

# Ethics

Dr. Yasmine Afify

*Lecture 5*

# IT Specialists

- Partial list of IT specialists
  - Programmers
  - System analysts
  - Software engineers
  - Database administrators
  - Testers
  - Infrastructure administrators

# Professional Codes of Ethics

- State the **principles** and **core values** that are essential to the work of an occupational group
- Most codes of ethics include:
  - What the organization **aspires** to **become**
  - **Rules** and **principles** by which members of the organization are expected to abide
- Many codes also include commitment to **continuing education** for those who practice the profession

# Microsoft Standards of Business Conduct

## Our Responsibilities

The Standards are an extension of Microsoft's values and reflect our continued commitment to ethical business practices and legal compliance.

The Standards apply to Microsoft, and all employees, directors, and executive officers of Microsoft and its subsidiaries and Controlled Affiliates.

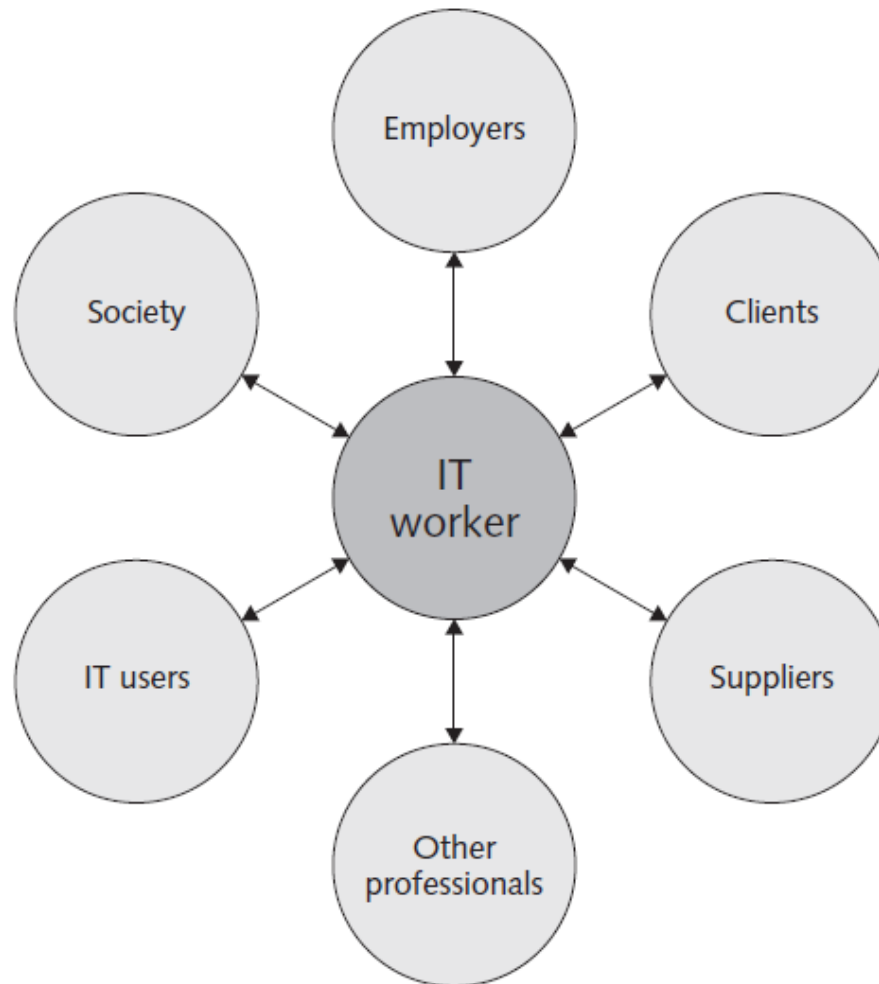
The Standards are designed to help you make the right decisions for yourself and Microsoft. They are not intended to cover every issue or situation you may face as a Microsoft employee. Nor do they replace other more detailed policies. You should use the Standards as a reference guide in addition to Microsoft's policies.

! You are expected to maintain high ethical standards, conduct Microsoft business with integrity, and work in compliance with Microsoft policies and the law.

- ✓ **Read, understand, and comply** with the Standards and the Microsoft policies, laws, and regulations applicable to your job.
- ✓ **Obtain guidance** for resolving a business practice or compliance concern or if you are uncertain about how to proceed in a situation.
- ✓ **Report possible** violations of the Standards, policies, and legal and regulatory requirements.
- ✓ **Be truthful and cooperate** fully in any investigations.
- ✓ **Complete annual training** on the Standards and when completed, **attest** to your understanding of and commitment to the Standards.

Failure to read or attest to the Standards does not excuse you from responsibility to comply with the Standards, policies, and regulations applicable to your job.

# Professional Relationships That Must Be Managed



# 1. Relationships Between IT Workers and Employers

- IT workers agree on many aspects of work relationships **before** they accept job offer
- Other aspects of work relationship are defined **in code of conduct**
- Some aspects **develop over time**
- IT workers must **set an example** and enforce policies regarding the ethical use of IT in areas which IT workers can be tempted to violate laws and policies (SW piracy, trade secrets,...)

# Relationships Between IT Workers and Employers

- **Software piracy**
  - Act of illegally making copies of software or enabling access to software to which they are not entitled
  - The cost of criminal or civil penalties to a corporation and the people involved can easily be many times more expensive than the cost of “getting legal” by acquiring the correct number of software licenses
  - Software manufacturers can file a civil suit against software pirates with penalties of up to \$100,000 per copyrighted work.

# Microsoft Standards of Business Conduct

## 33. Third-Party Software

We use software and other content information when permitted by their associated licenses and/or terms of use, or applicable law (e.g., as a “fair use”). We prohibit the making or using of copies of non-licensed copyrighted material, including software, documentation, graphics, photographs, clip art, animation, movie/video clips, sound, and music, unless permitted by applicable law as determined by Legal and Corporate Affairs.



Copyright Policy



<http://lcaweb/policies/employeeconduct/copyrighted>



# Relationships Between IT Workers and Employers (cont'd.)


## – Trade secrets


- Business information which is generally unknown to public
- Company takes actions to keep it confidential as it requires cost or effort to develop and have some degree of uniqueness or novelty
- Example: Secret recipe of 11 herbs and spices used to make the original KFC chicken and the formula for Coke
- Companies often require employees to sign confidentiality agreements

# Microsoft Standards of Business Conduct

## 12. Confidential and Proprietary Information

We respect our ethical and legal responsibilities to protect Microsoft confidential and proprietary non-public information and communicate it only as necessary to conduct Microsoft business. We do not use this information for our personal advantage or for non-Microsoft business use, and maintain this confidentiality even after Microsoft no longer employs us.

 Confidential Information Policy

 Guidelines for Engaging with Social Media

### Protect confidential and proprietary information:

- ✓ **Do not** share our confidential information with friends, family members, or former Microsoft colleagues or employees.
- ✓ **Do not** discuss confidential information in public places where third parties may overhear, including company cafeterias and non-secure hallways and lobbies.
- ✓ **Do not** work with documents containing confidential information (either in hard copy or electronically) in public places if third parties can see them.
- ✓ **Do** discuss our confidential information with other employees only on a need-to-know basis.
- ✓ **Do** always restrict access to confidential information posted on the intranet and SharePoint sites.
- ✓ **Do** review the Social Media Guidelines and Confidential Information Policy.

# Microsoft Standards of Business Conduct

## Social Media

! When blogging and posting on social media sites:

- ✓ **Do** make clear your Microsoft affiliation if you endorse a Microsoft product or service and state your honest opinion or belief regarding the endorsed product or service
- ✓ **Do** recognize that anything you say can be viewed as an official company statement.
- ✓ **Do not** announce things that are not yours to announce, but do support major company announcements.
- ✓ **Do** protect confidential information.
- ✓ **Do** be honest and ethical at all times, and, if you endorse a Microsoft good or service - be accurate.
- ✓ **Do** understand the consequences of your actions.

# Microsoft Standards of Business Conduct

27.

## Use of Information and Technology

At all times, we must use good judgment and common sense; conduct ourselves ethically, lawfully, and professionally; and follow applicable authorization protocols while accessing and using company-provided technology, devices, or services, and related content.

In using company devices and services, we do not create, access, store, print, solicit, or send any material that is intimidating, harassing, threatening, abusive, sexually explicit, or otherwise offensive or inappropriate, nor do we send any intentionally false communications.

# Microsoft Standards of Business Conduct

## 30. Conflicts of Interest

We act in the best interests of Microsoft and exercise sound judgment unclouded by personal interests or divided loyalties.

We avoid the appearance, as well as a reality, of a conflict of interest.


You are expected to disclose conflict of interest situations and seek guidance where necessary from your manager or Human Resources Business Partner.


# Microsoft Standards of Business Conduct

## Recognize a conflict of interest:


A conflict of interest exists if your circumstances would lead a reasonable person to question whether your motivations are in the best interests of Microsoft. A conflict of interest can arise in many situations, including:

- Family and romantic relationships with our employees or the employees of our suppliers, partners, or customers.
- Giving or receiving gifts, hospitality, or travel.
- Outside work activities.
- Dealing with family members employed by a vendor or partner.
- Dealing with a vendor or partner who employs family members.
- Dealing with a vendor or partner in which you or a family member have a financial interest.

 **Report.** Promptly report any actual or potential conflict of interest to your manager before taking any further action.

 **Remove or remediate.** After reporting, address the conflict:

- Most often, you will need to remove yourself from the conflicting situation.
- In some cases, you may be permitted to engage in the activity if you obtain the approval of your manager and take steps to remediate the conflict.

 **Disclose and obtain approval using the Conflict of Interest Tool**

 [Conflict of Interest](#)

 [Employee-Vendor Conflict of Interest](#)

# Microsoft Standards of Business Conduct

## 32. Use and Protection of Assets

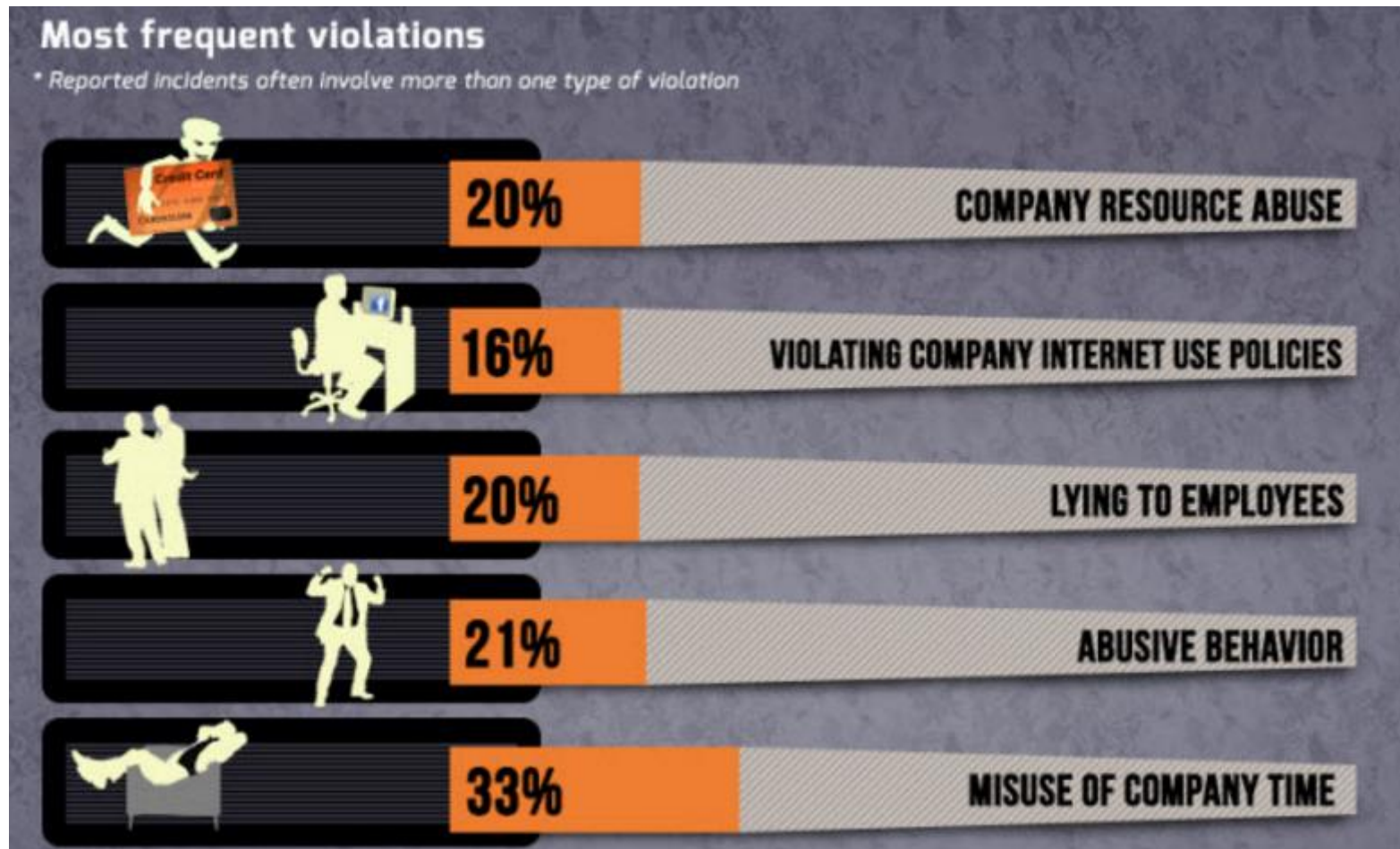
We wisely use and protect the assets of the company, including property (both physical and intellectual), supplies, consumables, and equipment. We use these assets exclusively for Microsoft's business purposes.

# Abuse Employer Resources

- With many companies using Internet for workplace pursuits, what harm could come from checking your personal email or checking your bank balance while on the clock?
- These activities are an **abuse of employer's time** and **money** because you are conducting personal business while you are supposed to be working for them.
- There may be **shades of gray** when conducting personal business during company hours. You cannot foresee an emergency at home, so you may have to take a personal phone call at work occasionally and most bosses will understand those situations.



# Ethics Resource Center's National Business Ethics Survey



# Discrimination

## Work Discrimination

You suddenly find yourself getting yelled at or written up for your work, and there have been no obvious change to the quality of your work at any time during your career with that company

## Age Discrimination

- **Direct comments, harassing behavior or jokes**
- Example: employees are being promoted or hired due to their young age, while older, more experienced employees are being overlooked again and again

## 2. Relationships Between IT Workers and Clients

- IT worker provides:
  - Hardware, software, or services at a certain cost and within a given time frame
- Client provides:
  - Compensation
  - Access to key contacts and data
- Relationship is usually documented in **contractual terms** (who does what, when the work begins, how long it will take, how much the client pays)

# Relationships Between IT Workers and Clients (cont'd.)

- Client **makes decisions** about a project based on information, alternatives, and recommendations provided by the IT worker
- Client **trusts** IT worker to act in his best interests
- IT worker **trusts** that client will provide relevant information, listen to and understand what the IT worker says, ask questions to understand impact of key decisions, and use the information to make wise choices

# Relationships Between IT Workers and Clients (cont'd.)

- Ethical problems arise if an IT consultant recommends its own products and services to remedy problems they have detected which raises questions about his objectivity  
  
→ A conflict of interest

# Relationships Between IT Workers and Clients (cont'd.)

- **Misrepresentation**
  - Misstatement or incomplete statement of facts in a contract
  - Example: **Intentionally lying** about the time needed to complete the project to win its contract
  - If misrepresentation causes a party to enter into a contract, that party may have the right to cancel contract or seek compensation for damages

# Relationships Between IT Workers and Clients (cont'd.)

- **Breach of contract**
  - One party fails to meet the terms of a contract
  - When there is breach of contract, the non-breaching party may:
    - withdraw the contract
    - seek compensation of any money paid to the breaching party
    - be discharged from any further performance under the contract

# Relationships Between IT Workers and Clients (cont'd.)

- IT projects are **joint efforts** in which vendors and customers work together
- When there are **problems**, it is difficult to assign who is at fault
- **Trials** can take years to settle, generate substantial legal fees, and create bad publicity for both parties
- As a result, the vast majority of such disputes are settled **out of court**



# Relationships Between IT Workers and Clients (cont'd.)

- Frequent causes of problems in IT projects
  - Customer changes scope of project or system requirements
  - Poor communication between customer and vendor leads to performance that does not meet expectations
  - The vendor delivers a system that meets customer requirements, but a competitor comes out with a system that offers more advanced and useful features
  - Customer fails to reveal information about legacy systems or DB which makes new system extremely difficult to implement
  - IT workers are unable to provide full and accurate reporting of a project's status due to lack of experience or tools

# Relationships Between IT Workers and Suppliers

- Develop **good working relationships** with suppliers:
  - To encourage flow of useful information and ideas to develop innovative and cost-effective ways of using the supplier in ways that the IT worker may not have considered
  - Dealing fairly with them
  - Not making unreasonable demands

# Relationships Between IT Workers and Suppliers (cont'd.)

- **Bribery**
  - Providing money, property, or favours to obtain a business advantage
  - Perceptions of donor and recipient to whether it is considered a gift or bribery can differ according to multiple factors:
    - Timing
    - Value
    - Frequency
    - Presentation style

# Microsoft Standards of Business Conduct

## 05. Anti-Corruption

Microsoft prohibits corruption of government officials and the payments of bribes or kickbacks of any kind, whether in dealings with public officials or individuals in the private sector.

Microsoft is committed to observing the standards of conduct set forth in the United States Foreign Corrupt Practices Act and the applicable anti-corruption and anti-money laundering laws of all of the countries in which we operate.

No Microsoft employee or Microsoft representative will suffer adverse consequences for refusing to pay or take a bribe or kickback, even if this results in the loss of business to Microsoft.




Anti-Corruption Policy



Government Officials & Anti-Corruption

# Microsoft Standards of Business Conduct



## ! Understand the key points of our Anti-Corruption Policy:

- ✓ Do not offer or pay bribes to anyone.
- ✓ Know your representative.
- ✓ Charitable donations may not benefit officials.
- ✓ Transactions should be transparent.
- ✓ Travel and lodging for officials must be appropriate and pre-approved.
- ✓ Gifts and hospitality for officials should be infrequent and reasonable.
- ✓ Hiring decisions may not benefit government officials.
- ✓ Facilitating payments are prohibited.
- ✓ Money laundering is prohibited.
- ✓ Keep accurate books and records.
- ✓ Report actual or suspected violations and seek advice.
- ✓ Retaliation for reporting concerns is not tolerated.

# Microsoft Standards of Business Conduct

## 09. Purchasing Decisions and Practices

In our purchasing decisions, negotiations, contract development, and contract administration, we comply with the applicable laws and regulations that

govern those relationships and expect the same from our suppliers.



Procurement Code of Professional Conduct

# Microsoft Standards of Business Conduct

## 10. Suppliers

Microsoft suppliers must adhere to the highest standards of ethical behavior and regulatory compliance and operate in the best interest of Microsoft. Suppliers are expected to provide high-quality services and products while maintaining flexibility and cost-effectiveness. All suppliers are required to read and comply with the Microsoft Supplier Code of Conduct and train their personnel on the requirements of the Supplier Code.

All suppliers are required to read and comply with the Anti-Corruption Policy for Microsoft Representatives and train their employees and personnel on compliance with anti-corruption laws.

# Relationships Between IT Workers and Other Professionals

- Ethical problems among the IT profession
  - **Résumé inflation** on 30% of U.S. job applications



# Relationships Between IT Workers and IT Users

- **IT user:** person using a hardware or software product
- **IT workers' duties**
  - Understand users' needs and capabilities
  - Deliver products and services that meet those needs
  - Establish environment that supports ethical behaviour:
    - To discourage software piracy
    - To minimize inappropriate use of corporate computing resources
    - To avoid inappropriate sharing of information

# Relationships Between IT Workers and Society

- **Society expects** members of a profession:
  - To provide significant benefits
  - To not cause harm through their actions
- Actions of an IT worker can affect society:

Following a professional code of ethics can produce **benefits** for the individual, the profession, and society as a whole

- Ethical decision making
- High standards of practice and ethical behavior
- Trust and respect from general public
- Evaluation benchmark for self-assessment

Thank you