

## **Collaborative Learning Discussion 1**

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### **Breakdown of Project:**

Download and Read: <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=COM:2019:374:FIN>

Also read: <https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1532348683434&uri=CELEX:02016R0679-20160504>

Now review your (or an) organisation's IT Code of Conduct and reflect on:

- Best practices, including those encompassing Master Data Management (see Unit 3).
- Areas that can be improved.
- Incidents (anonymously) and your role as a computing professional.
- What could have been done to improve the situation.

You should demonstrate that you understand the topic covered and ensure you use references to academic literature (journals, books, reports, etc.). This activity will provide evidence of your personal growth.

### **Guidelines for discussion responses**

Week 1:

- The discussion will last for 3 weeks.
- Your initial posting should respond to the question and be at least 200 words long.
- The initial post should be labelled 'Initial Post'.

Week 2:

- You should respond to at least three of your peers' contributions.
- Please try to limit your posts to 200-300 words maximum, so that others may be encouraged to reflect on, and respond to your ideas.
- Your follow-up responses should be labelled as 'Peer Response'.

Week 3:

- In week 3, provide a summary of the discussion based on your initial post and the feedback from your peers.
- Agree or otherwise, with reasons, with the contributions and reviews made by other students on the topic under discussion, enhancing your original post. This should be 300 words (excluding references). This summary post accounts for 10% of your final module score.

### **My work:**

#### Initial post:

Companies who work fully online, like some social work practices, an IT code of conduct requires more considerations than in the past. Mandatory obligations like confidentiality and consent cannot be guaranteed through online communication. (Pascoe, 2021) This is why an IT Code of Conduct needs to include best practices, to protect the company, the clients, and the employees. These can include relevant training and quality assurance. This cannot be done without improvements, like proper data management, which is included in Master data management (MDM).

With great MDM, quality training and stern quality assurance, a well-rounded IT Code of Conduct can be made. With communication from all parties, areas like responsibilities and expectations can be refined and fair to all.

An example incident would be when multiple administrators were answering the same emails. Causing misinterpretation and hence loss of clients due to wrongful cancelation of consultations. In my profession as a Data Scientist, I would have analysed the feedback data we received and decided that we are getting negative feedback due to mismanaged emails.

By making sure a company is communicating with all parties and setting out to strive towards best practices. Improvements can be made and less issues like the above would occur.

#### References

Pascoe, KM. (2021) Considerations for integrating technology into social work practice: A content analysis of nine professional social work associations' Codes of Ethics. Available from: <https://journals.sagepub.com/doi/full/10.1177/0020872820980833> [Accessed 28 February 2024]

### Final post:

My original post contained improvements that could be made in online social work practices using Master data management (MDM) that can have positive effects on the IT Code of Conduct. Where confidentiality and consent were becoming difficult to obtain through online communication using Pascoes (2021) findings. How analysis on client feedback makes a major difference in improving the IT Code of Conduct and hence overall business function and client satisfaction.

Improvements I could have made were using the remaining 100 words in the word count I had on offer. I also required more sources to back my points and how I touched on points that do improve an IT Code of Conduct, I did not explain exactly how they improve the IT Code of Conduct.

I agree with my peers' responses. I made an error with the word count, and it caused lack of depth. To improve on this, I will delve deeper into the points above.

Feedback is not only beneficial to the company but also to the clients themselves. Where personalized feedback can strengthen shared goals of the client and the company. (Meyer-Kalos et al., 2024) Which is the entire point of business and creating a specific IT Code of Conduct for a company. To have the interests of both client and company taken into consideration. This includes negative feedback, studies show that if you respond to negative feedback with signs of growth within the company, companies can benefit from the negative feedback (Gussek et al., 2024). This can strengthen trust between company and client, through additions like what data is public and what is not, how easy it is for loved ones to access personal data and more specific preferences the two parties agree on that are specified in an IT Code of Conduct.

(300 words)

### References

Pascoe, KM. (2021) Considerations for integrating technology into social work practice: A content analysis of nine professional social work associations' Codes of Ethics. Available from: <https://journals.sagepub.com/doi/full/10.1177/0020872820980833> [Accessed 18 March 2024]

Meyer-Kalos, P., Owens, G., Fisher, M., Wininger, L., Williams-Wengerd, A., Breen, K., Abate, J., Currie, A., Olinger, N., Vinogradov, S. Putting measurement-based care into action: A mixed methods study of the benefits of integrating routine client feedback in coordinated specialty care programs for early psychosis. Available from: <https://www.researchsquare.com/article/rs-3918063/v1> [Accessed 19 March 2024]

Gussek, L., Thatcher, JB., Wiesche, M. Bad Client Feedback on Digital Labor Platforms: How Freelancers Navigate the Peril Posed by Negative Reviews on Upwork. Available from: <https://scholarspace.manoa.hawaii.edu/server/api/core/bitstreams/045dc12e-9a58-403a-859d-dff814b54171/content> [Accessed 19 March 2024]