



MSPAlliance<sup>Est. 2000</sup>

International Association of  
Cloud and Managed Service Providers

## MSPAlliance Managed Service Provider's Code of Ethics & Conduct

### Introduction

This Code puts forth the professional standards required by MSPAlliance (MSPA) members as a condition of membership.

The Code applies to members as well as non-members who offer their services as part of their MSPAlliance Membership.

The term 'appropriate authority' means any person or organization which has authority over your activity as an individual. If you are a practicing managed services professional this will typically be an employer or client.

The Code should guide your personal conduct as an individual member of the MSPA.

You should notify MSPA of any significant violation of this Code by another MSPA member.

### Public and Client Welfare

1. You will endeavor to perform your work with care and professionalism according to the appropriate authority's requirements, and the interests of end-users. If your professional judgment is not followed, you should provide an explanation as to the likely risks and consequences.
2. In your professional capacity you should have regard for the public health, safety and environment.
3. You should have regard for the rights of third parties, including professional colleagues or members of 'the public' who might be affected by a managed services project.
4. Within your area of professional expertise you will have knowledge and understanding of relevant legislation, regulations and standards, as well as comply with such requirements. In the international context, you should be aware of, and understand, the requirements of law specific

to the jurisdiction within which you are working, and, where relevant, to supranational legislation (i.e., EU legislation).

5. You will conduct your professional activities without discrimination against clients or colleagues

## Avoiding Conflict of Interest

7. You will avoid any situation that may create a conflict of interest between you and your client. You will make full and immediate disclosure to them if any conflict is likely to occur.

8. You will reject any offer of bribery or inducement.

## Client Confidentiality & Representation

9. You will not disclose or authorize to be disclosed, or use for personal gain or to benefit a third party, confidential information except with the permission of your appropriate authority, or at the direction of a court of law.

10. You will not misrepresent or withhold information on the performance of products, systems or services, or take advantage of the lack of knowledge or inexperience of others.

## Managed Services Profession

11. You will uphold the reputation and good standing of the MSPA in particular, and the managed services profession in general, and will seek to improve professional standards through participation in their development, use and enforcement.

- As a member of MSPA you also have a wider responsibility to promote public understanding of managed services - its benefits and pitfalls - and, whenever practical, to correct any falsehoods that bring or could bring the profession into disrepute.

- You should encourage and support fellow members in their professional development and, where possible, provide opportunities for the professional development of new members. Mutual assistance between managed services professionals furthers the reputation of the profession, and assists individual members.

12. You will act with integrity in your relationships with all members of MSPA and with members of other professions with whom you work in a professional capacity.

13. You will have regard for the possible consequences of your statements on others. You will not make any public statement in your professional capacity unless you are properly qualified and, where appropriate, authorized to do so. You will not represent MSPA unless authorized to do so.

- The offering of an opinion in public, holding oneself out to be an expert in the subject in question, is a personal responsibility and should not be done lightly.

- To give an opinion that subsequently proves ill founded is a disservice to the profession, and to MSPA.

14. You will notify MSPA if convicted of a criminal offense or upon becoming bankrupt or disqualified as Company Executive.

## Professional Advancement and Education

15. You will seek to upgrade your professional knowledge and skill, and will maintain awareness of technological developments, procedures and standards which are relevant to your field, and encourage your subordinates to do likewise.

## Managed Services Professional Competence and Integrity

16. You will not hold yourself out as an expert in an area where you are not. You will only offer to do work or provide a service that is within your professional competence.

- You can determine your own professional competence for undertaking a particular job or role by asking, for example,

i. am I familiar with the technology involved, or have I worked with similar technology before?

ii. have I successfully completed similar projects in the past?

iii. can I demonstrate adequate knowledge of the specific business and/or technical requirements successfully to perform the work?

17. You will observe the relevant MSPA Codes of Practice and all other standards which, in your judgment, are relevant, and you will encourage your colleagues to do likewise.

18. You will accept professional responsibility for your work and for the work of colleagues who operate under your supervision.

## Unified Certification Standard

19. Any and all disclosures and representations made in your responses to the Unified Certification Standard (UCS) for Cloud & Managed Service Provider audit will be truthful and honest to the best of your knowledge. If, at any time, you or an agent of your company becomes aware that a response to the UCS is false you will make a reasonable attempt to contact the MSPAlliance as quickly as possible to make a correction to the erroneous response.