**ITC 515 – Lab 2**

**Task 1**

Professional principles refer to the best practices and conduct guidelines a professional must follow, and they are specific to each profession. Ethical principles relate to moral values and include basic principles like respect, honesty and fairness. Legal principles relate to the laws of a society and vary according to the laws of each place. These types of principles often have strong relationships with each other, and many principles can fit into more than one of these categories. Many laws, for example, are strongly based on ethical principles, while many professional principles are based on laws and ethical principles.  
  
CTS could take advantage of some of these principles in some sectors of the company:  
  
IT Operations:

As professional principles, the IT industry has many best practices that help professionals of the field to do their job in a more effective, secure and organized way, and CTS is not following some of these practices.  
One of the main points of discussion in the IT industry nowadays is data privacy and security, which fits into both ethical and legal principles. CTS has been failing in securing their clients’ data in many ways, as they occasionally leave this data exposed to visitors as well as not protecting their system properly from viruses and cyberattacks.  
  
R&D:

One IT professional principle that CTS is failing to follow is to keep their systems and services as up to date as possible to the market standard. As an ethical and legal principle, CTS should respect intellectual property rights and comply with intellectual property laws as conducting their research.  
  
Logistics:

CTS ha been failing to store their products, company computers, drives and documents in an organized and secure way, as recommended by professional principles. To comply with ethical standards, CTS should prioritize fair trade practices and make sure to work only with suppliers that are registered and follow legal requirements. To follow with legal requirements, CTS must have proper documentation and follow all laws related to computer and components trades and servicing.

**Task 2**

Consistency is a fundamental design principle that has the objective of maintaining uniformity and predictability throughout the interface, making sure that similar elements have similar behaviour. This way, user will be able to predict and learn how to use the product easily.  
The visibility principle says that every important element or feature must be clearly visible to users, making sure they will know it is available and where it is.  
  
How some interaction design principles could translate into professional practice:

To maintain consistency when designing and interface, professionals could create standard elements and reuse them throughout the project, and only make the necessary changes when needed, ensuring that similar elements will have similar behaviours. They could also conduct tests with people that were not part of the design process, and check if they learn how to use the interface easily or not.  
To make sure the visibility principle is respected, professionals should plan the interface before building it, listing all the important features that must be visible to the user, so they will know what should be where before start building.  
Another design principle is about feedback, and it says the interface should provide feedback to the users about their actions. To achieve this, professionals can run tests with people not involved in the design process and check on what moments they needed more information about what was happening and add elements to give feedback to the users.