**10.1 P**

Q) What are the possible ethical issues/dilemmas that might exist with the usage of your product?

A) For creating any website it is paramount that our website is highly secured and has also the defences and tools to prevent any cyber attack or tackle any other kind of mal practice . it is extremely essential for both the company and the end user i.e. the customer to feel safe while storing their sensitive and confidential data .

Q) Who are the stakeholders in the scenario?

A) The stakeholders include the Car company , the large team of employees and the end users who are the customers . For this project we have Front end developer , back end developer , IT security expert , web designer (UX ), web designer (UI ) , project manager , scrum master and a full stack developer .

The role of our team members are mentioned below :

UX , UI and Front End : Rina Kouch

Back end , communication : Harshit Saxena

Security , Database : Jack Lenigas

Back End : Tushar

Q) What are the facts?

A) the facts are mentioned below :

1. The Car company has created a database to store all the latest information about all the models of various years including details about make and built of car, year of manufacture , any recent fault and the latest updates . hence just before when cars are ready to be launched in the market some of the technicians report some flaws and major faults in functioning of the car which might prove to be a major safety hazard for the buyers . But the car company’s owner is against the idea of accepting the issues in the car until and unless they are reported by any customer
2. The user i.e. any customer wishes to enrol with the car company by creating a registration account in order to receive all the information about any recent recall updates associated with their car . on the other hand the company does not inform the customer that their personal information like name and residential details like postcode will be displayed in public
3. the first time users in order to register themselves with the company have to create an account which asks for their personal details like full name , Date of birth, residential address and many more . In order to proceed further the customer shares his personal information with the company thinking that it is highly confidential and it will be stored safely
4. The user once they are registered check for their car’s model and make and also ensure if they are any recent update on recall posted on the website

Q) Which facts raise ethical concerns? Why?

A) Facts 1 and 2 mentioned above definitely raise ethical concerns. When the company does not disclose the flaws and faults in the model of their cars they are not only depreciating the brand image of their company but also playing with lives of their customers who are potential buyers looking for good cars in the market .

Secondly the company also not inform their customers that their personal data like legal name and local address will be shared publicly with third parties. This can put the company in serious trouble as the customers can complaint against the act of sharing their private information without their consent

Q) What are the rights and duties of each of the stakeholders?

A) Rights:

Developers have a right to identify and understand their requirements for the group projects

* Developers should have the full rights and freedom to incorporate the technologies that they wish to use for the project
* Developers have full rights to demand for adequate budget required for the tools and designing interface costs to kickstart the project
* Developers have the right to list out potential advantages and disadvantages of the product that is being designed
* Developers must choose the achievable deadlines as they need some good amount of time to work on the project
* The company owner has the right to demand high quality work from its team keeping in mind about the deadlines
* The end users have a right to give the feedback and their suggestions and personal opinions about the product
* The end user has a right to be informed about how to make the best use of the product and get familiarised with the working of the product

Duties:

* The end users should definitely give honest feedback for the product to improve
* The company finance department should provide sufficient funds to the team for the project
* The company must back and support its team and have full faith in their goals , objectives and deadlines set for the project
* The developers must adhere to the set deadlines
* The developers should be technically capable enough and have the required skill set required in building of the project
* The developers need to identify and understand both company’s and user’s needs

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

A) Fact 1:

Here the company was hiding the flaws and issues in the make of their car and still launching the models in the market for the customers to buy completely ignoring the negative impact for the company reputation and also major safety hazard for their customers

In order to resolve this dilemma the company must inform the customers who have already purchased those models with any kind of minor defects purely on the basis of ACS Code of Ethics, the value Honesty.

Secondly they should also stop the production of those models and have an intensive recheck and varied tests which ensure that the car is free of any problems and good enough to be driven on road

Fact 2:

Here the company leaks personal data of their valuable customers publicly and also to third parties. As a result the company not only commits a punishable offence but also endanger security of the customers owing to loss of their private information without their consent

To resolve this dilemma, the company must priorly inform the customers at the time of account creation that they might leak their personal data publicly . also it should be optional for the customers that they should share their details or not in order to safeguard their privacy . the above is based on ACS Code of Ethics, the value the primacy of the public interest

Q) What should you do to avoid the dilemma in the first place?

A) Every project might face to many dilemmas. To prevent them, first we need to make sure that we all studied the ACS Code of Ethics. It is very necessary that we all be fully aware of them. Then when we start the project, we can follow the rules based on ACS Code of Ethics. For example, in this scenario, for fact one, the company update the website to the latest updates. For fact 2 company inform the users that their name and their postcode might be shown in public

Every project carries a string of dilemmas along with it . hence it’s the responsibility of the team to be fully aware of all the rules of ACS code of ethics to ensure that the working of their project intentionally or unintentionally does not cause harm to their customers in any way most importantly it’s the customer who can make or break a company.