds, we all succeed and likewise when one fails, we all fail. Provide assistance at every opportunity to ensure your own success and the success of your colleagues.

5.1.17. Don't let people be blindsided.

One of our goals is to ensure ITS employees are never surprised or caught off guard when dealing with customers. Good communication and teamwork will make sure that everyone has the information required.

5.1.18. Share problems and ideas.

Use your peers as resources for assistance in problem solving. Do not waste time reinventing the wheel. The wide variety of experiences within ITS is a valuable commodity that we should utilize.

5.2. ITS Management

In addition to consistently exhibiting the behaviors and values defined by this code, the ITS department expects ITS Management to continually take the following actions to support and encourage them. This baseline conduct is the minimum requirement for management.

5.2.1. Set and communicate strategic direction.

Leadership is essential for any organization to meet its goals and missions. ITS must always be aligned with County priorities and the business goals of our customer departments. Management's role in this alignment is to develop and communicate direction to focus daily tasks and assignments on the mission. We communicate a direction that is consistent with County and business goals.

5.2.2. Be an agent of change.

Technology is constantly changing. As change agents, we facilitate collaboration, remove barriers, accelerate change, develop aggressive plans and thrust our organization forward. We are catalysts of change and strive to create an environment that rewards risk taking and allows failures as learning opportunities.

5.2.3. Promote the value and possibility of information technology.

We look for opportunities to show our customers the value that information technology can bring to their operations. We continually educate our clients about the options that technology can provide.

5.2.4. Recognize accomplishments.

Advertise and draw attention to departmental successes, internally and externally. Recognize excellence and celebrate victories proportionately.

5.2.5. Provide necessary resources for jobs to be done.

This is one of the fundamental responsibilities of all management personnel. We must enable our employees to successfully complete their assignments by providing the proper resources, tools and managerial support.

5.2.6. Fix the problem at the lowest level.

Mediate and resolve problems at early stages. Take prompt corrective actions and keep small situations from becoming big problems. Quickly settle disciplinary problems and take prompt measures to correct performance and behavior problems before they become irreversible or set precedence.

5.2.7. Accept ultimate responsibility for the areas we manage.

ITS managers accept that we are literally responsible for every customer contact made and every product delivered by our groups. As a result, we make every effort to ensure the success of our employees as they perform their duties and tasks. We keep our teams informed, equipped, and prepared so that they can provide the best outcomes for our customers.