



Australia's Academic and Research Network

AARNet Enterprise Services Independent Code of Conduct for IT Consultants

Version 1.0

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This Code of Conduct outlines the practice that AARNet's Enterprise Services Consultants will abide by in all aspects of consulting practice, this code goes beyond the obligations set out for AARNet staff in the employee terms and conditions and is designed to ensure that consultants abide by the independence that is the hallmark of the service.

CONSULTANT - CLIENT INTERACTION

1. A high degree of professionalism is expected with all client engagements. Professionalism means

1.1 Respecting the client by listening to the client, asking appropriate questions and reflecting back on information to fully understand the client situation and needs.

1.2 Answering questions honestly and truthfully, including admitting what is not known and where possible following up to determine for the client in a timely manner.

1.3 Operating with the upmost integrity, never placing yourself in a position that may compromise yourself or AARNet.

1.4 Preparing a timely summary of workshops and meetings, listing key points and actions, allowing the opportunity for the client to provide feedback on the notes so that both parties can agree to a fair and accurate summary.

1.5 Managing, coordinating and completing agreed actions for the client in a timely manner.

1.6 Documenting all engagements in sufficient detail (notes, tasks, opportunities) within a secure Customer Relationship Management system so that the client relationship is not impacted should a consultant leave and to ensure other consultants are up to date on past engagements.

2. The Consultant will ensure that the client receives a proposal following a standard template that outlines what is expected for the assignment. The client has an opportunity to review all the detail and negotiate on the proposal. Once the proposal has been accepted, a standard consulting agreement will be prepared that reflects the proposal detail in the contract schedule.

3. The Consultant must conduct customer reviews at Interim or post consulting assignment stages for the client to provide feedback on their experience during the pre-sales and assignment activity so that improvements can be added to business processes.

4. The Consultant will not disclose any assignment detail or opportunities to other customers or suppliers that refer to the client or the client institution, all client discussions and engagements are treated in strict confidence.
5. Should AARNet wish to publicise its experience in the form of a use case or testimonial for the website or a presentation where the name of the client or its institution is to be presented, the client will be asked for permission to do so, the client has the right to determine the content suitable for release or to decline such a request.
6. Recommendations and advice must be provided by the Consultants impartially with a duty of care for its delivery and relevance to the client and in relevance to the assignment.
7. When the Consultant is providing advice on an AARNet product or a service, a conflict of interest must be declared before offering any high-level information or comparison. Where more detailed AARNet product or service information or opinion is required, the Consultant will forward details to the relevant AARNet staff responsible to contact the client directly.
8. Any such breach of this code or unprofessional behaviour must be reported to the AARNet Senior Management team.
9. Any gifts or benefits to a value greater than \$50 in value to attend events or the receipt of prizes must be notified as a declaration to the AARNet Company Secretary who will determine whether this has impacted or may impact on the independence of the advice and guidance given.
10. The consultant has a duty to report any breach of this code, or any other behaviour the consultant may believe is inappropriate or unlawful to AARNet's Senior Management Team.
11. The client is encouraged to report any breach of this code or any other behaviour the client may believe is inappropriate or unlawful to AARNet's Senior Management Team.