ITSE 1450

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Chapter 1 Case Studies

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1.) I agree with Ann. I visited the ACM website and viewed their Code of Ethics. I was very impressed with the amount of detail and their vision. Their guidelines are a clear way for someone in the technology industry to strive for excellence and be the best at their profession. Jack's personal standards may be biased towards one or more entities and may not be what is best overall since it was crafted ultimately by him. The ACM's Code of Ethics is well designed and has been crafted by many technology industry professionals.

2.) Yes, I think the technology field should have its own ethical standards. This would allow all technology professionals to have clear guidelines on how they should conduct business. It would leave no room for interpretation if any ethical or morals were present. Also, it would provide clear guidelines on how somebody in the technology industry can move up the career ladder and/or keep improving the industry overall.

3.) The top 10 items to include in an IT Code of Ethics are professional/behavioral standards, technical quality standards, intellectual property and fair use standards, leadership standards, project management standards, employee incentive standards, pay standards, code of ethics violations and their severity, teaching/instructional standards, and commitment to publishing open-source software.

1.) Lisa should accept the position at Albemarle Express. All things considered, when comparing the two positions side by side the offer from Albemarle Express is significantly better. The only potential downside to Albemarle Express is the possible acquisition, which is not necessarily a negative. It has the possibility to work in Lisa's favor.

2.) The key issues Lisa should consider are job responsibilities, potential for career/position advancement, salary, benefits/perks, relocation costs, cost of living, financial stability or security of the company, company culture and guidelines, and likability of co-workers.

3.) That ultimately depends on Lisa. I would have to learn more about her and what she wants out of life. It should always be considered though no matter the person. I heard Jeff Bezos of Amazon refer to it as "work-life harmony" rather than "work-life balance" because balance implies a strict trade off. One should complement the other.

Source: https://www.businessinsider.com/jeff-bezo-advice-to-amazon-employees-dont-aim-for-work-life-balance-its-a-circle-2018-4

4.) The benefits of working for a small firm versus a large firm are that a small firm would allow one to have more opportunities to work on different projects and have more input when it comes to decision making. One's voice or opinions are not always heard at a large firm. The cost of living at a small town would be significantly less than a large town. A large town typically has higher than normal real estate and living expenses. A startup gives you the chance to really make an impact with your work and on the company's overall success. An established system may already have a fixed set way of working or company processes that will not ever be moved.

5.) Salary depends on Lisa's lifestyle, which is not presented. Lisa also might be willing to take a pay cut at Pembroke Boats if she is excited by the possibility of starting the IT department from the ground up and running things her way. Job security is typically not the best at a small company such as Pembroke Boats, but there is also a job security issue possibly at Albemarle Express with the potential acquisition or merger. Lisa should investigate more into this category by researching the financial history or stability of each company and how often the respective employees at each stayed working there. As previously mentioned in my answer to question 1, the possible downsizing and merger of Albemarle Express is not necessarily a negative. The company that potentially acquires Albemarle Express might be very impressed by Lisa and move her into a more prominent position. Even if her position is eliminated during downsizing, the acquiring company might offer a buyout or large severance package due to the circumstances of the merger/acquisition being beyond her own control.

<mark>Part 3</mark>

1.) Source: https://alcon.wd5.myworkdayjobs.com/en-US/careers_alcon/job/Fort-Worth---Centre/Warehouse-Operations-Specialist-2_R-2020-1921-1?codes=IND

This job posting is from Alcon for a Business Systems Analyst, which is located at their American headquarters here in Fort Worth. One point that immediately stood out to me was the level of communication proficiency needed to excel at this position.

"Best in class communicator and change agent for all business systems impacting the US Distribution network" was listed as a Key Performance Indicator (KPI).

 I also noticed how technical or programming knowledge is not necessarily the priority, but rather the ability to see the entire company picture and how to improve the deficiencies of each department.

2.) Source: https://www.bls.gov/ooh/computer-and-information-technology/computer-systems-analysts.htm

- Salary: $90,920 per year or $43.71 per hour.
- Typical Entry-Level Education: Bachelor's degree.
- Number of jobs: 632,400.
- Job Outlook, 2019 to 2029: 7% (Faster than average).
- What Computer Systems Analysts do: Computer systems analysts study an organization's current computer systems and find a solution that is more efficient and effective.
- How to become a Computer Systems Analyst: A bachelor's degree in a computer or information science field is common, although not always a requirement. Some firms hire analysts with

business or liberal arts degrees who have skills in information technology or computer programming.

3.) Source #1: https://jobs.doosan.com/job/Business-Systems-Analyst-I/711740100/

This advertisement is for a Business Systems Analyst I position with Doosan Corp in West Fargo or Bismarck, ND.

The qualifications include a Bachelor's Degree in Information Technology, Management Information Systems or equivalent, strong verbal and written communication skills, self-motivated and be able to plan your own work, ability to work under pressure to resolve time sensitive issues, ability to work effectively in a multi-culture and multi-language environment, proven success communicating with both Business and IT Teams in support of HR Human Capital Management, Time and Attendance and other HR solutions, experience with SAP HR, SuccessFactors and SAP Time and Attendance, experience designing and improving business processes and controls, demonstrated ability to communicate solutions and deployment to various stakeholder levels, 2-5 years in related application support roles, and travel from 10% to 24%.

The salary is not listed.

Source #2: https://recruiting.adp.com/srccar/public/RTI.home?c=1110441#/

This advertisement is for an IT Systems Analyst I position with Mercy Health Services in Baltimore, MD.

The qualifications include must possess a BS or BA in related field, one year of experience or an internship with clinical and/or financial applications within a healthcare/physician practice environment, demonstrated progressive experience with on-line information systems; healthcare environment preferred, strong analytic and organizational skills, particularly in planning, communications, process design and problem solving, ability to work effectively with a diverse group of users who have a varying level of computer expertise, computer proficiency and technical aptitude with the ability to utilize one or more of the following: Microsoft Word, Power Point, Excel, Microsoft Outlook, ERP software, Payroll software, Meditech (if applicable to position), Epic (if applicable to position) and Performance Manager/NetLearning, must be able to read, write, and speak the English language in an understandable manner, must be able to work independently and possess the ability to make independent decisions when circumstances warrant such action, must possess the ability to effectively communicate and deal tactfully with other personnel, visitors, patients, physicians, customers, and the general public, must be flexible, have personal integrity, and the ability to function effectively as a team with other employees, and must be able to follow written and oral instructions. No travel is required.

The salary is not listed.

4.) Source: https://www.amazon.jobs/en/jobs/997309/software-development-engineer

This advertisement is for a Software Development Engineer position with Amazon's E-Commerce team. Specifically, it is with their Shipping Engine team.

The basic qualifications include programming experience with at least one modern language such as Java, C++, or C# including object-oriented design, 1+ years of experience contributing to the architecture and design (architecture, design patterns, reliability and scaling) of new and current systems, 2+ years of

non-internship professional software development experience, completed BS in Computer Science or equivalent, 3+ years of experience building successful production software platforms and systems, 3+ years of hands-on experience in Java or C++ as well as other high-level languages such as Objective-C and Python, computer science fundamentals in algorithm design, problem solving, and complexity analysis, and experience developing cloud software services and an understanding of design for scalability, performance and reliability.

The preferred qualifications include a Master's Degree in Computer Science or related field, knowledge of professional software engineering practices & best practices for the full software development life cycle, including coding standards, code reviews, source control management, build processes, testing, and operations, ability to take a project from scoping requirements through actual launch of the project, experience building complex software systems that have been successfully delivered to customers, and demonstrated leadership abilities in an engineering environment in driving operational excellence and best practices.