Informed Consent (2/2)

"Consent"

- Must have option to permit/refuse action, without coercion
- · Not always possible (legally incompetent, or unable to give consent)
- Must have high likelihood of success
- Must be in best interest of patient
- Likely that the patient will be thankful if successful
 - Violating informed consent must be last resort

- Principles applied to SA tasks

- People should understand rules under which they are operating
- E.g., SLA specifies maintenance windows

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Professional Code of Conduct

Example code from SAGE: System Administrators' Guild

- a set of enforceable laws
- an enumeration of procedures
- all-encompassing
- an enumeration of sanctions and punishments
- Reinforces need for SAs to maintain a high standard of professionalism

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Ethics

 The principles of conduct that govern a group of people

Morals

- Proclamation of what is right and good
- Probably too late to help much here
- We are discussing Ethics
- Policies concerning computer use are generally either for users or admins

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Informed Consent (1/2)

- Take cues from the medical community
- "Informed" + "Consent"



- "Informed"
- Know of options
- Possible benefits and drawbacks of the options
- Various probabilities of success
- Explained so that the person is able to understand

SAGE Code of Ethics (3/3)

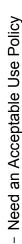
- A system administrator must maintain an exemplary work ethic.
- organization a high level of trust is maintained by A sysadmin can have a significant impact on an exemplary behavior
- professionalism in the performance of their duties. At all times system administrators must display
- management, vendors, users, or other sysadmins Need to be professional, even when dealing with

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Network/Computer User Code of Conduct



- When is personal use of equipment permitted?
- What types of personal use are forbidden?
- Can you start a business?

 - Can you surf adult sites?
- Might combine with a monitoring/privacy policy What if the equipment is at your home?
- Explain that monitoring might happen as part of running the network/server
- There are many archived policies that are useful as starting points to develop new ones

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SAGE Code of Ethics (1/3)

- The integrity of a system administrator must be beyond reproach
- SAs come in contact with privileged information regularly
 - · Need to protect integrity and privacy of data
- Must uphold law and policies as established for their systems
- A system administrator shall not unnecessarily infringe upon the rights of users.
- No tolerance for discrimination except when required for job
- Must not exercise special powers to access information except when necessary

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SAGE Code of Ethics (2/3)

- whom they may come in contact shall be kept to the Communications of system administrators with all highest standards of professional behavior.
- Must keep users informed of computing matters that might affect them
- Must give impartial advice, and disclose any potential conflicts of interest
- The continuance of professional education is critical to maintaining currency as a system administrator
- Reading, study, training, and sharing knowledge and experiences are requirements

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Copyrights

Privileged Access Code of Conduct

Such users should sign a statement of having read the policy,

- Sysadmins, programmers of device drivers, software installers, etc.

Many users need privileged access

Such people need a special code of conduct

- Since privileges can be abused

sudo's reminders1) respect the privacy of others
2) think before you type

and be given a copy Sysadmins should track those who have privileges

on which systems

Such access should expire unless renewed by signing again

- AUP should require members to abide by current copyright laws
- "Borrowing" non-freely redistributable software or content is usually illegal
- Companies caught using pirated software have significant legal and financial liabilities
- Pirated software can also be a source of viruses
- Sysadmins are often blamed for copyright violations found on their networks (permitted or installed)
- Best approach is to make it easy for users use open source, or get broad site licenses for other packages

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Working with Law Enforcement

 Sysadmins are often contacted to help with investigations into computer-related crime

Access to be used only when necessary (and management will

 Acknowledge that mistakes happen, and encourage procedures (such as backups) to minimize damage

describe such uses)

Privileged access comes with responsibility to use it properly

Privileged access code points

Procedures to deal with situation in which SA gets information

that would not otherwise be public

- Also harassment issues, or need for records
- Need a procedure (prevent panic, significant mistakes)
- Often work with a manager or legal department
- Keep records of all communication and work performed (e.g., commands typed)
- Must verify identity of investigator before anything else
 - Social engineering is often a successful attack method!
- Working with law enforcement can take a lot of time
- Might need to make policies to reduce likelihood of need

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Legal requirements may also apply (e.g., SEC, FCC rules)

 E.g., learn about illegal or prohibited activities, or privileged info (pending sale of business)
 Warning about possible penalties for violations, including

termination

Being Told to Do Something Illegal/Unethical

- What do you do when
- You overhear (or read) about
- A co-worker dealing drugs from the office?
- Plans for sabotaging the company?
- Stealing equipment and reselling via online auction?
- Having an affair with the boss?
- You are asked to read someone else's email?
- By a non-SA colleague
- By your manager

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Protecting Yourself

- Have organizational policies that you can point to, and get guidance from
- Verify the (unreasonable) request
- Perhaps you mis-heard it?
 - Get request in writing
- Verify with your manager (get permission)
- · Make logs of all requests and communication
- Have a witness
- Someone to watch what you are doing and agrees with your actions
 - Contact organizational ombudsman, security, police if appropriate

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