Alexis Larson
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Tech 1010
Dr. Bret Swan

Research: Technology Management (Course objective 3)

As Technology advances one of the main concerns that has arisen regularly by the average consumer is privacy and personal safety. We are transitioning to an increasingly digitized world, in workplaces, homes, and on our individual persons. UVU's department website describes Technology Management as: "...the field concerned with the supervision of personnel across the technical spectrum…" and "[courses] include instruction in production and operations management, project management, computer applications, quality management, safety and health issues, statistics, and general management principles." (Utah Valley University)

With those details in mind, Technology Management as a field is crucial in training the next generation in the field of technology on how to account for the average consumer, the ethics and morals the field requires, and the ramifications of neglecting to provide such education. Ramifications of failure to teach ethics in the field may range from something as innocuous as cheap knock off products working their way into consumers' possession, resulting in wasted money, or as serious and detrimental as privacy violations, malfunctions that result in injury or death, or large scale abuse of entire populaces.

In "Welcome to the Era of Fake Products" Suthivarakom elaborates on examples where advancing technology did not have a firm ethical standard behind it. Amazon's massive power in the consumer market is thanks to a combination of technology and connectivity that brings the world to anyone's fingertips, but if not kept in check, it becomes a prime breeding ground for dangerous imitations for fake products to be sent across the country. One that stands out is the abuse of Amazon's selling services being exploited to sell expired baby formula; expired food could lead to outcomes such as food poisoning or even death. With such risks, even the US Department of Homeland security commented on such concerns: "Many consumers are … unaware of the significant probabilities they face of being defrauded by counterfeiters when they shop on e-commerce platforms."

Many people who are concerned with safety also worry about the ramifications of having devices that are constantly listening and documenting every word they speak. They feel violated when they mention something aloud, then suddenly are inundated by advertisements for whatever they had just been talking about. This breach of privacy may seem harmless when it's just being used for ads, but unless these technologies are built of an ethical foundation, it could be abused, such as the facial recognition used in Hong Kong by the CCP to identify and silence political critics. I believe the biggest and most important aspect of Technology Management is teaching those going into the field how to set up the systems they build to be and remain ethical.

Bibliography

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