FIT1049 SAMPLE EXAM

NOTE ANSWER ALL QUESTIONS ON THE LINES PROVIDED

THE NUMBER OF QUESTIONS IS NOT THE SAME AS THE FINAL EXAM

THE SAMPLE EXAM DOES NOT ADD UP TO 100 MARKS

SHORT ANSWER QUESTIONS

Answer all Questions in this booklet. More lines are given, than are required for most questions.

1. Mindfulness   **4 marks**

1a. Why does research show that mindfulness helps to reduce depression? (2 marks)

Mindfulness has been shown to reduce depression because people who practice mindfulness regularly, stay more in the present moment and do not rehearse negative experiences in their head repeatedly. Staying in the present moment by using mindfulness techniques stop people from predicting and stressing over all the things that could potentially go wrong in a situation so that they are able to focus attention on what is actually happening rather than what could happen. People have better attention to a singular task and are less stressed about other issues that are not a threat at the present moment.

1b. What is multitasking and does it improve performance? (2 marks)

Multitasking is doing more than one task at a time which is in contrast to unitasking which is focusing on one complex task at a time. Multitasking does not improve performance as it slows a person down when they are switching between tasks. as it takes time to change focus between the tasks.

2. Interpersonal Communications **8 marks**

2a. List and give examples of 4 **assertive verbal skills**. (4 marks)

I feel we need to write it as a dialogue, rather than just response, so students know how to answer it. Also because it is 2 marks each?

1.   Saying No –

Tim: Can you write the report today?
Garry: No, I cannot write the report today as I do not have much time left.

2.   Forcing a Choice

Tim: Can you see me after the meeting on Tuesday
Garry: You wanted me to finish the report after the meeting on Tuesday. I can meet you after the meeting or finish the report. What do you prefer?

3. Dismiss and Redirect-

Tim: You missed two meetings.
Garry: Yes, I missed two meetings but in a previous meeting, we discussed timetabling.

4. Asking for specifics –

Tim: Can you order pens?
Garry: Ok, how many pens should I order?

2b. Non-verbal communication can help or hinder the process of effective **listening**. List 4 **non-verbal behaviours** that are associated with so-called "listening responsiveness". (4 marks)

1.   *Head nods*

2.   *Forward-leaning posture*

3.   *Direct eye contact*

4*.   Body oriented towards speaker*

[Other alternatives: eyebrow raises, smiling, mirroring the facial expression of the speaker, refraining from distracting mannerisms (e.g. fiddling with pen)]

3. Research   **7 marks**

Given the following details for a book, answer the questions below.

Author: Alex Smith
Number of Pages: 300
Type of Work: Book
Date: 2000
Title: All you need to know about Professional Practice
Publisher: Monash
Place: New York
Pages: 300

3a. Show how the work will be recorded in the Reference List of the report in APA 6th format (2 marks)

Smith, A. (2000). *All you need to know about Professional Practice*. New York: Monash.

3b. Add an in-text citation for the work in the APA citation style, to appear in the space provided at the end of the following sentence. The text is a paraphrase of the original article (2 marks)

The IT Profession is relatively young compared to the traditional sciences, but it models many of

the processes and procedures (Smith, 2000).

3c. What type of source is each of the following: Match the correct type from the list below in the boxes provided. (4 marks)
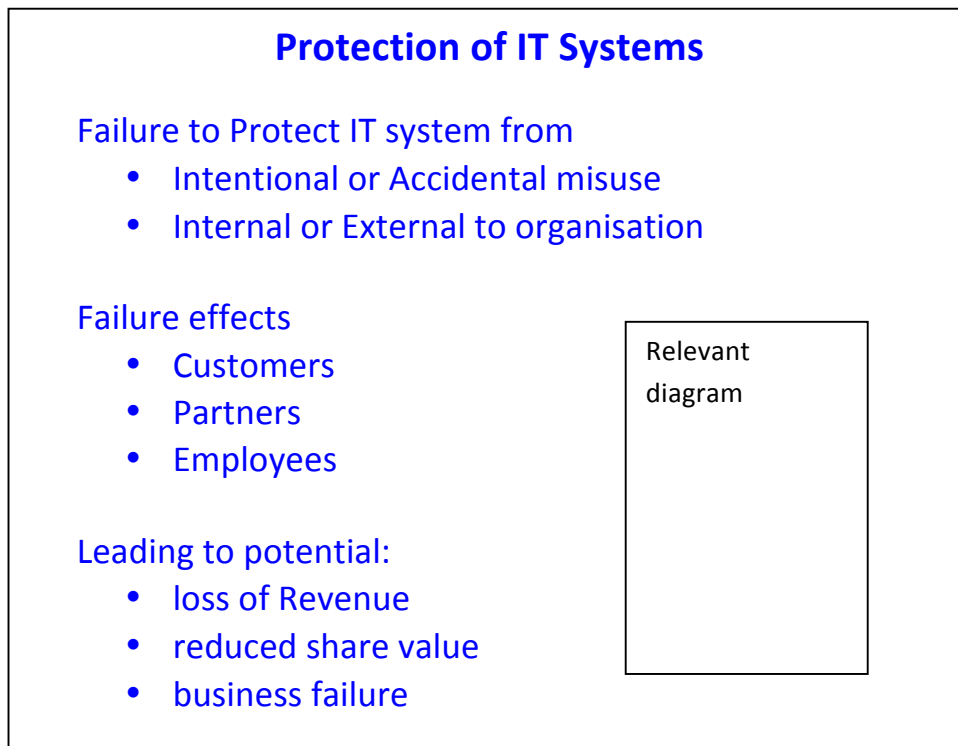
Primary
Secondary
Tertiary

Secondary	The Age Newspaper
Primary	Eyewitness account
Primary	Data
Tertiary	Encyclopedia

Given the following information, sketch a PowerPoint slide and explain why you included each element. (5 marks)

"IT systems are fundamental to an organisation's survival. But they open up the organisation to a wide range of forms of misuse. Failure to protect them from intentional or accidental misuse from inside or outside an organisation can lead to disaster. If an IT system fails, it is inconvenient to customers, partners, employees, and can lead to loss of revenue, reduced share value and the entire business can fail."

Protection of IT Systems

Failure to Protect IT system from
- Intentional or Accidental misuse
- Internal or External to organisation

Failure effects
- Customers
- Partners
- Employees

Leading to potential:
- loss of Revenue
- reduced share value
- business failure

Relevant diagram

As the protection of IT systems is the main theme of the information provided, I included a title (with largest font and bold) to reflect this, so the audience knows at a glance what the slide is about.

The three main sub-topics were threats to the system, people affected by the failure and the business results of failure, so I divided the content accordingly, using dot points to highlight the main points for each sub-topic.

Having as little writing as possible keeps it simple and makes it easier for audience to concentrate on speaker.

The background is pale blue with black text, to make the slide look professional and add interest without being distracting or difficult to read.

Diagram chosen to illustrate key point – something to do with failure, or upset customers.

5. Structure Communications Interviews and Meetings **4 marks**

5a. If you were at an interview and you were asked "Discuss a time when you were in a team that was difficult?" What would your response be? Use the STAR approach. (4 marks)

Situation

I was working on a project at university in a team.

Task

There were four members in the team, and they were all on different schedules. We however needed to arrange a series of meetings where everyone could attend.

Action

I started a doodle poll with all of the times that I was available. I then sent the other members of the team an invite so that they could add the times that they were available. Two days later two people had responded, and one had not so I sent him a polite reminder.

Result

We were able to arrange the meetings at convenient times for all members of the team, and we completed the project that we set out to do.

6a. What is "**groupthink**"? List 2 possible approaches to preventing groupthink. (4 marks)

Groupthink is a pattern of defective decision making seen in groups, where basically there is pressure to conform, and different views are discouraged, and there is an illusion of unanimity. Two possible antidotes to groupthink are: (1) make the group bigger and introduce people who have different backgrounds and opinions to those in the group (2) appoint a devil's advocate, someone whose role it is to put forward different views.

[Other possible responses: create a culture where opposing points of view are encouraged; appoint a 'critical thinker' whose role is to consider all possible views or approaches and submit these to the group for evaluation.

Question 6 Ethics (10 marks)

A company that manages a very popular social networking site is in the middle of "buy-out" negotiations. The maintenance programmers (members of the Australian Computing Society) looking after the software have just discovered a bug that allows anyone to view photos of users with private profiles, including users under the age of 16. This is a violation of local child safety laws. Some of these photos have made their way to inappropriate sites. If the sale of the company is successful every employee will profit financially from the deal. However, if the system bug becomes public it will significantly decrease the financial value of the deal. The programmers bring this to the attention of their manager, who says to leave it to him, but then does nothing.

What should these programmers do? How would you judge their manager's behaviour, from an ethical and legal point of view? Discuss the ethical and legal issues in this situation when answering this question.

In your answer, you should

- explain each of the possible choices of actions in this scenario
- explain the consequences of each of the possible actions in this scenario
- explain how each of the choices impacts on the company, sales staff and customers
- explain how each of the choices meet and/or fail the IT professional conduct codes
- explain any relevant legal considerations and how they specifically apply in this scenario.

(10 marks)

> 1. *The Primacy of the Public Interest*
> You will place the interests of the public above those of personal, business or sectional interests.
>
> 2. *The Enhancement of Quality of Life*
> You will strive to enhance the quality of life of those affected by your work.
>
> 3. *Honesty*
> You will be honest in your representation of skills, knowledge, services and products.
>
> 4. *Competence*
> You will work competently and diligently for your stakeholders.
>
> 5. *Professional Development*
> You will enhance your own professional development, and that of your staff.
>
> 6. *Professionalism*
> You will enhance the integrity of the ACS and the respect of its members for each other.

Introduction

For the programmers in the scenario described, there are a number of relevant ethical and legal concerns. A software bug that exposes users' private photographs, including those of minors (in violations of child safety laws) raises a number of relevant ethical and legal concerns. While the exposure of the photographs of minors is noted as a breach of law, non-disclosure of the bug to the user-base constitutes a breach of many of the ACS values and ideals. The programmers described in the scenario have a legal and ethical obligation to disclose the bug to the police and their user-base, in spite of the negative financial impact on the company's 'buy out'.

Legal concerns – Bug existence and disclosure

As noted, the exposure of the private photos of users under the age of 16 is a violation of local child safety laws. Also, not notifying users that their private photos are not in fact private could be seen to be misleading and deceptive, which is a breach of consumer laws.

Though the programmers have notified their manager, who has stated that he will take care of the issue, this may not be enough in the eyes of the law (certainly in criminal matters). When one has broken the law, it is important to take as many steps as possible to mitigate the damage done, and simply notifying their manager may not be enough if the programmers are charged with a crime. The programmers should notify both the police and their users, as any delay to preserve financial benefits will be seen as increasing their individual criminal culpability.

Ethical Concerns relating to the bug's existence

Besides the legal issues arising, this situation requires the balancing of a number of ethical responsibilities on the part of the programmers. The programmers' primary concern must be, through Value 1, to place the public interest (i.e. protecting people's privacy, protecting children) ahead of what might negative affect the company. The existence of the bug is a breach of a number of the ACS values. The bug's existence is a failure of competency (Value 4) and failure to notify users shows a lack of honesty (Value 3). The breaches of privacy that may result have significant social implications for their users because of the negative impact on their personal dignity and autonomy (Value 2). Further, the disclosure of private photographs of minors has even greater social implications, as minors are more vulnerable (Value 2). Such a breach also negatively affects the reputation of the IT profession (Value 6), for all the reasons stated above.

The ethics of ongoing non-disclosure

An ongoing lack of disclosure also breaches numerous ethical values. Chiefly, the principle of 'Priorities' in the ACS code requires the programmers place communal interests above personal

or sectional interests (Value 1). In this circumstance, this would require disclosure to both the relevant authorities and the programmers' users, in spite of the financial damage likely to result to the company. Concerns related to dishonesty, competence and social implications as stated above continue and only grow more significant as disclosure is delayed.

Actions: What should they do?

As noted, the disclosure of this bug is necessary to uphold the programmers' ethical and legal obligations. The bug's existence should be disclosed to both the police and the user-base. Initially, the programmers should raise the matter again with their manager, to get him to take some action. If this doesn't work, they should go over his head to communicate the issue further up the management hierarchy in the company. They should also inform management that they will independently contact the police to inform them of the situation if the organisation does not do so immediately. While this may seem a compromise of their ethical obligations to their employer, the ethical requirement to prioritise the community is paramount and overriding. Another option is to take their concerns to the State Ombudsman, whose follows up things such as consumer complaints and information provided by whistleblowers.

Conclusion

The bug described creates a number of legal and ethical problems for the programmers in the scenario. The bug is a deficiency in competence and failure to notify users of its existence results in further ethical breach through dishonesty. Such lack of action also has significant social implications, which can be seen through the possible legal ramifications of non-disclosure. Correctly prioritising societal interests above the programmers' personal interest or those of their company requires that the programmers disclose the existence of the bug and its affects to both the relevant authorities and their user-base.

A typical marking scheme for this sort of ethics essay question would be:

Content [16 marks]
- *Legal aspects: depends on case study – here, privacy and child safety laws [2 marks]*
- *Ethical aspects: Depending on scenario and what is reasonable [4 marks]*
  - *Identifying the ethical issues that arise in the particular case study*
- *Refers explicitly to the appropriate ACS Values and Ideals [2 marks]*
- *Action (4 marks)*
  - *Need to say explicitly what the possible actions are (and what the order of actions would be, if some will depend on response or non-response of others.*

Organisation/structure of as a piece of written communication: [2 marks]
- *Introduction – identifies purpose (answering the essay question as stated!)*
- *Conclusion – summarise main points made in answer*

- *Divided into paragraphs with 1 main idea in each paragraph*
- *Logical structure and sequence (including appropriate headings, if any used)*

Quality of writing [2 marks] (overall impression – is it of the quality expected of a Monash graduate?)]
- *Overall tone of writing (reasonable level of formality, essay style)*
- *Accuracy of words/expressions*
- *Sentences/paragraphs - coherent*
- *Grammar and spelling*

[No marks for presentation, e.g. layout, other than wanting paragraphs – too hard when writing by hand in exam conditions.]

8. Professional Issues - Intellectual Property and Copyright   **6 marks**

8a. Scenario*: You find a photo on the Internet that you want to use in your Company's PowerPoint presentation.*

Read the senario and answer the following questions. Circle the correct answer for question. (4 marks)

8a.   Yes   (No)   It is alright to use the image as long as you cite and reference where it came from?

8b.   Yes   (No)   Is the image covered by a patent

8c.   (Yes)   No   Is the image covered by a copyright

8d.   (Yes)   No   The IP protection is automatically applied

8b. Briefly state the difference between copyright law and patent law, providing an IT related example to show what each is designed to protect. [4 marks]

Copyright protects creative works such as films or music for a term which is the life of the author plus 70 years, while patents protect inventions for a term of up to 20 years,

Copyright applies automatically upon creation of the work and grants the owner a set of exclusive rights which prevent unauthorised uses which result from copying the work, while patents must be granted by the jurisdiction's patent office, which will grant the patent-holder exclusive rights to any use the invention, as opposed to copyright where infringement requires copying.

An IT related example of a copyright protected work would be software code (both object and binary code are protected by copyright)

An IT related example of patented invention might be a unique sensor for reading a hard disk.

9. Written Communications

9a. Workplace communications (6 marks)

Consider the following cover letter for a job application. Critically analyse this letter as a mode of communication, considering both content and presentation aspects.

Steven H.
Monash IT consulting
Melbourne

Jeff Gomez
Email: LadiesMan217@ebay.com

TO WHOM IT MAY CONCERN

Hi Steven,

I'm Jeff and I understand that your consulting company has consultancy roles available for IT graduates.

    I know that your company is known for it's quality of consluting work in Melbourne and has a good industry reputation for developing young graduates plus I like the facts that you provide different rotations in your graduate program so to give graduates a broad range of experience.

I am a highly skilled Monash graduate. I have good time management skills, writeen and verbal communications skills (particularly in my grammar), the better to benefit Monash consulting. I also am a great leader, being captain of my high school football team.

My resume is attached.

Yours

Jeff

[Ok to write this with headings, paragraphs and sentences, or as list of bullet points (good if grouped under headings)]

Content:

- *Recipient information in top right: incomplete (no surname, not full address)*

- *Does not include full contact information for himself (only name and email)*

- *Should not use this sort of inappropriate casual email address for professional communications (should be jeff.gomez@[serverprovider].com)*

- *Should not be "To Whom It May Concern", since it is written to a person*

- *No clear "intention" for the message – Jeff never states implicitly that he is writing to apply for a position, or what he wants the recipient to do (e.g. contact him for an interview)*

- *Starts with emphasis of why he likes the company, rather than what he can offer the company*

- *No description of actual technical skills*

- *Last sentence "Resume is attached" is blunt and not connected to rest of letter.*

Writing:

- *Numerous spelling mistakes, e.g. "it's", "writeen", "consluting"*

- *Grammar mistakes, e.g. "so to give"*

- *Inappropriate form of addressing recipient, should not be "Hi Steven" rather "Dear Mr Howard"*

- *Inappropriate closing: better to have*

    "Yours sincerely,

    [signature]

    Jeff Gomez

Presentation:

- *Strange and inconsistent use of underlining*

- *Switches fonts from times new roman to something else at the end*

- *First sentence bolded for no reason*

- *Right margin far too small*

9b. Describe 2 advantages and 2 disadvantages of using a **wiki** for communication within an organisation (4 marks).

Advantages

1. Everyone can read and edit a Wiki which means that it can contain knowledge from lots of people

2. It is easy to keep up to date and is less likely to be out of date, compared to a traditional website where only the webmaster has edit access.

Disadvantage

1. People can (intentionally or unintentionally) corrupt it – delete, add incorrect content, etc.

2. Can be a mess if the initial structure not adequate

10. Professional issues   **9 marks**

SECURITY

10a. Security breaches can be from internal and external sources. Give an example of each (2marks)

<u>Internal</u>

<u>An example of an internal security breach is when a staff member looks up what other members of staff are earning because the information is not secured. They are looking it up for personal reasons and not as a legitimate part of their employment</u>

<u>External</u>

<u>An example of an external security breach is when a hacker from outside the company penetrates the company's system to look up what people who are employed by the company are paid. They do not have rights or access to the information. Their motive may be for profit or to prove that they can get into the system.</u>

DISCRIMINATION

10b. What is the purpose of affirmative action and why is it needed. Give an example of an affirmative action (4 marks)

<u>Affirmative action is the process or removing discrimination and barriers to ensure that there is opportunity for all people to be employed. Affirmative action goes further and provides extra opportunities for groups that are usually disadvantaged within a culture. For example providing a scholarship specifically for females in a technology degree to support female students because they are under-represented.</u>

SUSTAINABILITY

10c. Why is sustainability important? Give 2 examples of sustainability practices that can be implemented at a workplace. (3 marks)

<u>Sustainability is important to the long term health of the environment to ensure that there are resources available for future generations. One example of a sustainable practice that can be</u>

implemented in the workplace is using recycled office paper so that the number of trees that need to be cut down is minimised. A second example of a sustainable practice that can be implemented in the workplace is to use a sorted rubbish disposal system so the items such as plastic, paper and toner cartridges are recycled