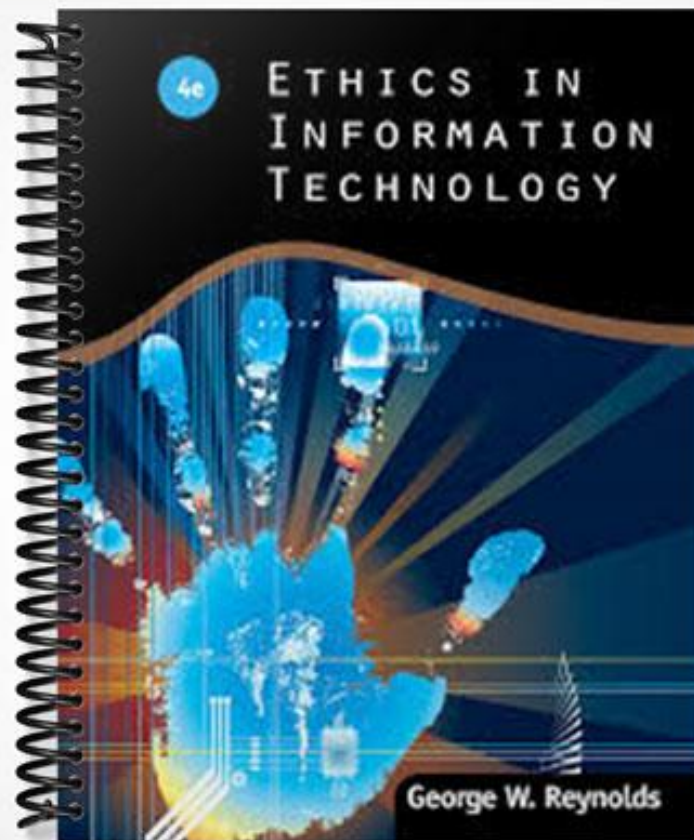


# SOLUTIONS MANUAL



# Ethics in Information Technology, Fourth Edition

## 9781111534127

### Chapter 2—Ethics for IT Workers and IT Users

#### Self-Assessment Questions

1. d. all of the above
2. its staff members
3. stop the unauthorized copying of software produced by its members
4. True
5. Fraud
6. Compliance
7. d. all of the above
8. internal audit department
9. b. Certification
10. True
11. Negligence
12. professional code of ethics

#### Discussion Questions

1. **How do you distinguish between misrepresentation and embellishment of one's professional accomplishments in order to win a contract to complete a major project? Provide an example of an embellishment that would not be considered misrepresentation.**  
Embellishment is the addition false information to one's resume in order to appear more attractive to business interests, while misrepresentation is the misstatement or incomplete statement of a material fact. If the misrepresentation causes the other party to enter into a contract, that party may have the legal right to cancel the contract or seek reimbursement for damages.
2. **Do laws provide a complete guide to ethical behavior? Can an activity be legal but not ethical?**  
Laws do not provide a complete guide to ethical behavior. Just because an activity is not defined as illegal does not mean it is ethical. However, a professional code of ethics cannot be expected to provide the answer to every ethical dilemma - no code can be a definitive collection of behavioral standards.  
  
Answers will vary widely. Laws do not provide principles and core values that are essential to a particular occupation. Although some activities are considered legal, they may not meet the ethical standards set forth by a company. Students may include examples.
3. **What is professional malpractice? Can an IT worker ever be sued for professional malpractice? Why or why not?**  
Professionals who breach the duty of care are liable for injuries that their negligence causes. This liability is commonly referred to as professional malpractice.

Courts have consistently rejected attempts to sue individual parties for computer-related malpractice. Professional negligence can only occur when people fail to perform within the standards of their profession, and software engineering is not a uniformly licensed profession in the United States. Because there are no uniform standards against which to compare a software engineer's professional behavior, he or she cannot be subject to malpractice lawsuits.

4. **Does charging by the hour encourage unethical behavior on the part of contract workers and consultants?**

Responses will vary. There is the possibility that contract workers may be tempted to pad their billable hours.

5. **What must IT professionals do to ensure that the projects they lead meet the client's expectations and do not lead to charges of fraud, fraudulent misrepresentation, or breach of contract?**

IT professionals may:

1. Insist that their contracts include limits on potential damages.
2. Take the necessary precautions to ensure that cost overruns, schedule slippage, and lack of system functionality do not occur.

6. **Should all IT professionals be licensed or certified? Why or why not?**

Licensing and certification should be a requirement for IT professionals as it offers benefits to both the professionals and their employers and clients. Possession of a license or certificate is proof that the professional has achieved at least some level of education and experience. It gives the prospective employer or client an objective measure of the professional's ability and it helps improve the level of respect and trust given by the general public.

7. **What commonalities do you find among the IT professional codes of ethics discussed in this chapter? What differences are there? Do you think there are important issues not addressed by these codes of ethics?**

The issue of maintaining or improving technical competence is common to all the codes. They each make it clear that they expect their members to take responsibility for their actions and to operate in an ethical manner. They provide a basis for ethical decision making. The codes differ in the level of detail to which specific issues are covered. The AITP code takes a strong position on identifying and reporting instances of technical incompetence, an issue not directly addressed in the other codes.

8. **What issues could arise if you were to report a failure to follow good accounting principles and practices to a member of your firm's audit committee?**

Responses will vary. The audit committee would need to determine:

- if the actions violated the law
- if the matter could be handled in house without the authorities being involved
- what the damages are to the firm

## What Would You Do?

1. You did offer to review the resume before getting it to the right person and putting in a good word. As a friend, it is your responsibility and obligation to let him know that his resume seems inflated. Explain to him that if he does not have documentation to prove his certification claims, he should leave the information off the resume. Offer to help him rewrite it so that he is reflected in the most positive way without exaggerating his accomplishments.
2. The fact that you happen to be located in Armenia does not relieve you of the legal and moral obligation to purchase copies of all of the software you use. As an IT professional, you cannot condone software piracy and as a U.S. employee of a U.S. company, both you and the company can be prosecuted and fined, and you could possibly be jailed for using illegal copies of software.
3. Answers may vary, but the most important thing is to be fair and impartial. If you do not feel that you can do this, remove yourself and appoint someone else to do it for you, citing a conflict of interest. Otherwise, treat her as you would any other candidate – fairly and with respect. If you do end up offering her a position, offer her the same salary you normally offer entry level IT staff.
4. Student answers will vary. In most cases students should consider the trees a bribe. You could express your appreciation but explain that it was not your intention for him to give you the trees as a gift. You could then offer to reimburse him the money.
5. Responses will vary. It is very important that the consultant spells out, in writing, what his/her role is in the negotiation process. What exactly will he/she do? What are the advantages of using a consultant? Once you learn as much as possible, you should then convene a meeting with your superiors.
6. You have legitimate concerns about resume inflation and whether the certifications are being overvalued. Certifications are a great way to demonstrate knowledge, but cannot always take the place of experience. Although experience can be 'inflated', it is difficult to fake a certification if asked to provide proof. Ask your boss if you might include two or three of the top candidates with over 5 years of experience but who do not list certifications on their resume. Then write to the 10 candidates you chose and ask what (if any) Oracle certifications they possess, and to provide proof of each certification. This way you can balance the list of candidates with experience and certifications (and you will know that they have not inflated their resumes with certifications they do not really have) and hopefully come out with at least one you would like to hire.

## Cases

### *Case 1: IBM and the State of Indiana Involved in a Breach of Contract Dispute*

1. Responses will vary. The fact that IBM encountered problems with their contract with the Indiana FSSA should in no way preclude them from proposing new solutions for a state social service system.

2. According to the Indiana FSSA, system processing errors resulted in incorrect denials of benefits and delays in processing claims bringing harm to in-need citizens. The claims mishandling rate climbed from 4 percent to 18 percent under the new system. FSSA spokesman Marcus Barlow stated that “there was more staff working on eligibility during IBM’s tenure than before IBM came, yet the results show that once IBM put their system in place, timeliness got worse, error rates went higher. Backlogs got larger.”
3. Responses will vary. What were the deliverables, as defined in the contract? Did IBM fail to meet them? What were the extenuating circumstances?

*Case 2: Accounting Problems at Dell Inc.*

1. Responses will vary. Note that most organizations have an internal audit department whose primary responsibilities are to measure the organization’s compliance with its own policies and procedures; and ensure that institutional policies and procedures, appropriate laws, and good practices are followed.
2. Responses will vary. Although the members of the internal audit team are not typically experts in detecting and investigating financial statement fraud, they can offer advice on how to develop and test policies and procedures that result in transactions being recorded in accordance with generally accepted accounting principles (GAAP). This can go a long way toward deterring financial statement fraud.
3. The audit committee could put in place policies that ensure that institutional policies and procedures, appropriate laws, and good practices are followed.

*Case 3: When Certification Is Justified*

1. Sun Computers requires the completion of programming or design assignments for some of its certifications. Other vendors plan to accredit academic and professional development courses and to set up a mentoring program.
2. Testable IT knowledge does not translate into quality IT work. IT professionals focus on skills and knowledge related to their current projects and do not have time for certifications. IT professionals need good communication and problem solving skills, as well as perseverance to get the job done well. Certifying bodies should change their programs to take the IT professional’s experience into consideration and to also offer hands on training.
3. Certifications can ensure that those certified have core knowledge of their profession and know how to use that knowledge. Certification programs should change in the future to include the proper training, experience, and mentoring needed to better serve the IT community.