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Dear colleagues,

I want to thank every IT leader and team member across the UK (and beyond) who has been working to make sure our vital services get back on track after the global IT outage.

Our work isn't always seen or understood - but it is felt daily in every aspect of life from the NHS, to schools to local government to businesses of all kinds that keep our economy alive.

The crisis we faced last week tested everyone in our industry. I was proud that so many members of our professional community stepped up to be counted, whether advising CEOs, providing insight and updates across social media, or re-booting laptops.

Ours is a profession we can be proud of and which expects the highest standards of ethics and accountability of itself.

I would like to see more IT systems treated by government as a critical part of our national infrastructure – as important as energy suppliers, road or rail.

We need to ensure that senior technologists are on every board; that cyber security has a mandatory code of practice, and that government and industry expect technologists to be Chartered IT Professionals. We should be proud to have our names on a professional register; we should be held accountable to the Chartered standard if we fall short, as with doctors or accountants.

The new government should also pay attention to how we maintain and develop the complex web of systems we now depend on for critical services, and report and record failures with transparency.

None of these things in isolation will ensure software never fails – it is the quality and commitment of software experts and increasing education among non-technical leaders that will move us forwards.

For now, as technology professionals, you can be proud of your response and your vital role in our national life.

A handwritten signature in black ink that reads 'R. Parmar'.

Rashik Parmar MBE FBCS

Group Chief Executive

BCS, The Chartered Institute for IT