10.1P - Ethical Scenario Analysis

Context

Our Group was tasked with the development of a website called CheckYourCar. The website will inform the user about the current and the recent recalls of vehicle parts and have a depreciation calculator which allows the user to get a rough estimate on the worth of their vehicle. Given the short deadline, one issue which may arise is that some corners might be cut in order to meet the deadline, however, this could lead to rushing certain aspects of the website for example, the databasing for the back end development of the website.

1. **What are the possible Ethical issues/Dilemmas that might exist with the usage of your product?**

- One Ethical dilemma which could arise from the project is that as Check Your Car website will allow users to create accounts and store personal information, the security of the database must be of the highest importance. If the database was accessed by an unauthorized user, then it compromises trust in the business which will then it will reflect on the business in a negative manner.

2. **For the ethical scenario/Dilemmas that might exist with the usage of your product?**

a. Who are the stakeholders in the scenario?

From the context provided above, the stakeholders in this scenario are the potential users of the website, the CEO, and the Project Team

b. What are the facts?

- WebRUs is a newly developed business
- Tasked with developing a website about vehicle/vehicle part recalls
- CEO wants the project to be completed within 3 months
- CEO wants to use newly developed software to handle security
- Group believes deadline should be extended as they're getting overloaded with tasks.
- CEO wants to roll out the website despite the security aspect not being complete

c. Which facts raise ethical concerns? Why?

One fact which raises ethical concerns is that the group may have been given a short time to plan and execute the project which might cause a rushed job, and potentially cut corners to make ends meet. If there are shortcuts in areas like the security of the website, then this could present an issue of security breaches when the site is released. This could potentially pose a risk to the users personal information.

d. What are the rights and duties of each of the stakeholders?

The group has the right to collect user data and store that data into a database, however, that database must implement security measures to protect that user data. The data provided by the user includes, Name, Date of Birth, Emails, potentially driver's license. Before collecting the data, the business must create a code of conduct/consent form displaying what data will be collected and what the data is for.

Users of the website have the right to not provide certain information of theirs, alongside, they are also entitled to have their data in which they provide to be stored in a secure location.

e. Does the ACS Codes of Ethics and Professional Practice provide any advice on these issues? If so what?

The Aspect of honesty located in the ACS Code of professional practice provides great advice which should be followed when being transparent with what the data will be used for when the user creates a new account. All the information about what and why this data is collected should be stated in the terms of service which the user can read about before agreeing and creating a new account.

f. How would you resolve the dilemma identified in point (c) above? Justify your decision

To solve the issue with the incomplete website, the CEO should sit down with the group managing the project and talk about extending the deadline, during this group meeting with the CEO, they could also discuss about using another security software which the programmers/team members are familiar with.

g. How are each of the stakeholders listed in point (a) affected by your decision?

Customers are affected as their data is being collected from a website without proper security measures in place. This puts them at risk for internet criminals to steal their data.

The project team is responsible for putting the website together and their decision on whether to release the project or not has a major impact on the success of the website.

h. What should you do to avoid the dilemma in the first place?

One way in which we could avoid the security breach Dilemma is by extending the date an extra few week so that the security team can implement the security features. By extending the end date of the project, it can ensure that all group members can complete tasks without cutting corners.

i. What federal and/or state legislation currently exists in Australia that could apply in this or other similar situations? Consider any contractual obligations that may be relevant

All around Australia, each state has their own data protection legislations which apply to businesses and government sectors. These acts include the Information Privacy Act 2014 which covers the ACT, Information Act 2002 which applies to the Northern Territory, Privacy and Personal Information Protection Act 1998 which covers New South Wales, Information Privacy Act 2009 covering Queensland, Personal Information Protection Act 2004 covering Tasmania and finally the Privacy and Data Protection Act 2014 which covers Victoria. [1]

j. What policies and procedures, if any, should be in place at the organizational level, or embedded in your design for the project this and other similar issues?

One protocol which we would want to implement into our project is HTTPS (Hypertext Transfer Protocol Secure). This protocol is an extension of HTTP and is used for securing communication over a network. In this case, user entered data needs to be encrypted and secured. Using HTTPS will increase communication security and make it harder to attack.

References

Law in Australia - DLA Piper Global Data Protection Laws of the World 2014, Dlapiperdataprotection.com, viewed 28 September 2020, <https://www.dlapiperdataprotection.com/index.html?t=law&c=AU>. [1]