	Course:		Course	
		Professional Issue in IT	Code:	**CS449**
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Student: Name:_____ Roll No._____ Section:_____

Instruction/Notes: Attempt all questions on question paper in the space given below each question.

Question1:   (1x5)

1.1 Responsibility of decision making between IT Worker and client _____ ?

a.   Is Shared

b.   Is on IT Worker

c.   Is on Client

d.   Is not required

1.2 Primary cause of poor software quality?

a.   Many developers do not know how to design quality into software from the start

b.   Or do not take the time to do so

c.   Both

d.   None

1.3 _____ is a process that one undertakes voluntarily to prove competency in a set of skills.

a. Licensing

b. Certification

c. Registering

d. all of the above

1.4 Which of the following is not a technique frequently employed by identity thieves?

a. hacking databases

b. spyware

c. phishing

d. trap and trace

1.5 The provision of multiple interchangeable components to perform a single function to cope with failures and errors is called.

a. Risk

b. Redundancy

c. Reliability

d. Availability

Question2: State the value of any 4 of the following Human Resource Selection techniques. (4 Points)

One to one interviews, Interview with a panel, Personality Test, Situational assessment, Task assessment.

1. **a. Reliable – easy to look back and verify**
   b. Not easy to demonstrate the compliance of equal rights legislation

2. **a. Favors candidates who are smooth talkers**
   b. Prevents nepotism and corruption
   c. bad appointments

3. **Value of this is not clear because there are different theories for different behaviors.**

4. **a. Situational questions in interviews are more reliable**
   b. Suitable for new graduates

Question3: What is the difference between training and development? (2 Points)

<u>Training</u>**:**

Teach organizational members how to perform current jobs.

Help worker's acquire skills to perform effectively.

Training used more often at lower levels of firm

<u>Development</u>**:**

Build worker's skills to enable them to take on new duties

Development is common with managers

Question4: Following forces are changing professional services industry. Explain any 3 briefly. (3 Points)

Client sophistication, Governance, Connectivity, Transparency, Modularization, Globalization, Commoditization.

Client Sophistication
Clients are more aware of what they need from service providers, more willing to look outside their own organization to get the best possible services, and better able to drive a hard bargain to get the best possible services at the lowest possible cost.

Governance
Major scandals and tougher laws enacted to avoid future scandals (e.g., Sarbanes-Oxley) have created an environment in which there is less trust and more oversight in client–service provider relationships.

Connectivity
Clients and service providers have built their working relationships on the expectation that they can communicate easily and instantly around the globe through electronic teleconferences, audio conferences, e-mail, and wireless devices.

Transparency
Clients expect to be able to see work-in-progress in real time, and they expect to be able to influence that work. No longer are clients willing to wait until the end product is complete before they weigh in with comments and feedback.

Modularization
Clients are able to break down their business processes into the fundamental steps and decide which they will perform themselves and which they will outsource to service providers.

Globalization
Clients are able to evaluate and choose among service providers around the globe, making the service provider industry extremely competitive.

Commoditization
Clients look at the delivery of low-end services (e.g., staff augmentation to complete a project) as a commodity service for which price is the primary criterion for choosing a service provider. For the delivery of high-end services (e.g., development of an IT strategic plan), clients seek to form a partnership with their service providers.

Question5: What are the arguments given by opponents and supporters of Camera surveillance technology? (2)

Advocates of advanced surveillance technology argue that people have no legitimate expectation of privacy in a public place.

Critics raise concerns about the use of surveillance to secretly store images of people, creating a new **potential for abuse, such as intimidation of political dissenters or blackmail of people caught with the "wrong" person or in the "wrong" place**. Critics also raise the possibility that such technology **may not identify people accurately.**

Question6: What is software product liability? Explain briefly the following claims against software product liability. State possible defendants defense for each. (1 + 3x2)

Strict liability, Negligence

Liability of manufacturers, sellers and others for injuries caused by defective products

Strict liability means that the defendant is held responsible for injuring another person, regardless of negligence or intent. The plaintiff must prove only that the software product is defective or unreasonably dangerous and that the defect caused the injury. There is no requirement to prove that the manufacturer was careless or negligent, or to prove who caused the defect. All parties in the chain of distribution—the manufacturer, subcontractors, and distributors—are strictly liable for injuries caused by the product and may be sued.

Defendants in a strict liability action may use several legal defenses, including the **doctrine of supervening event, the government contractor defense**, **and an expired statute of limitations**. Under the doctrine of supervening event, the original seller is not liable if the software was materially altered after it left the seller's possession and the alteration caused the injury. To establish the government contractor defense, a contractor must prove that the precise software specifications were provided by the government, that the software conformed to the specifications, and that the contractor warned the government of any known defects in the software. Finally, there are statutes of limitations for claims of liability, which means that an injured party must file suit within a certain amount of time after the injury occurs.

Negligence is the failure to do what a reasonable person would do, or doing something that a reasonable person would not do. When sued for negligence, a software supplier is not held responsible for every product defect that causes customer or third-party loss. Instead, responsibility is limited to harmful defects that could have been detected and corrected through "reasonable" software development practices. Even when a contract is written expressly to protect against supplier negligence, courts may disregard such terms as unreasonable.

Software manufacturers or organizations with software-intensive products are frequently sued for negligence and must be prepared to defend themselves. The defendant in a negligence case may either answer the charge with a legal justification for the alleged misconduct or demonstrate that the plaintiffs' own actions contributed to their injuries (contributory negligence). If proved, the defense of contributory negligence can reduce or totally eliminate the amount of damages the plaintiffs receive. For example, if a person uses a pair of pruning shears to trim his fingernails and ends up cutting off a fingertip, the defendant could claim contributory negligence.

Question7: online marketers use personalization software to optimize the number, frequency, and mixture of their ad placements, and to evaluate how visitors react to new ads. The goal is to turn first-time visitors to a site into paying customers and to facilitate greater cross-selling activities. Following are the types of personalization software. Explain each briefly. (4 Points)
Rules-based,   Collaborative filtering, Demographic filtering, Contextual commerce

There are several types of personalization software. For example,
Rules-based personalization software uses business rules tied to customer-supplied preferences or online behavior to determine the most appropriate page views and product information to display when a user visits a Web site. For instance, if you use a Web site to book airline tickets to a popular vacation spot, rules-based software might ensure that you are shown ads for rental cars.
Collaborative filtering offers consumer recommendations based on the types of products purchased by other people with similar buying habits. For example, if you bought a book by Dean Koontz, a company might recommend Stephen King books to you, based on the fact that a significant percentage of other customers bought books by both authors.
Demographic filtering is another form of personalization software. It augments clickstream data and user-supplied data with demographic information associated with user zip codes to make product suggestions. Microsoft has captured age, sex, and location information for years through its various Web sites, including MSN and Hotmail. It has accumulated a vast database on tens of millions of people, each assigned a global user ID. Microsoft has also developed a technology based on this database that enables marketers to target one ad to men and another to women. Additional information such as age and location can be used as add-selection criteria.
contextual commerce, associates product promotions and other e-commerce offerings with specific content a user may receive in a news story online. For example, as you read a story about white-water rafting, you may be offered a deal on rafting gear or a promotion for a white-water rafting vacation in West Virginia.

Question8: You are an experienced, mid-level manager in your firm's IT organization. One of your responsibilities is to screen résumés for job openings in the organization. You are in the process of reviewing more than 100 résumés you received for a position as an Oracle database administrator. Your goal is to trim the group down to the top 10 candidates to invite to an in-house interview. About half the résumés are from IT workers with less than three years of experience who claim to have one or more Oracle certifications. There are also a few candidates with over five years of impressive experience but no Oracle certifications listed on their résumés. You were instructed to only include candidates with an Oracle certification in the list of finalists. However, you are concerned about possible résumé inflation and the heavy emphasis on certification versus experience. What would you do? Justify your approach. (3 Points)
Solution depends upon the answer.