

# PROFESSIONAL PRACTICES IN IT

## ASSIGNMENT # 02

Date: \_\_\_\_\_

BASIL AU KIAN

20K-0477

### Question # 01 :

There were several mistakes made by Igate management during termination process.

- ① Management did not handle the termination process with transparency and open communication. They terminated him without giving opportunity to discuss. This led to controversy and confusion.
- ② Inconsistent application of Igate's policies as there were allegations that other employees had been involved in similar relationships without facing termination which raised question about selective enforcement.
- ③ Incomplete investigation which raised concerns about whether termination was a premature or full & fair investigation was done.
- ④ The public nature of termination along with allegations of sexual harassment led to negative publicity and a drop in stock price.
- ⑤ Impacted company operation, lost major outsourcing agreement and there were management uncertainties and delay in starting project, indicating termination was not well planned.

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### Question #02.

Murthy filed a lawsuit on ground of breach of agreement for several specific reason.

- ① IGate breached employment agreement i.e benefits including vested stocks, termination benefit, monthly medical benefits.
- ② Alleged IGate that they were withholding his vested stocks
- ③ Accused IGate of defaming him by justifying his termination with allegation of sexual harassment. company's public statement and actions damaged his reputation & career.

### Question #03

(A)

Slow Fastlane (SF's):

- ① Includes clauses specifying quality standards & metric for UE/UX design, involving clear definition of acceptable quality, revision processes and quality checks which will result in reduce complaints about quality of work.
- ② To address challenge of diversity that should include in SFA to onboard variety of UE/UX designers with different background & experience levels to improve overall SKILL diversity within team.
- ③ Include clear performance indicators and payment terms. ensures fairly compensated for their services, maintains profitability and ensure their resource are adequately utilized & compensated reducing risk of losing early career starters & freelancers.



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MK Private :

- ① Clearly define quality standards and penalties for for below par work. Including revisions, refunds, or payment deduction in case of consistent complaints.
- ② Include clause that encourage SF's to involve training, workshops or certification to ensure team continually improve their skills and capabilities
- ③ Include clause that outline SF's commitment to scaling their team size to meet increasing demands.

(B)

MK private wanted SF's to use full time employment posing conflict of interest for SF's as this strategy was to involve diverse pool of talent.

Amendment made by SF to engage and allow flexibility of working with mix of employees & freelancers in accordance with project requirements & resource availability.

(C)

MK should ensure that their service providers shall demonstrate a high level of expertise related to specific industry. They should exhibit proficiency in domains of UI/UX, which is vital for successful execution of projects. MK's service providers should well know MK's unique system and technology infrastructure. Additionally service provider should maintain up to date knowledge of MK private product offering and services. Service provider fully accountable

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for quality, performance, and outcome to ensure work align with defined service standards and quality expectations. MK private emphasis on security and confidentiality services providers expected to conduct thorough civil & criminal background checks on all personnel. to ensure integrity and trustworthiness of individual working on projects. Service providers are held accountable for any actions committed by employees during providing service to MK. Service providers shall actively engage with MK private's relevant stakeholders. This point emphasizes importance of service providers aligning their expertise with MK specific industry and technological needs.