Notes

Chapter 2

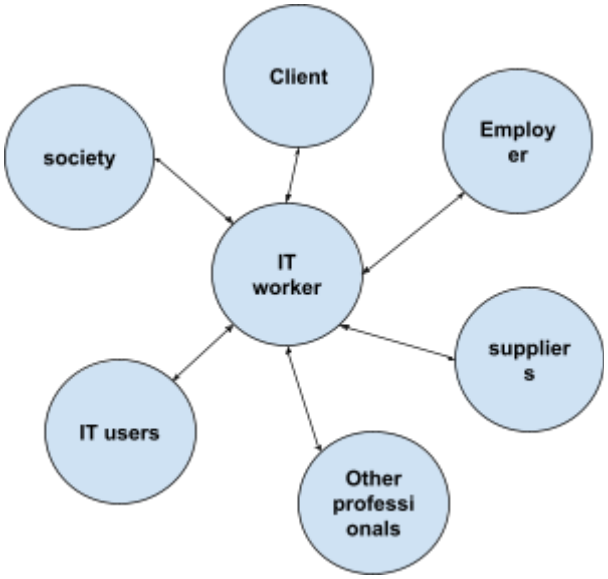
Profession: A profession is a calling that requires specialized knowledge and often long and intensive academic preparation.

Are IT Workers Professionals?
Many IT workers have duties, backgrounds, and training that qualify them to be classified as professionals. One could argue, however, that not every IT role requires “knowledge of an advanced type in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction and study.” From a legal perspective, IT workers are not recognized as professionals because they are not licensed by the state or federal government.

Professional Relationships That Must Be Managed

IT workers typically become involved in many different relationships, including those with

1. employers,
2. clients,
3. suppliers,
4. other professionals,
5. IT users, and
6. society



In each relationship an ethical IT worker acts honestly and appropriately.

*relation theke jekono duita ashbe

Relationships Between IT Workers and Employers

1. IT workers and employers have a **critical, multifaceted relationship** that requires ongoing effort by both parties to keep it strong.
2. An IT worker and an employer typically agree on **fundamental aspects of this relationship** before the worker accepts an employment offer. *These issues may include job title, general performance expectations, specific work responsibilities, drug-testing requirements, dress code, location of employment, salary, work hours, and company benefits.* re
3. Many other aspects of this relationship may be addressed in a **company's policy and procedures manual or in the company's code of conduct**. *These issues may include protection of company secrets; vacation policy; time off for a funeral or an illness in the family; tuition reimbursement; and use of company resources, including computers and networks.*
4. Other aspects of this relationship develop over time as the need arises
5. Some aspects are addressed by law.
6. Some aspects are specific to the role of the IT worker and are established based on the nature of the work or project

Related ethical issues: Trade Secret, WhistleBlowing

Relationships Between IT Workers and Clients

1. Provides something of value to each other, the IT professional provides hardware, software or service, the client provides compensation, access to key contacts and perhaps a work space.
2. Good communication
3. Dynamic requirement should be accommodated (within reason)
4. Maintain a mutual respectful relation
5. Can communicate with each other
6. Must be honest in pricing

Related ethical issues: Conflict of Interest, Fraud, Misrepresentation, Breach of Contract

Relationships Between IT Workers and Suppliers

1. IT workers understand that building a good working relationship with suppliers encourages the flow of useful communication as well as the sharing of ideas.

2. Good relationships can be developed by the IT worker by dealing fairly and not making unreasonable demands.
3. Aggressive behavior does not build a good working relationship
4. Suppliers strive to make and increase sales

Related ethical issues: Bribery

Relationship vs Between IT Workers and Other Professionals

1. Professionals often feel a **degree of loyalty** to other members of their profession
2. They are often **quick to help** each other
3. They are **slow to criticize** each other in public
4. Professionals have an interest in their profession as a whole as how it is perceived affects how individual members are treated and viewed
5. Professionals owe each other an **adherence to the profession's code of conduct.**
6. Experienced professionals can also **serve as mentors** and help develop new members of the profession

Relationships Between IT Workers and IT Users

The term IT user refers to a person who uses a hardware or software product.

1. IT users need the product to deliver organizational benefits or to increase their productivity.
2. IT workers have a duty to understand a user's needs and capabilities
3. IT workers have a duty to deliver products and services that best meet those needs
4. IT workers also have a key responsibility to establish an environment that supports ethical behavior by users.

Relationships Between IT Workers and Society

1. Professionals can clearly see the effect their work will have and can take action to eliminate potential public risks
2. Society expects members of a profession to provide significant benefits and not cause harm through their action
3. IT workers establish and maintain professional standards that protect the public.

The **Business Software Alliance (BSA)** is a trade group that represents the world's largest software and hardware manufacturers. Its mission is to stop the unauthorized copying of software produced by its members.

A **trade secret** is information, generally unknown to the public, that a company has taken strong measures to keep confidential.

Whistle-blowing is an effort by an employee to attract public attention to a negligent, illegal, unethical, abusive, or dangerous act by a company that threatens the public interest. Whistle-blowers often have special information based on their expertise or position within the offending organization.

Conflict of interest— a conflict between the IT worker's (or the IT firm's) self interest and the interests of the client.

Fraud is the crime of obtaining goods, services, or property through deception or trickery.

Misrepresentation is the misstatement or incomplete statement of a material fact.

Breach of contract occurs when one party fails to meet the terms of a contract.

Bribery is the act of providing money, property, or favors to someone in business or government in order to obtain a business advantage.

** very very important ashbei

Professional Codes of ethics
A professional code of ethics states the principles and core values that are essential to the work of a particular occupational group. Practitioners in many professions subscribe to a code of ethics that governs their behavior.

Four fundamental aspects related to the code of ethics are:

- **Ethical decision making**—Adherence to a professional code of ethics means that practitioners use a common set of core values and beliefs as a guideline for ethical decision making.
- **High standards of practice and ethical behavior**—Adherence to a code of ethics reminds professionals of the responsibilities and duties that they may be tempted to compromise to meet the pressures of day-to-day business. The code also defines acceptable and unacceptable behaviors to guide professionals in their interactions with others. Strong codes of ethics have procedures for censuring professionals for serious violations, with penalties that can include the loss of the right to practice. Such codes are the exception, however, and few exist in the IT arena.
- **Trust and respect from the general public**—Public trust is built on the expectation that a professional will behave ethically. People must often depend on the integrity and good judgment of a professional to tell the truth, abstain from giving self-serving advice, and offer warnings about the potential negative side effects of their actions. Thus, adherence to a code of ethics enhances trust and respect for professionals and their profession.

- **Evaluation benchmark**—A code of ethics provides an evaluation benchmark that a professional can use as a means of self-assessment. Peers of the professional can also use the code for recognition or censure.

Professional Organizations

1. Association for Computing Machinery (ACM)
2. Institute of Electrical and Electronics Engineers Computer Society (IEEE-CS)
3. Association of Information Technology Professionals (AITP)
4. SysAdmin, Audit, Network, Security (SANS) Institute

IT Professional Malpractice (eki dhanda bhai)

Negligence has been defined as not doing something that a reasonable person would do, or doing something that a reasonable person would not do.
Duty of care refers to the obligation to protect people against any unreasonable harm or risk.

A breach of the duty of care is the failure to act as a reasonable person would act. A breach of duty might consist of an action, such as throwing a lit cigarette into a fireworks factory and causing an explosion, or a failure to act when there is a duty to do so.
Professionals who breach the duty of care are liable for injuries that their negligence causes. This liability is commonly referred to as professional malpractice.

**exam e ashbe

Common Ethical Issues for IT Users

Software Piracy: software piracy in a corporate setting can sometimes be directly traceable to IT professionals—they might allow it to happen, or they might actively engage in it.
Corporate IT usage policies and management should encourage users to report instances of piracy and to challenge its practice. Sometimes IT users are the ones who commit software piracy. A common violation occurs when employees copy software from their work computers for use at home. However, if no one has paid for an additional license to use the software on the home computer, this is still piracy.

Inappropriate Use of Computing Resources: Some employees use their computers to surf popular Websites that have nothing to do with their jobs, participate in chat rooms, view pornographic sites, and play computer games. These activities eat away at worker productivity and waste time. Furthermore, activities could lead to lawsuits and allegations that a company allowed a work environment conducive to racial or sexual harassment.

Inappropriate Sharing of Information: Every organization stores vast amounts of information that can be classified as either private or confidential. Private data describes individual employees, customers. Confidential information describes a company and its operations,

including sales and promotion plans, staffing projections, manufacturing processes, product formulas, tactical and strategic plans, and research and development.
An IT user who shares this information with an unauthorized party, even inadvertently, has violated someone's privacy or created the potential that company information could fall into the hands of competitors.

** exam e ashbe

Supporting the Ethical Practices of IT Users

- **Establishing Guidelines for Use of Company Software:** Company IT managers must provide clear rules that govern the use of home computers and associated software. The goal should be to ensure that employees have legal copies of all the software they need to be effective, regardless of whether they work in an office, on the road, or at home.
- **Defining the Appropriate Use of IT Resources:** Companies must develop, communicate, and enforce written guidelines that encourage employees to respect corporate IT resources and use them to enhance their job performance. Effective guidelines allow some level of personal use while prohibiting employees from visiting objectionable Internet sites or using company email to send offensive or harassing messages.
- **Structuring Information Systems to Protect Data and Information:** Organizations must implement systems and procedures that limit data access to just those employees who need it.
- **Installing and Maintaining a Corporate Firewall:** A firewall is hardware or software that serves as a barrier between an organization's network and the Internet; a firewall also limits access to the company's network based on the organization's Internet-usage policy. A firewall can be configured to serve as an effective deterrent to unauthorized Web surfing by blocking access to specific objectionable Websites.
  A firewall can also serve as an effective barrier to incoming email from certain Websites, companies, or users.

Chapter 6

Intellectual property is a term used to describe **works** of the mind—such as art, books, films, formulas, inventions, music, and processes—that are distinct and owned or created by a single person or group. Intellectual property is protected through copyright, patent, and trade secret laws.

A copyright is the exclusive right to distribute, display, perform, or reproduce an original work in copies or to prepare derivative works based on the work.

Copyright infringement is a violation of the rights secured by the owner of a copyright. Infringement occurs when someone copies a substantial and material part of another's copyrighted work without permission.

Copyright Term: Copyright law guarantees developers the rights to their works for a certain amount of time.

Software Copyright Protection
The use of copyrights to protect computer software raises many complicated issues of interpretation. For example, a software manufacturer can observe the operation of a competitor's copyrighted program and then create a program that accomplishes the same result and performs in the same manner. To prove infringement, the copyright holder must show a striking resemblance between its software and the new software that could be explained only by copying. However, if the new software's manufacturer can establish that it developed the program on its own, without any knowledge of the existing program, there is no infringement. For example, two software manufacturers could conceivably develop separate but nearly identical programs for a simple game such as tic-tac-toe without infringing the other's copyright.

Software copyright protection er koyekta organization er naam bolo (parina koto page ektu bol keu)
WIPO
WTO
DMCA

Different acts for copyright infringement

1. The Prioritizing Resources and Organization for Intellectual Property (PRO-IP) Act of 2008
2. GATT (Created the WTO) (1993)
3. WTO and WTO TRIPS Agreement (1994- Agreement on trade related aspects of intellectual property rights)

4. The World Intellectual Property Organization (WIPO) Copyright Treaty (1996- An organization which advocates for the interests of intellectual property owners, the treaty Has additional copyright measures for electronic media)
5. The Digital millennium copyright act (1998- Five sections pg-225-226)

A patent is a grant of a property right issued by the United States Patent and Trademark Office (USPTO) to an inventor. A patent permits its owner to exclude the public from making, using, or selling a protected invention, and it allows for legal action against violators. Unlike a copyright, a patent prevents independent creation as well as copying.

Patent infringement, or the violation of the rights secured by the owner of a patent, occurs when someone makes unauthorized use of another's patent. Unlike copyright infringement, there is no specified limit to the monetary penalty if patent infringement is found

A software patent claims as its invention some feature or process embodied in instructions executed by a computer.

A **trade secret** is defined as business information that represents something of economic value, has required effort or cost to develop, has some degree of uniqueness or novelty, is generally unknown to the public, and is kept confidential.

Trade secret laws protect more technology worldwide than patent laws do, in large part because of the following key advantages:

- There are no time limitations on the protection of trade secrets, as there are with patents and copyrights.
- There is no need to file an application, make disclosures to any person or agency, or disclose a trade secret to outsiders to gain protection. (After the USPTO issues a patent, competitors can obtain a detailed description of it.) Hence, no filing or application fees are required to protect a trade secret.
- Although patents can be ruled invalid by the courts, meaning that the affected inventions no longer have patent protection, this risk does not exist for trade secrets.

Trade Secret Laws

1. Uniform Trade Secrets Act (UTSA): The Uniform Trade Secrets Act (UTSA) was drafted in the 1970s to bring uniformity to all the United States in the area of trade secret law.
2. The Economic Espionage Act (EEA) of 1996 imposes penalties of up to $10 million and 15 years in prison for the theft of trade secrets

A noncompete agreement prohibits an employee from working for any competitors for a period of time, often one to two years.

Employees and trade secrets:
Employees are the greatest threat to the loss of company trade secrets—they might accidentally disclose trade secrets or steal them for monetary gain.

Organizations must educate employees about the importance of maintaining the secrecy of corporate information.

Trade secret information should be labeled clearly as confidential and should only be accessible by a limited number of people.

1. They can often try to prohibit employees from revealing secrets by adding a non disclosure clause to employee contracts. So departing employees can't share trade secrets after departing
2. Having an experienced member of the human resource department conduct an exit interview with each departing employee
    a. Key step: review a checklist that deals with confidential issues
    b. End of interview: employee signs an acknowledgement of responsibility not to divulge any trade secrets
3. A noncompete agreement prohibits an employee from working for any competitor for a period of time.

**ekhan theke exam e ashbe

Key intellectual property issues

Plagiarism
Plagiarism is the act of stealing someone's ideas or words and passing them off as one's own.

The explosion of electronic content and the growth of the Web have made it easy to cut and paste paragraphs into term papers and other documents without proper citation or quotation marks.

As a result, plagiarism has become an issue from elementary schools to the highest levels of academia.

Plagiarism also occurs outside academia.
Despite codes of ethics in place that clearly define plagiarism and prescribe penalties ranging from no credit on a paper to expulsion, many students still do not understand what constitutes plagiarism.

The following list shows some of the actions that schools can take to combat student plagiarism:

- Help students understand what constitutes plagiarism and why they need to cite sources properly.

- Show students how to document Web pages and materials from online databases.
- Schedule major writing assignments so that portions are due over the course of the term, thus reducing the likelihood that students will get into a time crunch and be tempted to plagiarize to meet the deadline.
- Make clear to students that instructors are aware of Internet paper mills.
- Ensure that instructors both educate students about plagiarism detection services and make students aware that they know how to use these services.
- Incorporate detection software and services into a comprehensive anti plagiarism program

Reverse Engineering

Reverse engineering is the process of taking something apart in order to understand it, build a copy of it, or improve it.
Reverse engineering was originally applied to computer hardware but is now commonly applied to software as well.

Reverse engineering of software involves analyzing it to create a new representation of the system in a different form or at a higher level of abstraction.

One frequent use of reverse engineering for software is to modify an application that ran on one vendor's database so that it can run on another's.

Using reverse engineering, a developer can use the code of the current database programming language to recover the design of the information system application. Next, code-generation tools can be used to take the design and produce code.

Decompilers and other reverse-engineering techniques can be used to reveal a competitor's program code, which can then be used to develop a new program that either duplicates the original or interfaces with the program.

Thus, reverse engineering provides a way to gain access to information that another organization may have copyrighted or classified as a trade secret.
The ethics of reverse engineering is debated.

Open source code

Open source code is any program whose source code is made available for use or modification, as users or other developers see fit. Er

The basic premise behind open source code is that when many programmers can read, redistribute, and modify a program's code, the software improves. Programs with open source code can be adapted to meet new needs, and bugs can be rapidly identified and fixed. Open

source code advocates believe that this process produces better software than the traditional closed model.

A common use of open source software is to move data from one application to another and to extract, transform, and load business data into large databases. Two frequently cited reasons for using open source software are that it provides a better solution to a specific business problem and that it costs less.

Why would firms or individual developers create open source code if they do not receive money for it? Here are several reasons:

• Some people share code to earn respect for solving a common problem in an elegant way.
• Some people have used open source code that was developed by others and feel the need to pay back by helping other developers.
• A firm may be required to develop software as part of an agreement to address a client's problem. If the firm is paid for the employees' time spent to develop the software rather than for the software itself, it may decide to license the code as open source and use it either to promote the firm's expertise or as an incentive to attract other potential clients with a similar problem.
• A firm may develop open source code in the hope of earning software maintenance fees if the end user's needs change in the future.
• A firm may develop useful code but may be reluctant to license and market it, and so might donate the code to the general public.

Competitive Intelligence

Competitive intelligence is legally obtained information that is gathered to help a company gain an advantage over its rivals.

An effective competitive intelligence program requires the continual gathering, analysis, and evaluation of data with controlled dissemination of useful information to decision makers.
Competitive intelligence is often integrated into a company's strategic plan and executive decision making.
Competitive intelligence is used to support smart business decisions in many different areas.

Competitive intelligence is not the same as industrial espionage, which is the use of illegal means to obtain business information not available to the general public. Almost all the data needed for competitive intelligence can be collected from examining published information or interviews.
Without proper management safeguards, the process of gathering competitive intelligence can cross over to industrial espionage and dirty tricks.

Trademark Infringement

A trademark is a logo, package design, phrase, sound, or word that enables a consumer to differentiate one company's products from another's. Consumers often cannot examine goods or services to determine their quality or source, so instead they rely on the labels attached to the products.

The law gives the trademark's owner the right to prevent others from using the same mark or a confusingly similar mark on a product's label.

It is not uncommon for an organization that owns a trademark to sue another organization over the use of that trademark in a Web site or a domain name.

Nominative fair use is a defense often employed by the defendant in trademark infringement cases where a defendant uses a plaintiff's mark to identify the plaintiff's products or services in conjunction with its own product or services. To successfully employ this defense, the defendant must show three things:

• The plaintiff's product or service cannot be readily identifiable without using the plaintiff's mark.
• It uses only as much of the plaintiff's mark as necessary to identify the defendant's product or service.
• The defendant does nothing with the plaintiff's mark that suggests endorsement or sponsorship by the plaintiff.

Cybersquatting

Companies that want to establish an online presence know that the best way to capitalize on the strengths of their brand names and trademarks is to make the names part of the domain names for their Web sites. When Websites were first established, there was no procedure for validating the legitimacy of requests for Web site names, which were given out on a first-come, first-served basis.
And in the early days of the Web, many cybersquatters registered domain names for famous trademarks or company names to which they had no connection, with the hope that the trademark's owner would eventually buy the domain name for a large sum of money.

How can we mitigate this problem:

1. As soon as the company wants a digital presence, register all related domain names and variations
2. Multilingual companies can add multilingual variations
3. By increasing top level domains`

Chapter 7 (someone needs to validate)

High-quality software systems are systems that are easy to learn and use because they perform quickly and efficiently; they meet their users' needs; and they operate safely and reliably so that system downtime is kept to a minimum.

A **software defect** is any error that, if not removed, could cause a software system to fail to meet its users' needs.

Software quality is the degree to which a software product meets the needs of its users.

Quality management focuses on defining, measuring, and refining the quality of the development process and the products developed during its various stages. These products—including statements of requirements, flowcharts, and user documentation— are known as **deliverables**.

Quality assurance (QA) refers to methods within the development cycle designed to guarantee reliable operation of a product. Ideally, these methods are applied at each stage of the development cycle. However, some software manufacturing organizations without a formal, standard approach to QA consider testing to be their only QA method. Instead of checking for errors throughout the development process, such companies rely primarily on testing just before the product ships to ensure some degree of quality.

Quality Management Standards : The ISO 9001 family of standards serves as a guide to quality products, services, and management. ISO 9001:2008 provides a set of standardized requirements for a quality management system.
To obtain this coveted certificate, an organization must submit to an examination by an external assessor and must fulfill the following requirements:

- Have written procedures for all processes
- Follow those procedures
- Prove to an auditor that it has fulfilled the first two requirements; this proof can require observation of actual work practices and interviews with customers, suppliers, and employees

Main Topic:

Cost of quality (COQ) is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraises the quality of the organization's products or services, and that result from internal and external failures.
Quality control (QC) is a process through which a business seeks to ensure that product quality is maintained or improved. ... This is done by training personnel, creating benchmarks for product quality, and testing products to

check for statistically significant variations.

Quality theke ekta question dibe

Maturity
Capability Maturity Model Integration (CMMI)—developed by the Software Engineering Institute at Carnegie Mellon—is a process-improvement approach that defines the essential elements of effective processes.

CMMI defines five levels of software development maturity: initial, managed, defined, quantitatively managed, and optimizing.

CMMI identifies the issues that are most critical to software quality and process improvement. Its use can improve an organization's ability to predict and control quality, schedule, costs, and productivity when acquiring, building, or enhancing software systems. CMMI also helps software engineers analyze, predict, and control selected properties of software
systems

Chapter 10

Green computing - Green computing is a term applied to a variety of efforts directed toward the efficient design, manufacture, operation, and disposal of IT-related products, including personal computers, laptops, servers, printers, and printer supplies.

Outsourcing - Outsourcing is a long-term business arrangement in which a company contracts for services with an outside organization that has expertise in providing a specific function.

Offshore outsourcing - Offshore outsourcing is a form of outsourcing in which the services are provided by an organization whose employees are in a **foreign country.**

Whistle-blowing, is an effort to attract public attention to a negligent, illegal, unethical, abusive, or dangerous act by a company or some other organization.

Ict industry code of conduct **

The Electronic Industry Citizenship Coalition (EICC) was established to promote a common code of conduct for the electronics and ICT industry.

The following are the five areas of social responsibility and guiding principles covered by the code:
1. **Labor**—"Participants are committed to uphold the human rights of workers, and to treat them with dignity and respect as understood by the international community."

2. **Health and Safety**—"Participants recognize that in addition to minimizing the incidence of work-related injury and illness, a safe and healthy work environment enhances the quality of products and services, consistency of production and worker retention and morale. Participants also recognize that ongoing worker input and education is essential to identifying and solving health and safety issues in the workplace."

3. **Environmental**—"Participants recognize that environmental responsibility is integral to producing world class products. In manufacturing operations, adverse effects on the community, environment, and natural resources are to be minimized while safeguarding the health and safety of the public."

4. **Management System**—"Participants shall adopt or establish a management system whose scope is related to the content of this Code. The management system shall be designed to ensure (a) compliance with applicable laws, regulations and customer requirements related to the participant's operations and products; (b) conformance with this Code; and (c) identification and mitigation of operational risks related to this Code. It should also facilitate continual improvement."

5. **Ethics**—"To meet social responsibilities and to achieve success in the marketplace, participants and their agents are to uphold the highest standards of ethics including: business integrity; no improper advantage; disclosure of information; intellectual property; fair business, advertising, and competition; protection of identity; responsible sourcing of minerals; and privacy."

LH EME

**OUTSOURCING:

Outsourcing is another approach to meeting staffing needs. Outsourcing is a long-term business arrangement in which a company contracts for services with an outside organization that has expertise in providing a specific function. A company may contract with an organization to provide services such as operating a data center, supporting a telecommunications network, or staffing a computer help desk.

**exam e ashbe

Strategy for successful offshore outsourcing

Successful projects require day-to-day interaction between software development and business teams, so it is essential for the hiring company to take a hands-on approach to project management. Companies cannot afford to outsource responsibility and accountability.

To improve the chances that an offshore outsourcing project will succeed, a company must carefully evaluate whether an outsourcing firm can provide the following:
• Employees with the required expertise in the technologies involved in the project
• A project manager who speaks the employer company's native language
• A pool of staff large enough to meet the needs of the project
• A state-of-the-art telecommunications setup
• High-quality on-site managers and supervisors

The following list provides several tips for companies that are considering offshore outsourcing:

1.

What are the key ethical issues for it organization 371 page - 4ta point

• The use of nontraditional workers, including temporary workers, contractors, consulting firms, H-1B visa workers, and outsourced offshore workers, gives an organization more flexibility in meeting its staffing needs, often at a lower cost than if the organization used traditional workers. The use of nontraditional workers also raises ethical issues for organizations. When should such nontraditional workers be employed, and how does such employment affect an organization's ability to grow and develop its own employees? How does the use of nontraditional workers impact the wages of the organization's own employees?

• Whistle-blowing, is an effort to attract public attention to a negligent, illegal, unethical, abusive, or dangerous act by a company or some other organization. It is an important ethical issue for individuals and organizations. How can you safely and effectively report misconduct, and how should managers handle a whistle-blowing incident?

• Green computing is a term applied to a variety of efforts directed toward the efficient design, manufacture, operation, and disposal of IT-related products, including personal computers, laptops, servers, printers, and printer supplies. Computer manufacturers and end users are faced with many questions about when and how to transition to green computing, and at what cost.

• The electronics and information and communications technology (ICT) industry recognizes the need for a code to address ethical issues in the areas of worker safety and fairness, environmental responsibility, and business efficiency. What has been done so far, and what still needs to be done?

Final suggestion

Chapter 2,3,6,7,10

Chapter 2

- Page 43,44,45 - it relationship, figure 2.1
- 46- business alliance, bsa, trade secret, whistle blowing
- Relationship between it worker and client – jekono duita dibe
- Fraud and non compete bolte ki bujho,
- Conflict of interest, misrepresentation, breach of contract. (Bold er definitions lagbe)
- Professional code of ethics page 54 – boro proshno – important
- Trust and respect
- Benchmark (4 ta point ase oita likhse hobe)
- Professional organization - ieee, acm, aitp – abbr dibe full name likha lagbe - hoyto
- Page 60 - it professional malpractice - 2 marks er chhoto
- Common ethical issue for it worker
- Piracy
- Inappropriate use of resources (3 ta point)
- Supporting the ethical of it users
- Page 63
- Ei chapter theke 3 ta question
    - Supporting ethical practice of it user
    - Common ethical issues
    - Code of ethics

Chapter 3
Lecture Slide#2.pptx

Chapter 6

- Intellectual property bolte ki bujho
- 220,221 page
- Software copyright protection – 223 page
- Software copyright protection er koyekta organizaton er naam bolo
- Patent definition
- Software patent ki
- Trade secret ki, trade secret laws ki.
- Key intellectual property issues * jekono 3/4 ta porlei hobe, bolbe koyekta issues likho and def
- Plagiarism *
- Reverse engineering
- Open source
- Competitive …

Chapter 7

quality ki
Quality assurance
Quality control
Cost of quality **(eita koi? Doc e nai kn?)**
Quality theke ekta question dibe
Maturity

Chapter 10

Ict industry code of conduct **
Green computing - def,

Whistleblowing -def

Outsourcing
Offshore outsourcing - def
Strategy for successful offshore outsourcing **

What are the key ethical issues for it organization 371 page - 5ta point

Chapter 2

(Bold kora gula exam e asbe & big 4-5 number question)

Page 43-45 : How to manage professional relationships
Page 46 : BSA, Trade Secrecy, Whistleblowing definitions

Relationship between client,user, supplier…. There are many relationships. Two of them will come in the exam.

Fraud , conflict of interest, misrepresentation, breach of contract definition

Professional Code of Ethics, Page 54 (Big Question). **What do you understand by professional code of ethics?** (The 4 points are mandatory). Exam e **ASBE.**

AIEEE egular abbreviations asbe

Page 60: IT Professional Malpractice (1-2 line short question)
Page 61: **Common ethical issues for IT USers** (piracy, inappropriate use of resource, inappropriate sharing of information - ei 3 ta point)

Page 63: **Supporting the ethical practices of IT Users**

Chapter 6

220, 221: Definition of intellectual property
223: Software Copyright Protection. **Mention some acts & organizations for copyright protection**

Definition: What is a patent? What is a software **patent**?

What are the laws for trade secrets?

Describe some Key intellectual property issues (Plagiarism, reverse engineering, cyber security, competitive intelligence, open source code, trademark infringement)

Chapter 7 : Quality

Definitions: Quality, quality assurance, quality control, cost of quality

- Testing out of syllabus as we have a course on it in next semester

Chapter 10

ICT Industry Code of Conduct - very important for exam
What is Green computing?
What is outsourcing? What is offshore outsourcing?
Page 384: **Strategy for successful offshore outsourcing**
Page 371: **What are the key ethical issues for organizations?**

Question Pattern

Total 7 questions.
Ma'am : 5 Questions
Sir: 2 Questions. Ma'am is the moderator so she will ensure that the finally selected question is not far from what she just suggested.

Summary

Ma'am will basically give the following 7 questions in the exam. [Bold kora gulai.]
Chp2: 3 questions
Chap6: 2
Chp7: 1
Chp10: 2 questions

Final Syllabus

Chapter 2,3,6,7,10

Ethics 3,7,10 notes