



Information Technology Engineering

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| 40 |



Module A.2

Ethics for IT Professionals and IT Users

Reference:



Ethics in Information Technology

SIXTH EDITION

6th Edition

George W. Reynolds

Chapter 2:

Ethics for IT Workers and IT Users

Professionalism:

It is not the job you do,
it is how you do the job.

Objectives

- What key characteristics distinguish a professional from other kinds of workers, and what is the role of an IT professional?
- What relationships must an IT professional manage, and what key ethical issues can arise in each?
- How do codes of ethics, professional organizations, certification, and licensing affect the ethical behavior of IT professionals?

Objectives (continued)

- What are the key tenets of five different codes of ethics that provide guidance for IT professionals?
- What are the common ethical issues that face IT users?
- What approaches can support the ethical practices of IT users?

Contents

➤ IT Professionals

- ◇ Definition of Professional
- ◇ Are IT Workers Professionals?
- ◇ IT Professional Relationship
 - ❖ Employers, Clients, Suppliers, Other professionals, IT users, Society at large
- ◇ IT Professional Codes of Ethics
- ◇ IT Professional Organizations
- ◇ IT Certification
- ◇ IT Government Licensing
- ◇ IT Professional Malpractice

➤ IT Users

- ◇ Common Ethical Issues for IT Users
- ◇ Supporting the Ethical Practices of IT Users

IT Professionals

- Profession is a calling that requires
 - Specialized knowledge
 - Long and intensive academic preparation



A Professional Employee:

- (i) Requiring knowledge of an **advanced type in a field of science or learning** customarily acquired by a prolonged course of specialized intellectual instruction and study in an institution of higher learning or a hospital
- (ii) Requiring the **consistent exercise of discretion** and judgment in its performance;
- (iii) Which is **predominantly intellectual and varied in character** (as distinguished from routine mental, manual, mechanical, or physical work)
- (iv) Which is of such character that the output produced or the result accomplished by such work **cannot be standardized in relation to a given period of time.**

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- ◇ IT Professional Malpractice

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Are IT Workers Professionals?

- Partial list of IT specialists
 - Programmers
 - Systems analysts
 - Software engineers
 - Database administrators
 - Local area network (LAN) administrators
 - Chief information officers (CIOs)

Are IT Workers Professionals? (continued)

- Legal perspective
 - IT workers are not recognized as professionals
 - Not licensed
 - IT workers are not liable for malpractice

Changing Professional Services Industry

1. Client Sophistication
2. Governance
3. Connectivity
4. Transparency
5. Modularization
6. Globalization
7. Commoditization

<http://ahtgroup.com/>



Ross Dawson

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- ◇ IT Professional Codes of Ethics
- ◇ IT Professional Organizations
- ◇ IT Certification
- ◇ IT Government Licensing
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Professional Relationships (Must Be Managed)

- IT professionals have many different relationships with:
 1. Employers
 2. Clients
 3. Suppliers
 4. Other professionals
 5. IT users
 6. Society at large

I. Relationships Between IT Professionals and Employers

- IT professionals must set an example and enforce policies regarding the ethical use of IT
- **Software piracy** is an area in which IT professionals can be tempted to violate laws and policies
 - Software piracy is the act of illegally making copies of software or enabling others to access software to which they are not entitled
- The **Business Software Alliance (BSA)** is a trade group that represents the world's largest software and hardware manufacturers
 - Its mission is to stop the unauthorized copying of software produced by its members
 - About 2500 reports/year, and \$136100 reward
 - In 2012 BSA investigated over 15000 reports of unlicensed software use



Members of Business Software Alliance

Adobe	Apple	Autodesk
Bentley Systems	Borland	CA
Cadence	Cisco Systems	CNC Software-Mastercam
Corel	CyberLink	Dassault Systemes SolidWorks Corporation
Dell	EMC	HP (Hewlett-Packard)
IBM	Intel	Intuit
McAfee	Microsoft	Mindjet
Minitab	Monotype Imaging	Quark
Quest	Rosetta Stone	SAP
Siemens	Sybase	Symantec

Business Software Alliance: Case Studies

- **2009, XMCO (Writes and produces technical manuals for military equipment and vehicles):**
 - ❖ Paid BSA \$70,000 to settle a claim
 - ❖ Unlicensed copies of Adobe, Corel, and Microsoft software on its computers.

- **2008, a 24-year-old college student**
 - ❖ Sentenced to three years in jail
 - ❖ Fined \$10,000;
 - ❖ Seized his \$40,000 Porsche, HDTV, and computer
 - ❖ He and his friends operated for-profit Web sites that allowed unsuspecting customers to download pirated copies of Adobe and Macromedia software.

Relationships Between IT Professionals and Employers (continued)

- **Trade secret**
 - Information used in business
 - Generally unknown to the public
 - Company has taken strong measures to keep confidential

Trade Secret at HP and IBM: Case Study

- September 2006, a vice president of HP's printer division was fired from his new job after just four months.
- He e-mailed confidential information from his former employer, IBM, to two senior vice presidents at HP.
- The information was marked confidential on each page and included product costs and material data that could help the HP sales team understand the goals of IBM.
- Possible sentence of 10 years' imprisonment and a \$250,000 fine.



Relationships Between IT Professionals and Employers (continued)

- **Whistle-blowing**

- Attracts attention to a negligent, illegal, unethical, abusive, or dangerous act that threatens the public interest

- **Example:** An employee of a chip manufacturing company may know that the chemical process used to make the chips is dangerous to employees and the general public.

Whistle-Blowing: Case Study

- In May 2005, Oracle Corporation paid \$8 million to settle charges that it fraudulently collected fees before providing training for clients and failed to comply with federal travel regulations in billing for travel and expenses.



- The charges arose from a whistle-blower lawsuit brought by a former Oracle vice president.
- As a result of the settlement, the whistleblower received \$1.58 million of the \$8 million total settlement

IT Technicians Fired



When: In 2002

Where: New York Law School

Who: Dorothea Perry and Robert Gross
(IT Technicians) vs Dr. Edward Samuels

Result: Samuels was sentenced to six months in jail and 10 years' probation

IT Technicians Fired



- Perry and Gross were placed on probation for job-performance issues shortly after they reported finding the photos.
- In October 2002, four months after the discovery, Gross and Perry were fired.
- Gross had worked at the school just over a year, his evaluation three months prior to the incident: “fully competent plus.”
- Perry had worked at the school for 12 years, and her previous performance rated her work as “excellent.”

IT Technicians Fired

- Perry and Gross claimed they had done nothing wrong.
- They filed a \$15 million lawsuit that charged New York Law School
- in October 2008, six years after she was fired, the Appellate Division of the Supreme Court of New York ruled that Perry's employment with Collegis was terminable at will

Discussions

1. What message is sent to IT workers by the actions of New York Law School and Collegis?
2. A number of states have enacted laws that require workers to report immediately any child pornography found while servicing equipment.
3. Most of the laws state that a worker who reports such a discovery is immune from any criminal, civil, or administrative liability.

Failure to report the discovery can result in a fine, imprisonment, or both.

Do you think such laws will encourage reporting? Why or why not?