

Our Mission:

The Mission of **itSMFI** is to harness global resources to strengthen IT Service Management as a management discipline, to support its growth into new markets, to direct its expansion into new areas and to protect its integrity.

Our Vision:

The Vision of **itSMFI** as a global community is to be the leading authority for IT Service Management (ITSM) worldwide.

To achieve our mission and vision, **itSMFI** has established a Code of Ethics whose intent and purpose is to define and clarify the ethical responsibilities for members of the organization.

The Code of Ethics provides the aspirational statements for all members. The Standards of Conduct provide additional detail regarding specific principles that all members are expected to adhere to and are subject to disciplinary action.

CODE OF ETHICS

- ❖ I will act in a manner that will allow me to adhere to the Standards of Conduct
- ❖ I will cooperate with my fellow **itSMF** members and treat them with respect at all times
- ❖ I will be honest in all my professional relationships
- ❖ I will promote the understanding of IT Service Management principles
- ❖ I will report any unethical or illegal activities to the appropriate management
- ❖ I will not maintain a personal interest in an organization that places my personal interest above those of the **itSMF** organization

STANDARDS OF CONDUCT

- ❖ I will comply with all applicable laws
- ❖ I will avoid conflicts of interest in my activities within the organization
- ❖ I will not use confidential knowledge gained through my position for my personal gain
- ❖ I will not violate the privacy of information entrusted to me
- ❖ I will have full and accurate information so to be informed prior to making decisions impacting the organization
- ❖ I will continually strive to increase the recognition and respect of the **itSMF** organization
- ❖ I will use my skill and knowledge to educate fellow members in the areas of my expertise
- ❖ I will make decisions for the organization that are consistent with the mission, goals, governance documents and in the best interests of the membership
- ❖ I will take all reports of unethical or illegal behavior seriously and ensure that they are fully investigated and appropriate actions taken
- ❖ I will not exercise the power of my position to influence decisions or actions of the organization that will result in my personal gain
- ❖ I will disclose all potential conflicts of interest in my role as a leader of the **itSMF** organization
- ❖ I will be accountable for all my actions fulfilling my role as a leader in the organization
- ❖ At all times I will perform my duties with respect for the law and the organization and strive to better the organization
- ❖ I will not accept gifts, hospitality or any benefit other than those that are practical and of modest value in my role as a leader in the **itSMF** organization
- ❖ I will not misuse the authority entrusted to me
- ❖ I will act solely in the interests of the organization without regard for personal interests
- ❖ I will support the **itSMFI** position of being vendor neutral