

# IT Professionalism

## Build the best IT workforce to deliver Europe's digital transition

A call to action for educators, employers  
and policy-makers



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## IT Professionalism is the development, promotion and adoption of common professional practices and professional standards by the IT workforce. IT Professionalism emphasises competent and careful individual practice and collective action to develop an IT profession that is recognised, respected and accountable.

The success of Europe's Digital Decade will depend on our ability to increase the IT workforce from the 2019 baseline of 7.8 million ICT specialists to 20 million by 2030. This requires "a massive investment to train future generations of workers and to up-skill and re-skill the workforce" as well as attracting and supporting non-EU workers to address shortfalls in the availability of digital talent. It is critical that the focus on **quantity** is matched by a shared commitment to the **quality** of the IT workforce.

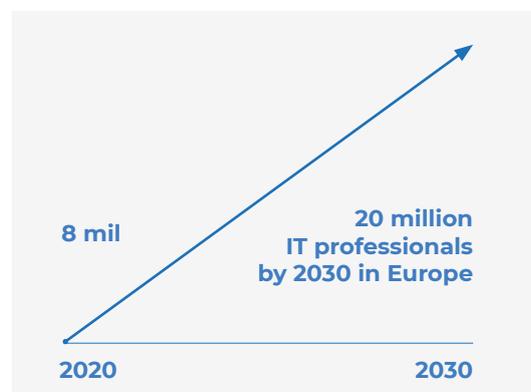
IT Professionalism is the quality-assurance scheme for the IT workforce - providing common professional standards, promoting **competence** and **carefulness** in professional practice, to deliver service and value to customers, and build trust and confidence between tech providers and users.

Through collective action by all stakeholders we can build a European IT Profession that is **recognised** and **respected** - distinguished in a fragmented and competitive global IT marketplace:

- a European IT Profession that is highly-skilled, innovative and adaptable
- a European IT Profession that is committed, ethical and accountable
- a European IT Profession that is welcoming, inclusive and diverse
- a European IT Profession that delivers for all Europeans.

These qualities of the IT Profession are crucial to make sure that the new technologies such as Artificial Intelligence, Robotics and Blockchain are developed in a competent, trustworthy and inclusive way.

### Target for the 'Digital Decade'



# IT Professionals



IT Professionals are **specialists** engaged in the design, development, operation or support of digital devices, applications, databases, networks and related systems.



IT Professionals are **competent** with strong technical, professional and interpersonal skills, and are committed to a process of continuous learning and professional development.



IT Professionals are **careful** in their work, acting with integrity and honesty, guided by best practice, with due regard for the impact of their work on individuals, organisations and society.

## IT Professional Standards

Quality standards are the hallmark of a profession, guiding the actions and behaviours of its members.

**IT Professional Standards** are defined regulations, rules or guidelines that are developed by consensus among experts in technical, HR and ethics fields.

CEN, the European Committee for Standardization, is responsible for developing and defining voluntary standards at European level.

CEN/TC 428 - ICT Professionalism and Digital Competences - is responsible for standardization work related to the four major building blocks of IT Professionalism:

- Competences
- Education, training and certification,
- Code of Ethics
- Body of Knowledge

The core standard (EN 16234-1), commonly known as the **European eCompetence Framework** (eCF), provides a

reference of 41 competences, using a common language for competences, skills, knowledge and proficiency levels.

The common language for IT professional competence provided by the e-CF can be applied by public and private sector employers, higher education, vocational education and training (VET), assessment and accreditation bodies, social partners, professional associations, market analysts and policy makers.

A European Professional Ethics Framework for the IT profession is currently in development



# IT Professional Practice



IT Professional Practice is a set of behaviours that characterise IT Professionals' approach to their work and career, and governs their routine decision making and interpersonal relationships. It comprises the following behaviours:

## Professional Competence

- Develop and maintain an appropriate mix of technical, business and soft skills
- Validate learning to a recognised level, through qualification or certification
- Engage in continuous professional development aligned to the e-Competence Framework standard through formal, informal and non-formal activities

## Professional Attitude

- Strive for high quality and apply best practice to meet the requirements of employers or clients
- Be aware of and comply with all relevant legislation, regulations and standards
- Safeguard public health, privacy and security, impact positively on society and the environment

## Professional Community

Participate in professional communities, to develop common standards and share best practices

## Commit to a code of conduct

Promote and protect the reputation of the IT profession and advance public recognition of the contribution and benefits from careers in IT

# Key Actions for all stakeholders

## IT Professional Practice



- 01 Promote IT Professional Practice within your own organisation and professional network
- 02 Support the Continuous Professional Development of your staff and encourage their participation in a professional community
- 03 Contribute to the development of IT Professional Practice resources and their promotion throughout Europe.

## IT Professional Standards



- 01 Support the development of the European e-Competence Framework, Professional Ethics Framework and related professional standards and their promotion throughout Europe.
- 02 Adopt or align with the eCF and the Professional Ethics Framework within your own organisation
- 03 Promote or demand the use of the eCF and the Professional Ethics Framework by your partners and suppliers.

# IT Professionalism – Specific Actions for stakeholders

## EMPLOYERS



- Actively promote high standards of professional practice among your IT team
- Require employees to take part in and record Continuous Professional Development
- Adopt a code of conduct aligned to a Professional body or the Professional Ethics Framework
- Use the common language of the e-CF for recruitment and staff development, and to communicate industry needs to the education sector
- Encourage and incentivise staff membership of an IT Professional Body and/or other professional communities
- Require relevant suppliers and service providers to commit to IT Professional Practices and Standards (including use of the eCF and a code of conduct)
- Engage with the IT professional standards community and contribute to standard development and updates

## NATIONAL POLICY-MAKERS



- Embed the IT Professionalism principles in all policy actions related to the IT workforce
- Promote engagement with the IT Professionalism principles to all stakeholders in national policy - including all arms of government, employer bodies, trade unions, education bodies
- Include IT Professionalism in expanded work visa programmes for non-EU IT workers
- Demonstrate practical leadership by committing to IT Professionalism actions in your role as an employer and IT services client
- Develop and distribute learning resources to promote IT Professional Practice to IT students and IT workforce entrants.
- Develop and deploy awareness-raising campaigns at national level to promote IT Professionalism to all stakeholders

## EUROPEAN POLICY-MAKERS



- Embed the IT Professionalism agenda in all policy actions related to the IT workforce
- Promote engagement with the IT Professionalism agenda to all stakeholders in European policy - including all European Institutions, governments, employer bodies, trade unions, education bodies
- Expand the development of the common IT Professional Practices and Standards, including the work led by CEN TC428
- Develop and deploy awareness-raising campaigns at national level across Europe to promote IT Professionalism to all stakeholders
- Develop and distribute learning resources to promote IT Professional Practice to IT students and IT workforce entrants across Europe
- Develop and deploy awareness-raising campaigns at national level across Europe to promote careers in IT
- Include IT Professionalism in expanded work visa programmes for non-EU IT workers
- Demonstrate practical leadership by committing to IT Professionalism actions in your role as an employer and IT services client

## EDUCATORS



- Map curricula to the relevant IT Professionalism Standards such as e-CF and Body of Knowledge. Use these standards when developing new education programmes
- Provide an introduction to IT Professional Practice for all IT students prior to graduation
- Introduce ICT Role Profiles to second-level students and use them as career guidance
- Use e-CF as a common language to engage with and understand industry needs.
- Engage with the IT professional standards community and contribute to standard development and updates

**Become a member of IT Professionalism Europe to exchange best practice and learn more!**



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