

## **Ethical Dilemma Response**

### **Scenario: Pressured to Alter Performance Data**

As an IT Supervisor, I was asked by a department head to adjust monthly system uptime reports to reflect 99.9% availability, even though our actual recorded uptime for the period was 96.4%. The rationale provided was to maintain customer confidence and avoid scrutiny from upper management. While the request was framed as “temporary,” it presented a clear ethical dilemma (ACM, 2018).

### **My Decision:**

I respectfully declined the request and escalated the issue to our internal compliance team. I explained to the department head that while presenting favorable metrics may seem beneficial short-term, falsifying performance data undermines trust and violates organizational values.

### **Ethical Principle Referenced:**

The principle of **integrity** guided my decision. As leaders, we are accountable for upholding transparency and ethical conduct—even under pressure. Misrepresenting performance data not only damages internal accountability but also poses legal and reputational risks if exposed (ACM, 2018).

### **Leadership Justification:**

Ethical leadership involves making difficult decisions that align with core values. I chose to act with integrity because trust is foundational to team morale, stakeholder relationships, and long-term organizational success. By prioritizing truth over temporary gain, I reinforced a culture of honesty and reliability (ACM, 2018).

## **References**

ACM. (2018). *ACM Code of Ethics and Professional Conduct*. <https://ethics.acm.org/>