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| **Qualification details** | | | |
| **Training Package Code and Title:** | **ICT - Information and Communications Technology (Release 8.1)** | | |
| **Qualification National Code & Title** | **ICT50220 - Diploma of Information Technology Advanced Networking (Release 2)** | **State code:** | **AC20** |
| **Qualification National Code & Title** | **ICT50220 - Diploma of Information Technology Advanced Programming (Release 2)** | **State code:** | **AC21** |

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| **Assessment Title** | **AT1 – IP, Ethics and Privacy Portfolio** | | |
| **Cluster** | IP, Ethics and Privacy | | |
| **Unit National Code & Title** | ICTICT532 Apply IP, ethics and privacy policies in ICT environments (Release 1) | | |
| **Date Due** | *Session 6* | **Date Received** |  |

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| --- | --- | --- | --- |
| **Student Name** | **Samuel Bailey** | **Student ID** | 30106121 |
| **Student Declaration** | I declare that the evidence submitted is my own work:  ……SBailey…….. | | |

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| --- | --- | --- | --- | --- |
| **Assessor Name** |  | | | |
| **Assessment Decision** | Satisfactory | | Not Yet Satisfactory | |
| **Assessor Signature** |  | | **Date** |  |
| **Is student eligible for reassessment (Re-sit)?** | No | Yes | **Reassessment Date:** |  |

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| --- | --- | --- | --- |
| **Feedback to student** | | | |
| *Via Blackboard (LMS) – Please check [Grade] section.* | | | |
| **Feedback from student** | | | |
| *Via Blackboard (LMS) – Please use [Comment] section during submission.* | | | |
| **Student signature** |  | **Date** |  |

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| **Assessment Instructions** |

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| **TO THE ASSESSOR** | |
| Type of Assessment | *Portfolio* |
| Duration of Assessment | *6 Class Sessions* |
| Location of Assessment | *Classroom* |
| Conditions | *Assessor to ensure that the noise levels, natural interactions and time variances are maintained as it would in the be in the IT industry.*  *Assessor to undertake the role of CEO of CITE Managed Services*  *Learners are required to complete the required tasks in class and at home and submit the required documentation electronically via Blackboard* |
| Elements and Criteria | As detailed in the assessment plan  You are required to make sure that all students meet the elements, performance criteria and oral communication items as outlined in the provided checklist. |

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| **TO THE STUDENT** | |
| Purpose of Assessment | You are required to show you can:   * Establish organisational IP requirements * Review and determine organisational IP, ethics and privacy policies * Contribute to privacy policy * Maintain ethics code (grievance procedure)   You must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:   * analyse legislation and standards, and contribute to policy and procedures improvements in code of ethics and privacy policy documents in the Information and Communications Technology (ICT) industry on at least once occasion. * document and communicate updates with relevant personnel.   You must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:   * codes of ethics pertinent to ICT industry * federal, state and territory legislation and policies applicable to ICT environments and relating to:   + copyright and intellectual property   + privacy   + organisational communication processes and procedures related to applying IP, ethics and privacy policies in ICT environments. |
| Allowable Materials | Blackboard (Topic by topic) will include the following: Weekly Readings, Class notes, and Weekly Activities. |
| Required Resources | *Computer with:*   * *Internet Access* * *Word processing software* * *Access to Blackboard* |
| Reasonable Adjustment | In some circumstances, adjustments to assessments may be made for you. If you require support for literacy and numeracy issues; support for hearing, sight or mobility issues; change to assessment times/venues; use of special or adaptive technology; considerations relating to age, gender and cultural beliefs; format of assessment materials; or presence of a scribe you need to inform your lecturer. |
| Assessment Submission | Read through and answer the questions in each of the three sections. The resources to assist you answer the questions are located within each of the course sections and associated resources.   * Please provide detailed answers for your response to each question. * Create a series of PowerPoint slides for your Presentation. * Questions can be answered into the Word template located on Blackboard.   All questions and activities should be attempted.  Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.  Assessment Documents are to be uploaded to the appropriate area in the Blackboard course created for this unit.  If you are marked as NYS (Not Yet Satisfactory) on your first attempt, you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer. |
| Project contents | This portfolio consists of three parts:   * Task 1 – Intellectual Property (Q 1-3) * Task 2 – Privacy (Q 4-7) * Task 3 – Ethics (Grievance Policy) (Q 8-11) |

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| **Background** |
| You have successfully gained an internship with a new IT support organisation . ***CITE Managed Services.*** Since 2009 CITE has provided services to students and education institutes in Perth, Western Australia. Standing for Centre of Information Technology Excellence. The team is so busy they have not had time to review their policies and procedures since first implementation.  They have asked you to consider current legislation and industry coded of conduct/practice and:   1. Review IP/Copyright procedures 2. Review Ethics policy and procedures 3. Review Privacy policy and procedures |

# TASK ONE – Intellectual Property (IP)

### Question 1

The first step with regard to Intellectual property is to provide a table for CITEMS staff outlining the different types of IP

According to <https://www.ipaustralia.gov.au/>, what types of intellectual property (IP) exist and what is the legislation (acts and regulations) related to each type of IP? Give a description and an example of each type of IP. What MSCITE policies and procedures (if any) cover these types of IP?

**Use the following table to provide the information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type** | **Description** | **Examples** | **Legislation**  **(Acts and Regulations)** | **Policies and Procedures** |
| Patent |  |  |  |  |
| Trademark |  |  |  |  |
| Registered Design |  |  |  |  |
| Plant Breeder Rights |  |  |  |  |
| Geographical Indications |  |  |  |  |
| Copyright |  |  |  |  |
| Trade Secrets and confidential Information |  |  |  |  |
| Circuit Layouts |  |  |  |  |

### Question 2 - Planning Own Work

Your next task is to organise your work schedule for the tasks you need to do for CITEMS. Using the template **CITEMS\_ActionPlanTemplate** create a new file called **CITEMS\_Action\_Plan.docx**, complete the table to demonstrate your ability to plan, schedule and monitor your work activities up to an expected professional standard.

* Read the full list of instructions provided in this assessment.
* Using the CITEMS\_ActionPlanTemplate, fill in the Action Plan so you can track your progress with this assessment (Task 1-3).
* Split each task into its significant action items
* Discuss plan with your CEO to get approval for plan.
* Change the status of each action item to “Completed” once you finished working on it and include the date of completion.
* Submit the plan on completion

### Question 3

#### Case Study Addenda

Some of the employees at CITEMS have expressed concern with regard to some aspects of the intellectual property policy and procedure. Particularly they are concerned with the lack of protection expressed for work that they do privately which they feel should be their IP not the company’s.

#### Activity

Access the CITE Managed Services **Intellectual Property Policy** and **Intellectual Property Procedure**.

Review the policy and procedure in relation to current legislation (Access this through the government websites)

* Discuss the policies and legislation in groups of 3-4. Make an individual record of this meeting using the provided template (**CITEMS\_MeetingRecordTemplate.dotx**)
  + Time and place of meeting
  + Purpose of meeting
  + Attendees
  + Record the main points of discussion and who made contributions to the discussion (including yourself)
* Ensure that the legislation listed in the documents is current.
* Discuss Section 5.1 of the procedures and compare to the copyright Act (search the Act for the text “employ” to find relevant sections). Does it contain an acknowledgement of protection for work that the employee does in their own time using their own resources.
* What does the phrase “Course of Employment” mean? You will need to do some research as to the general meaning of this.
* Make the required amendments to the policy and/or procedure.
  + Include a definition for “Course of Employment” in the definitions section
  + Update section 5.1 to state the require protection for the employee
* Send a draft of the changed documents to the lecturer as the CEO (use the template **CITEMS\_EmailTemplate.dotx**)
* Make changes as required by feedback from the CEO
* Draft an email to the lecturer as the web master, attaching the updated document for upload to the website. (use the template **CITEMS\_EmailTemplate.dotx**)
* Draft an email to CITEMS staff noting the changed document and the specific changes that have been made. (use the template **CITEMS\_EmailTemplate.dotx**) Add a link to the document in the CITEMS website (this will be a link to the original as your amended document will not be uploaded)

**Submit the following to Submission Point 1 as separate documents**

|  |  |
| --- | --- |
| **List of documents** | **Check** |
| **Task 1 Intellectual Property (IP)** | |
| Question 1: this document with completed sections | ☐ |
| Question 2: CITEMS\_Action\_Plan.docx | ☐ |
| Question 3:   * Meeting Record * Amended policy and procedure documents * draft email to CEO * draft email to webmaster * draft email to staff | ☐ |

# TASK Two – Privacy

### Question 4

What legislation, principles and codes governs the issue of privacy in ICT in the western Australian context?

**Use the following table to provide the information**

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| --- | --- |
| Federal legislation |  |
| State Legislation |  |
| Industry Codes of Practice |  |
| Principles |  |

### Question 5

Access the CITE Managed Services **Privacy Policy (PrivacyPolicyCITEMS.docx).**

Review the policy and procedure in relation to current legislation (Access this through the government websites). Create a new document called **CITEMS\_PrivacyReview.docx** using the template **CITEMS\_PrivacyReviewTemplate.dotx**

* Ensure that the legislation listed in the documents is current.
* Note any points of non-compliance in the policy.
* Make amendments to the policy as required
* Send a draft of the changed documents to the lecturer as the CEO (use **CITEMS\_EmailTemplate.dotx**)
* Make changes as required by feedback from the CEO
* Draft an email to the lecturer as the web master, attaching the updated document for upload to the website. (use **CITEMS\_EmailTemplate.dotx**)
* Draft an email to CITEMS staff (use **CITEMS\_EmailTemplate.dotx**) noting the changed document and the specific changes that have been made. Add a link to the document in the CITEMS website (this will be a link to the original as your amended document will not be uploaded)

### Question 6

CITE Managed Services has a list of client contact details on the page Admin Reports on the Governance – Administration menu**.**

The procedure for accessing this is to be provided this when you are approved by the Web master at the request of a department head.

You have been asked by the manager of your department to access the client list and send them an email with regard to a new service.

* Attempt to access the page without being given the password. Is the file sufficiently protected?
* Draft an email to the webmaster (use **CITEMS\_EmailTemplate.dotx**) copying your manager asking for access to the file (add screenshot).

### Question 7

SMTAFE has a security policy which prevents one student from accessing the work stored in another student’s account.

* Attempt to access another student’s folder in C:\Users. What is the response of the system (add screenshot)?

**Submit the following to Submission Point 2 as separate documents**

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| **List of documents** | **Check** |
| **Task 2 Privacy** | |
| Question 4: Assessment document with completed sections | ☐ |
| Question 5: CITEMS\_Action\_Plan.docx   * CITEMS\_PrivacyReview.docx * Amended privacy policy documents * Draft email to CEO * Draft Email to webmaster * Draft email to staff | ☐ |
| Question 6:   * Draft Email to webmaster * Assessment document with screenshot of attempt to access website | ☐ |
| Question 7: Assessment document with screenshot of attempt to access account | ☐ |

# TASK Three – Ethics

### Question 8

1. Review the Code of Ethics that belongs to the Palo Alto Networks (Cyber Security organisation):   
   [**Palo Alto Networks Code of Ethics**](https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/code-of-business-conduct-and-ethics-2020.pdf)
   1. Review the ethical value “**Health and Safety**” – Page 9.

**Provide the information in the spaces provided**

* + - List one (1) Australian Federal or State legislation that this relates to?

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* + - What legal obligations do **employees** have as per WHS legislation?

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* + - List any 2 standards of professional behaviour and customer service that should be followed by Palo Alto employees in relation to Health and Safety?

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* 1. Review the ethical values “**Inclusion and Diversity**” and “**Discrimination and Harassment**” – Page 9.

**Provide the information in the spaces provided**

* + - List any two (2) Australian Federal or State legislation for anti-discrimination and equal opportunity that relate to these ethical values.

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* + - What legal obligations do employees have as per Anti-Discrimination and Equal Opportunity law?

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* + - List any 2 standards of professional behaviour and customer service that should be followed by Palo Alto employees in relation to anti-discrimination and equal opportunity?

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### Question 9 - Monitoring Workplace Ethics

1. Monitoring your workplace to ensure employees understand and are continuing to apply the code of ethics.
   1. Review the feedback for your organisation from the social media:

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| Emily  “The range of products is great, but the service was horrible. I ordered a new motherboard which was dead on arrival, when I came in to swap it, the staff member kept referring to my partner instead of talking directly to me trying to find out if I did something which caused it to break. He then charged me a repackaging fee for the replacement motherboard even though the customer before me got his product exchanged and repackaged for free.” |
| Samson  “The products are generally good, but the service could improve. I had a problem with my most recent purchase which was sent for replacement due to issue with the screen. Had no communication back from staff and it’s been 3 weeks already. They just keep adding days to the ETA for the replacement.” |
| Jenifer  “Kid in the returns/product service area is full of himself. Wouldn’t recommend this location to anyone.” |

* 1. How would you respond to each of the client reviews and what follow-up action you would take to ensure your clients are receiving consistent and appropriate service?

**Provide the information in the spaces provided**

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| Response to Customer’s Review 1:  What follow-up action you would take to improve the service in the future? |
| Response to Customer’s Review 2:  What follow-up action you would take to improve the service in the future? |
| Response to Customer’s Review 3:  What follow-up action you would take to improve the service in the future? |

1. Ask employees (2 x classmates) to complete the Employee Ethical Conduct Quiz (**CITEMSEmployeeEthicalConductQuiz.docx**) as a way of evaluating if your employees understand and follow your company’s Code of Ethics.
   1. Keep the copies of the completed quizzes as you will need them later in the assessment

**Submit the completed quizzes**

1. As a measure to address the identified ethical issues, your manager has assigned you to establish a new **‘Incident Review and Grievance Reporting Procedure’** in the workplace to enable the stakeholders to report any ethical issues, grievances, complaints and conflicts without fear.
   1. Use the template (**CITEMS\_GrievancePolicyTemplate.dotx**) to write up your procedure in a new document called (**CITEMS\_GrievancePolicy.docx**)

*You may use the examples of the grievance procedures reviewed during the class as a reference to help you write your own procedure.*

1. To ensure stakeholders receive consistent and appropriate service when dealing with potentially ethically difficult situations your manager asked you to carry out some interviews with your colleagues.
   1. Ask stakeholders (two (2) classmates/lecturers) to complete the Employee Workplace Ethics Perception Survey **(CITEMSEmployeeWorkplaceEthicsPerceptionSurvey.docx)**

**Provide the information to the following in the spaces provided**

* 1. Analyse the results of the **Employee Ethical Conduct Quiz** and the **Employee Workplace Ethics Perception Survey** and answer the following questions:
     + What are the overall results of your survey?

*(Are the stakeholders behaving ethically? Are ethical processes being followed etc.?)*

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* 1. Analyse the feedback from the survey and answer the following question:
     + If the survey shows that there are still some ethical issues/difficulties, explain what you would do to further improve the workplace ethics.

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### Question 10 Contribute to Code of Ethics

1. CITE Managed Services (CITEMS) has recently opened a new data centre where their clients can host their infrastructure. Because of this change, your manager asked you to review and update the current Code of Ethics.
   1. Review the CITE MS Code of Ethics (**CITEMSCodeOfEthics.docx**) and add a new section to reflect the organisational standard for protecting their customer’s data.

(e.g. System Integrity, Confidentiality, Data Protection etc.)

*Use the Codes of Ethics/Conduct from organisations such as* [*Cisco*](https://www.cisco.com/c/dam/en_us/about/cobc/2019/english-2019.pdf) *or* [*Palo Alto*](https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/code-of-business-conduct-and-ethics-2020.pdf) *to get some ideas*

1. Write up a Code of Conduct (**CITEMS\_CodeOfConductTemplate.dotx**) for the new section of the CITEMS Code of Ethics to help your employees understand how to meet the requirements of the updated Code.

*Use the Codes of Ethics/Conduct from organisations such as* [*Cisco*](https://www.cisco.com/c/dam/en_us/about/cobc/2019/english-2019.pdf) *or* [*Palo Alto*](https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/code-of-business-conduct-and-ethics-2020.pdf) *to get some ideas*

1. You have decided to conduct a companywide meeting as a way to notify everyone about the changes in the Code of Ethics and the Code of Conduct.
   1. Create a series of PowerPoint slides and notes for a class presentation. Your presentation must be a minimum of 5 minutes in duration.
      * Introduce yourself, your company and purpose of the presentation.
      * Discuss the new section of your Code of Ethics and a new section in the Code of Conduct.
   2. Record audio onto the presentation and export the video as mp4 (**CITEMSCodeofEthicsConduct.mp4)**
   3. Ask employees (two (2) classmates/lecturers) to view the presentation and complete the ‘**Code of Ethics Feedback Survey Form**’.

### Question 11 - Monitoring Workplace Ethics

1. After working for 6 months for CITEMS you started noticing that some employees are having difficulty following the correct process for reporting grievances and complaints.

After bringing the issue to the attention of your supervisor, you have been asked to review the Incident Review and Grievance Reporting Procedure and create a graphical representation of the procedures.

* 1. Create a **Diagram/Flow Chart** based on the **Incident Review and Grievance Reporting Procedure** you created in Question 9.

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| **Insert your diagram here** |

* 1. Send an email (use **CITEMS\_EmailTemplate.dotx**) to your colleagues with a brief explanation about the procedure and a diagram/flow chart and a procedure attached.

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| **Include a screenshot of your email here** |

1. To ensure stakeholders receive consistent and appropriate service in line with the company’s ethical principles, your manager asked you to carry out some interviews with the customers.
   1. Ask stakeholders (two (2) classmates/lecturers) to complete the Customer Service Ethics Evaluation Survey **(CITEMSCustomerServiceEthicsEvaluationSurvey.docx)**

**Provide the information to the following in the spaces provided**

* 1. Analyse the feedback from the survey and answer the following question:
     + What are the overall results of your survey?

*(Do the customers receive service consistent with the Code of Ethics? Are ethical processes being followed etc.?)*

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* + - How would you respond to each person you interviewed to ensure your clients are receiving consistent and appropriate service?

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* + - If the survey shows that there are still some ethical issues/difficulty, explain what you would do to further improve the workplace ethics.

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**Submit the following to Submission Point 3 as separate documents**

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| **List of documents** | **Check** |
| **Task 3 Ethics** | |
| Question 8: Assessment document with completed sections | ☐ |
| Question 9:   * Assessment document with completed sections * 2 x Employee Ethical Conduct Quiz completed * CITEMS\_GrievancePolicy.docx * 2 x Employee Workplace Ethics Perception Survey completed | ☐ |
| Question 10:   * Updated CITE MS Code of Ethics * Code of Conduct section * CITEMSCodeofEthicsConduct.mp4 * 2x Code of Ethics Feedback Survey Form | ☐ |
| Question 11:   * Assessment document with completed sections * 2 x Customer Service Ethics Evaluation Survey | ☐ |

# Bibliography

Gilbert and Tobin. (2019). *Protection of Trade Secrets in Australia.* Retrieved from Gilbert and Tobin: https://www.gtlaw.com.au/insights/protection-trade-secrets-australia

Quigley, J., & Kelly, D. (2019). Privacy and Responsible Information Sharing - Discussion Paper. Perth, WA, Australia. Retrieved Aug 20, 2020, from https://www.wa.gov.au/sites/default/files/2019-08/Discussion%20paper\_Privacy%20and%20Responsible%20Information%20Sharing\_1.pdf

**END OF ASSESSMENT**