Standards of Professionalism

**Purpose:** ITS is a team of professional, talented and progressive individuals. In order to maintain a cohesive unit with forward momentum, the following guidelines have been developed to clarify and outline communication and professionalism standards for the group.

**General Behavior**

- Confidentiality is the cornerstone of integrity. If information is provided with confidential stipulations, please do not breach this code. If you are unsure whether something should remain confidential it is always better to err on the side of caution -- ask.
- A positive attitude is a key element of a successful team; be the solution not the problem.
- Avoid hidden agendas. Communicate in a manner that is open, honest and direct.
- Warmly greet team members and customers in a professional and courteous manner.
- Treat one another equally and with respect. Remember: you are the face of ITS to one another and customers.
- Managers and supervisors should take extra caution to treat their staff with respect while also maintaining a **professional** relationship.
- Be respectful of the time of your team members. Lack of planning on your part should not constitute an emergency for others.
- Take ownership - even if you have delegated something you still own it.
- It is acceptable to disagree, but handle disagreements in a professional manner.

**Communication Specifics**

- All emails and voice messages must be acknowledged within 24 hours.
- If your request is urgent, make every attempt to achieve personal contact. If an email is the only possible form of communication, tag the message ‘urgent’ in the subject line so the recipient is aware immediate attention is required.
- When sending or leaving messages, be clear, concise and specific about your request(s).
- If you are the recipient of a request and an answer is not available, provide the courtesy of message acknowledgement within one business day.
- In cases of absence the responder will be granted one extra day for response, for a total of two (2) business days from the time of return.
- Remember to change your telephone/Google greetings each week. Templates for developing voicemail and email greetings and out of office messages are in the Communications & Training folder on the ITS Google site.
- Your Google calendar should be accessible by others for viewing via the SLU domain. This makes scheduling meetings simpler and less time invasive.
- Avoid meetings exceeding one (1) hour in length. This is achieved by providing a specific agenda prior to the meeting. Conduct side bars for extraneous items, as needed.
- Post meeting minutes and notes related to meetings within one business day.
- Always name an alternate source of assistance in case an urgent need arises during your time away.
- Be sure to provide comprehensive follow up/status to customers – both internal and external.
• If a challenging situation arises, always attempt to communicate in person versus email or telephone. Remember: face to face communication is the preferred method of communication in ITS. Only resort to telephone, voice mail or email as alternatives.

**Other Guidelines and Definitions**

• "Communicating" means utilizing the appropriate form of written or verbal communication to ensure employers, employees and clients are kept fully informed at all times.
• "Competently" means the ability to perform to an acceptable standard.
• "Responsibly" means a duty of care to an employer, employees or client. "Supervise" means being responsible for the work and professionalism of others to whom you manage or oversee.
• Safeguard the environment and public health and safety. Employees must take all reasonable care to avoid causing damage to the environment, or creating any danger of death, injury or ill health to any person or damage to property arising from their work.
• Comply with all relevant laws, regulations, standards and codes. Saint Louis University expects all members to work in accordance with the statutory requirements and the Codes of Professional Practice of any certifying agencies to which employees are credentialed.
• Maintain, improve and broaden skills, knowledge and personal qualities. If work is to be performed "professionally", "competently" and "responsibly", members need to keep up-to-date with developments in the services industry to which they are employed and work. While involvement in professional organizations is purely voluntary and not monitored, it is strongly recommended all employees take such activity into account upon application for membership.
• Saint Louis University technology, infrastructure and systems is the property of the University and is made available to all students to support the University's academic requirements; faculty in support of their teaching and administrative activities; staff in support of their assigned responsibilities; and other authorized users.
• University IT professionals should not repair or assist in the repair of personal computers or equipment owned and operated by Saint Louis University faculty or staff. Anyone doing so does so at his/her own risk. Saint Louis University, including its employees and agents, is not responsible for any equipment damage or data corruption or loss that may be suffered during repairs of non-authorized equipment or applications.

I have read and understand the Standards of Professionalism as defined by the Information Technology Services (ITS) area. By signing my name, I agree to abide by the rules and treat my fellow team members with professionalism and respect each and every day.

________________________________ ______________________________
Signature     Date