1. Instruções para Resposta à Ficha de Trabalho

Esta ficha de trabalho (FT) endereça os temas dos módulos "Responsabilidade Profissional e Ética das Organizações das TIC".

É expectável que preparação das respostas às questões ou caso desta Ficha de Trabalho seja precedida do estudo da bibliografia (George W. Reynolds, Ethics in Information Technology, Fifth Edition, 2015, Capítulos 2+10) e materiais de apoio indicados no guião das aulas sobre o tema.

Recomenda-se a realização de trabalho complementar de pesquisa de forma a mostrar conhecimento sobre o tema objeto de análise.

*Deverá **fundamentar cada uma das respostas** usando os conceitos e métodos lecionados no módulo.*

Apresente respostas curtas. Valorizamos a fundamentação, clareza e coerência de cada resposta.

Seja sucinto. Estruture a resposta. Evite expressões evasivas/generalistas e/ou adjetivações exageradas. Dê destaque (e.g., negrito ou sublinhado) a conceitos chave ou sequências de palavras que pretende evidenciar.

*Entregue **a Ficha de Trabalho formatada segundo o modelo de resposta fornecido,** no qual cada resposta é apresentada numa única página separada com todas as folhas identificadas com o seu nº, nome, FT e questão respondida. O tamanho, tipo de letra e espaçamento deverão ser idênticos aos dos modelo (10 pt, Arial, 1,5 linhas).*

2. Questões

Q1: Considere o 3º caso de estudo sobre certificação (5ª edição, cap. 2) do livro de CS (texto em apêndice). Responda às questões para discussão enunciadas. 1) Como é que a Sun Computers e outros fornecedores discutidos no caso ajustaram os seus programas de certificação para testarem a aquisição de competências e de conhecimento base? 2) Como podem os organismos de certificação ajustar os seus programas de certificação para ultrapassar os constrangimentos e melhor responderem às necessidades da comunidade das TIC?

Q2: Na discussão nos EUA http://goo.gl/bVrCFl sobre se os "programadores devem ou não ser considerados engenheiros" e a discussão em Portugal sobre a exigência do título de Eng. (ou Eng. Técnico) Informático para realização de "Actos de Engenharia Informática". 1) Que semelhanças e diferenças encontra entre as responsabilidades da profissão nos dois países? 2) A profissão deve ser regulada para qualquer acto regulamentado pela OE? 3) Que grau(s) académico(s) seria adequado o Estado Português exigir aos detentores do título de Eng.Informático?

Q3: Considere o "escândalo Amazon" revelado pelo NYTimes e Público http://goo.gl/cA6ldr). Discuta se a reacção de Bezos em http://goo.gl/iG6dWp é eticamente adequada, nomeadamente se atende às preocupações levantadas em http://goo.gl/RCmelA relativamente às mulheres e trabalhadores não qualificados?

3. Apêndice

Caso de Estudo da Questão 1:

On June 13, 2005, Don Tennant, editor-in-chief of Computerworld, published an editorial in favor of IT certification and was promptly hit with a barrage of angry responses from IT professionals. They argued that testable IT knowledge does not necessarily translate into quality IT work. A professional needs good communication and problem-solving skills as well as perseverance to get the job done well. Respondents explained that hard-working IT professionals focus on skills and knowledge that are related to their current projects and don't have time for certifications that will quickly become obsolete. They suspected vendors of offering certification as a marketing ploy and a source of revenue. They accused managers without technical backgrounds of using certification as "a crutch, a poor but politically defensible substitute for knowing what and how well one's subordinates are doing."

Any manager would certainly do well to review these insightful points, yet they beg the question: what useful purposes can certification serve within an organization?

Robert Tekiela, vice president of technology at Sapient Corporation, asserts that many employers use certification as a means of training employees and increasing skill levels within the company. Some companies are even using certification as a perk to attract and keep good employees. American Century Investments is taking this a step further by offering a job-rotation program through which workers can acquire experience as well.

Employers are also making good use of certification as a hiring gate both for entry-level positions and for jobs that require specific core knowledge. For example, a company with a Windows Server 2003 network might run an ad for a systems integration engineer and require a Microsoft Systems Engineer (MCSE) certification. A company that uses Siebel customer relationship management software may require a new hire to have a certification in the latest version of Siebel.

In addition, specific IT fields such as project management and security have a greater need for certification. As the speed and complexity of production increase within the global marketplace, people from all industries are showing an increasing interest in project management certification. With mottos like "Do It, Do It Right, Do It Right Now," the Project Management Institute has already certified more than 100,000 people. As the IT industry recovers from declines in IT spending that followed the 2000 recession, industry employers are beginning to encourage and sometimes require project management certification.

Calls for training in the field of security management go beyond certification. The demand for security professionals is expected to double in the next three years in the face of growing threats. Spam, computer viruses, spyware, and identity theft have businesses and government organizations worried. They want to make sure that their security managers can protect their data, systems, and resources.

The best recognized security certification is the CISSp, awarded by the International Information Systems Security Certification Consortium (ISC2). Yet the CISSP examination, like so many other IT certification examinations, is multiple choice. Employers and IT professionals alike have

begun to recognize the limitations of these types of examinations. They want to ensure that examinees not only have core knowledge, but know how to use that knowledge-and a multiplechoice exam, even a six-hour, 250-question exam like CISSP, can't provide this assurance.

As a result, security professionals in the UK have formed the Information Security Professionals Working Group with the purpose of raising security training to the level of other professional training. They plan to accredit academic and professional development courses and to set up a mentoring program. ISC2 also plans to run master courses and mentoring programs. In the meantime, other organizations are catching on. Sun Computers requires the completion of programming or design assignments for some of its certifications. So, while there is no universal need for certification or a uniform examination procedure that answers all needs within the IT profession, certifying bodies are beginning to adapt their programs to better fulfill the evolving needs for certification in IT.