B.Sc. in Information Technology

YEAR 2

SUMMER EXAMINATIONS 2003

PROFESSIONAL ISSUES IN IS PRACTICE,

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Thursday 15th May 2:30 to 5:30

Attempt 5 questions
Each question carries a total of 20 marks.
Q.1. As the manager responsible for systems development you wish to adopt a 'Total Quality' approach.

(i) Outline the considerations you would expect to find in a 'Total Quality' Department. (10 Marks)

(ii) Discuss how you would implement such a concept (10 Marks)

Q.2 In the context of Information Systems explain in detail the following:

(i) What is 'Copyright'? (5 marks)

(ii) What are 'Related Rights'? (5 marks)

(iii) How is a work "copyrighted" (5 marks)

(iv) How can the operation of copyright and related rights be protected. (5 marks)

Q.3 You have taken over the management of an IT unit in an organisation. Management has recently become concerned about the level of IT security and has recently commissioned a report on servers, and this has been implemented. Unfortunately the PC's have not been examined.

Discuss how you would deal with the PC issue. (20 marks)

Q.4. (a) List the main provision of the Data Protection Act 1988 (5 marks)

(b) Aoife has joined an IT unit of an organisation. During her induction her photo was taken by (physical) security for the purpose of security access and a 'card' was issued for this purpose. This photo (jpeg) is stored on a file server to which only security and IT staff have access and further there are additional physical access restrictions to these areas. Some time later, the organisation introduces an 'Intranet' and on this Aoife discovers her photo with her telephone, and e-mail address which has now been made available to all users.

Discuss in relation to Data Protection. (15 Marks)
Q.5 Write a short Note on 5 of the following (4 marks per item)

(i) The Electronic Commerce Act 2000
(ii) Maslow's hierarchy of needs
(iii) Legal forms of organisation
(iv) Adequate security
(v) The main points of Contracts
(vi) Common carrier status
(vii) Defamation by e-mail

Q.6 (a) State the main principles that should be in a Professional Code of Conduct (5 Marks)

(b) Tadhg is a New Zealander who is working his way around the world. He has been working in Dublin for a software company that specialises in developing software for estate agents. The company has just finishing a PC package which it intends to market in solely in Europe. Tadhg was one of the main programmers to work on the software and he is due to leave shortly and return to New Zealand across the USA and Canada. Unbeknown to the company, Tadhg had copied the software. He hopes to use some of this software when he returns home to set up his own software house. He justifies this on the grounds that: First, the company behaves badly towards its employees that he feels no obligation and Second, since he will be in New Zealand he will not be in direct competition with his old employer who has no intentions of marketing the software outside the European Union,

Discuss (15 marks)