



**RAJARATA UNIVERSITY OF SRI LANKA  
FACULTY OF APPLIED SCIENCES, MIHINTALE**

**B.Sc. (General) Degree in Information and Communication Technology**

**Third Year Semester II Examination – Oct/Nov 2015**

**ICT 3207 – PROFESSIONAL ISSUES**

**Time allowed: TWO (02) hours**

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**INSTRUCTIONS TO CANDIDATES**

- This paper consists of four (04) questions on 4 pages including this page.
- Answer **ALL** questions.
- This examination accounts for 70% of the module assessment. The total maximum mark attainable is 100. The marks assigned for each question and section thereof are indicated in square brackets.
- This is a **closed book** examination.
- Mobile phones or any other communication devices are not permitted.
- Clearly state the assumptions you make. If you have any doubts regarding the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

1. (a) A professional is said to be someone who has assured competence in a particular field. Professional Bodies play an important role in ensuring that its members demonstrate assured competence in the discharge of the profession. Discuss how professional bodies typically discharge this duty. [6 marks]
  - (b) The role of a professional body is different to that of a trade union. Discuss this statement with examples. [5 marks]
  - (c) List at least one local or international professional body associated with each of the following professions.
    - i. Information Technology
    - ii. Engineering
    - iii. Accountancy
 [3 marks]
  - (d) It is illegal for members of certain professions (eg the Medical Profession) to practice their profession without some sort of professional registration. Discuss how this concept of professional registration applies to the Information Technology profession? [5 marks]
  - (e) Service to Society is a cornerstone of any profession. Explain how an IT professional could be of service to society by giving at least three examples of what they should / should not be doing. [6 marks]
2. (a) Informal tests provide a quick method of identifying the ethicality or otherwise of a proposed action. Explain how
    - i. the Shushier's Test, and
    - ii. the TV test
 could help us decide on the ethicality of a particular action. [2x3 marks]
  - (b) Ethical Theories provide a more formal set of tests when identifying the ethicality or otherwise of a proposed action. Discuss the following ethical theories that become useful in ethical decision making.
    - i. Consequentialist Theory [3 marks]
    - ii. Rights and Duties [3 marks]
    - iii. The two formulations of the Kant's Categorical Imperative. [6 marks]
  - (c) Certain actions though Ethical may not necessarily be Legal, while some Legal actions could be Unethical. Explain this statement giving suitable examples. [5 marks]
  - (d) Explain what is meant by the Golden Rule? [2 marks]

3. (a) Soon after graduating with an IT and Management Degree, Asantha joined XYZ Technologies which excels in ERP software implementations. Two years later, while still working at XYZ, Asantha together with two friends started their own ERP company and began offering ERP services on their own to some of XYZ's clients at a lower cost than what is charged by XYZ. Some of their time in office was spent working on their own personal projects obtained through their company but Asantha and his friends did not disclose their endeavour to the management at XYZ.

Using your knowledge of the principles contained in the codes of ethics formulated by Professional Bodies in the ICT sector (eg ACM, BCS, ACS etc), answer the following questions relating to the case above.

- i. Explain three areas where Asantha violated common ethical principles as contained in most codes of ethics. [9 marks]
- ii. How could Asantha and his friends have better managed their entrepreneurship initiatives? [5 marks]

- (b) PQR Finance is a financial services company who has floated a Request for Proposals for the implementation of an Enterprise Resource Management Solution for their business. As a part of this RFP, PQR is requesting potential bidders to provide details of ERP implementations they have carried out for other financial services companies so that they could evaluate their credentials. Failure to provide such details could adversely affect their chances of securing this opportunity.

UVW Unlimited is a reputed ERP software company who is planning to respond to this RFP. Uvw has implemented many ERP solutions for a number of financial services companies before and has the necessary credentials to do the implementation for PQR. However Uvw has non-disclosure agreements signed with all of these clients.

- i. Use your knowledge of ethics to decide if Uvw should provide details of their previous ERP implementations in financial services to PQR for the purpose of evaluating their bid? Justify your answer. [6 marks]
- ii. How do you think Uvw should handle this situation? [5 marks]

4. (a) Intellectual Property associated with computer software is often protected under a copyright regime. What rights does this provide to the software developer?  
[5 marks]
- (b) End Users are given certain rights to the software they purchase through an End User License Agreement (EULA). What rights do an EULA typically make available to the end user of the software?  
[5 marks]
- (c) Today End User License Agreements are often entered into online by having the user acknowledge the terms of the agreement prior to downloading the software. Are these on-line agreements legally enforceable in Sri Lanka? Explain your answer.  
[5 marks]
- (d) What is the role of a "Whistle Blower"? What are the challenges typically faced by a whistle blower?  
[5 marks]
- (e) Discuss why a professional should pay due attention to good professional etiquette. Give two areas that a professional needs to focus on when practising good professional etiquette.  
[5 marks]

\*\*\*\*\* End of Paper \*\*\*\*\*