



An IDMA Best Practices Document

STANDARDS OF PROFESSIONALISM FOR INSURANCE DATA MANAGERS

Insurance data managers are responsible for the insurance industry's most valuable asset – data. The purpose of the Standards of Professionalism for Insurance Data Managers is to define for data managers the high level of professional conduct and ethical standards this responsibility demands. The discipline evolves rapidly, driven by many forces, including technological progress, regulatory change, and legislative mandate. Data managers must, as professionals, continually upgrade their skills and awareness.

Commitment 1 – Professional Integrity

An insurance data manager should perform professional duties honestly, with integrity and competence, and in a manner that fulfills the profession's responsibility to the public.

- Guideline 1.1 – An insurance data manager should observe and obey all laws, regulations, and conventions which bear on issues of honesty and fair dealing and avoid all conduct that causes unjust harm to others.
- Guideline 1.2 – An insurance data manager should neither engage in and nor uphold conduct that is or may be detrimental to the insurance data management profession.
- Guideline 1.3 – An insurance data manager should act with honesty and integrity in representing her/his work product. In particular, s/he should not willfully mislead others relative to the definition or the quality of any data for which he has management responsibility.
- Guideline 1.4 – An insurance data manager should act to protect the confidentiality of any proprietary or sensitive information to which s/he has been granted access, except when disclosure is required by law or regulation.

Commitment 2 – Continuing Education

An insurance data manager should pursue learning and professional growth as an ongoing activity.

- Guideline 2.1 – An insurance data manager should seek continually to improve professional knowledge, skills, and competence, either through traditional educational means, or by participation in meaningful industry or discipline-related activity.
- Guideline 2.2 – An insurance data manager should pursue continuing education in one or more of the following activities: passing professional or academic courses related to the insurance industry; participating in insurance industry meetings, seminars, or forums; writing professional articles; developing curriculum materials for IDMA or other insurance organizations; participating on industry committees or work groups; participating with other industry organizations (ACORD, ASWG, CAS, IAIABC, IASA, LOMA, NAIC, RIMS, SOA, WCIO, etc.); or, participating with organizations outside the industry that promote the profession (ANSI, DAMA, UN/CEFACT, etc.).

Commitment 3 – Cross Functional Training and Awareness

An insurance data manager should seek an understanding of other disciplines and functions, and in turn should seek to convey an understanding of the data management discipline to other professionals.

Guideline 3.1 – An insurance data manager should seek the extensive knowledge of insurance company operations and functions to effectively provide service to a wide range of information users.

Guideline 3.2 – An insurance data manager should endeavor to understand a task from the viewpoint of the users of data.

Guideline 3.3 – An insurance data manager should recognize and work with other professionals who possess knowledge and skills relevant to the task at hand.

Commitment 4 – Foster Professionalism in the Insurance Data Management Discipline

An insurance data manager should seek to increase and encourage professionalism in the data management discipline.

Guideline 4.1– An insurance data manager should encourage entry of qualified individuals into the data management profession.

Guideline 4.2 - An insurance data manager should strive to continually improve her/his knowledge and skills.

Guideline 4.3 – An insurance data manager should not misrepresent her/his expertise as extending beyond her/his actual level of accomplishment.

Guideline 4.4 – An insurance data manager should join and maintain membership in the Insurance Data Management Association, Inc. (IDMA), and should encourage participation and membership in IDMA among her/his colleagues.