

## Module INST0031 - Systems Management

### Lecture 7 - Seminar

In the group assigned to you, select a real-world information environment which at least some of you have direct experience of either working in or using (or ideally, both).

Select one person from your group to act as scribe, one to act as timekeeper, one to act as chair for discussions, and one to act as presenter of findings. Additionally, one member of your group should be assigned to play the "role" of the systems manager in the organisation, and another to play the "role" of a user in the organisation.

Firstly, as a group, discuss issues of security and control in your chosen environment, **purely from the organisation's viewpoint**. What would you (as an organisation) be concerned about, and what methods might you use to apply control? Agree a list of the areas/activities you would be most concerned about (about 5 things would be an appropriate amount) and your preferred methods of controlling them.

When you have done this, consider each activity **from a user's perspective**, with particular regard to the methods of control being exercised. What impact might such measures have on the user/individual? How might they feel about that? Would you expect them to be "happy" about the situations you envisage?

Next, for each area where there is perceived disagreement, let the "Systems manager" and the "User" debate their differences in front of the group, and put forward their points of view. The rest of the group should then vote on whose point of view they support (the chair has a casting vote if necessary). Make a record of the key arguments presented and the final vote.

You may allocate your time as you wish between the above four stages, but it is suggested you spend an approximately equal time on each (with perhaps a slight bias towards the first one). If you have any time left, use it to discuss the issues raised, and in particular any legal requirements which you are aware of which might influence the situation(s) in reality.

Each group will then be asked to briefly feed back its findings to the class as a whole, both specifically about the areas and controls chosen and any items voted on, and more generally about any key issues you found interesting during your discussions.