PROFESSIONAL AND LEGAL ISSUES IN IS/IT PRACTICE

DR. RONAN FITZPATRICK
PROFESSOR BRENDAN O'SHEA
MR. PETER LAWLESS

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14:00 to 16:00

Attempt Q.1. (Compulsory) and any TWO other questions.

Q.1. carries 40 marks and all other questions carry 30 marks each.
Q.1. (a) Explain how an understanding of Maslow’s hierarchy of needs can be used by IS/IT professionals in their day-to-day roles.  
(b) Discuss the challenges that an organisation must address when acquiring new staff from outside the organisation.  
(c) Briefly explain options that are available for continuing staff training and development.

Q.2. In the Information and Communications Technology (ICT) sector, guidelines for professional ethical conduct and practice are published by various professional bodies.

(a) Discuss in detail FIVE guideline principles that members of such professional bodies are committed to.  
(b) Tensions can arise in some instances where complying with one principle appears to be in conflict with another. Discuss the options that are available to IS/IT professionals for overcoming such conflict. In your answer indicate what might be done in the future to address this issue.

Q.3. “Professionals in the ICT sector are required to protect and respect intellectual property”.

(a) Fully explain the meaning of this statement  
(b) Explain how the Sarbanes-Oxley Act of 2002 has impacted on the corporate IT department.

Q.4. Write notes on any FIVE of the following:

(i) Escrow.
(ii) Hot sites.
(iii) The IS function in an Organisational structure.
(iv) Legal forms of organisations.
(v) Challenges for the IT manager in company mergers.  
(vi) Calculating a consultant’s hourly charge out rate.  

(5 x 6 marks each)