

RMIT School of Computer Science and IT

Course Notes

COSC1147

Semester 2, 2017

Week 9

Lecture Component

- ▶ Contemporary case studies (Australia-centric)

What is a case study?

- ▶ Case studies are a form of problem-based learning, where you present a situation that needs a resolution.
- ▶ Example- a typical IT-related case study is a detailed account, or story, of what happened in a particular company, industry, or project over a set period of time.
- ▶ The learner is given details about the situation, often in a historical context. The key players are introduced.
- ▶ Objectives and challenges are outlined.
- ▶ This is followed by specific examples and data, which the learner then uses to analyse the situation, determine what happened, and make recommendations.

Why case study?

- ▶ A useful learning tool and it gives a feel for the complexities of the real work and how the theories, models and research being studied can be used in practice.
- ▶ They differ from lectures or assigned readings, because they require participation and deliberate application of a broad range of skills.
- ▶ One must get into details and this gives the reader a clearer understanding of how things work
- ▶ More so they give you an *analytical* edge-something prospective employers are looking for in a potential candidate.

8-step process in analysing a case study

1. Read it 2-3 times
2. Underline important parts/segments/lines in the case study
3. State/write your assumptions (**a very important step**)
4. Identify the stakeholders- both *internal* and *external*
5. Identify duty/obligation(s) for internal stakeholders
6. Now figure out if there is an issue/dilemma based on the list created in step 5
7. If there is figure out prospective solutions
8. Conclude by stating the best solution/outcome (*sometimes there may not be a solution*)

Note about this lecture

- ▶ Slides following each case study have been left empty
- ▶ This is on purpose
- ▶ While discussing this during lecture, please write down the solutions
- ▶ This will help you during exam preparation
(Exam ugghhhh 😞😞😞)

Case study # 1 Australian Government's data retention policy

- ▶ Theme: Privacy
- ▶ Case link: <http://www.theage.com.au/digital-life/digital-life-news/data-retention-risks-private-information-leaking-privacy-commissioner-20140808-101u5p.html>
- ▶ Questions on the next slide→

Questions

1. What do you think of current government's data retention policy?
2. Will it lead to privacy incursion?
3. It is ethical? legal?
4. What are some of the issues with the recommendation being made?
5. Can this be achieved practically?

Solution

Solution

10

Solution

Case study # 2 (Sony in hot soup)

- ▶ Theme: Professional ethics of an organisation
- ▶ Case link: <http://www.theage.com.au/digital-life/games/sony-sued-for-misleading-gamers-about-killzones-graphics-20140808-101x7p.html>

Questions

1. Is there an underlying ethical dilemma?
2. If yes, what is it?
3. What should have Sony done?
4. Is the suing of Sony justified?
5. Do organisations have obligation towards its customers? Is full disclosure in such scenarios necessary?

Solution

Solution

Solution

Case Study # 3 (Hacking an aeroplane)

- ▶ Theme: Security
- ▶ Case link: <http://www.theage.com.au/it-pro/security-it/how-to-hack-an-aeroplanes-satellite-communications-system-20140808-101w6d.html>

Questions

1. Is there an underlying dilemma?
2. Who need to address this issue?
3. Do Airbus and Boeing have a role to play?
4. Apply this discussion to Malaysian Airline doomed plane MH370
5. What do you think happened?
6. Who should be held liable?

Solution

Solution

Solution

Case study # 4 (ANZ threatened to discipline pregnant worker)

- ▶ Theme: Ethics of a larger organisation
- ▶ Case link: <http://www.theage.com.au/victoria/anz-threatened-to-discipline-pregnant-worker-over-pelvic-exam-court-told-20140807-101m53.html>

Questions?

1. Do you see an ethical issue?
2. Do you see a legal issue?
3. Were the actions of ANZ justified?
4. Do you think employees misuse the organisational policies at times?
5. What was the right course of action in this case?
6. Should 'Katherine' be compensated?

Solution

Solution

Solution

Case # 5 (Case of East-West tunnel)

- ▶ Theme: Ecology of the land and sustainability issues
- ▶ Case link:
<http://www.theage.com.au/victoria/east-west-link-battle-goes-underground-20140806-1017er.html>
and,
<https://urbanmelbourne.info/transport/2013/07/17/how-to-ruin-an-improving-landscape-east-west-tunnel>

Questions?

1. Is there an underlying issue?
2. Are residents right in their protest?
3. Do you think state government is right in proposing this tunnel?
4. What would a deontologist say?
5. What would a utilitarian say?

Solution

Solution

30

Solution

Case # 6 (Whistleblower protection law)

- ▶ Theme: Whistleblowing
- ▶ Case link:

<http://www.smh.com.au/federal-politics/political-news/australian-whistleblowers-could-get-access-to-bounties-worth-millions-20170622-gwwwbi3.html>

Questions?

1. When is it OK to whistleblow?
2. What do you think of the article? Should whistleblowers be protected?
3. Is whistleblowing ethical? Why(not)?
4. What will be the repercussions of such a law coming into existence? Can it be misused?

Solution

Solution

Solution

Case # 7 (The case of NBN)

- ▶ Theme: ??
- ▶ Case link:
<http://delimiter.com.au/2014/01/28/incredible-nbn-debate-stuck-yesterdays-logic-says-budde/>

Questions

1. What theme would this case study fit in?
2. What according to you is the issue with NBN project?
3. Is there an underlying dilemma? If yes, what is it?
4. Can this controversial debate be settled? Do you propose any solutions?

Solution

Solution

40

Solution

Case 8 # (Right to be forgotten)

- ▶ Theme: Big organisation ethics
- ▶ Case link:
<http://www.theage.com.au/technology/technology-news/regulators-agree-on-googles-right-to-refuse-right-to-be-forgotten-requests-20140919-10j5ps.html>

Questions?

1. Do people have right to be refused?
2. Is it ethical for Google to refuse such a request?
3. Is Google's refusal ethical?
4. What issue does this raise?
5. Should there be a law that supports above dilemma?

Solution

Solution

45

Videos to watch

- Why is a case study?

[<http://www.youtube.com/watch?v=FNPPa--7GWs>]

- Why use the case study method?

[<http://www.youtube.com/watch?v=NjPnGFFfEkU>]

DISCLAIMER: above videos are a copyright of Youtube Inc. and the owner, they have been cited for educational purposes.

Feedback to consider for Assignment 2

- ▶ Names not in reports
- ▶ Too many pages
- ▶ Referencing of websites
- ▶ Who is the report being written for
- ▶ Marks allocated to Milestone 1
- ▶ Teams in Tutes registered in Blackboard

Referencing of Websites

- ▶ Harvard style:
 - ▶ Wikipedia 2006, *Social Media*. Available from: https://en.wikipedia.org/wiki/Social_media. [Accessed 18 September 2017].
- ▶ When referencing a website as a whole, include the following:
 - ▶ Author - the person or organisation responsible for the site
 - ▶ Site date - the year the site was created or last revised
 - ▶ Name of the sponsor of the source
 - ▶ URL
 - ▶ Date of viewing the source

IEEE Reference Style

▶ IEEE style

- ▶ [1] Author Initial. Author Surname, 'Title', Year Published. [Online]. Available: <http://Website URL>. [Accessed: 10- Oct- 2013].

▶ Example

- ▶ In 2012, RMIT created a Social Media Policy [1].
- ▶ [1] RMIT University, 'Social Media Policy', 2012. Available: <http://www1.rmit.edu.au/browse;ID=7dm2i15ukmpl>. [Accessed: 25-Sept-2016].

APA style - American Psychological Association

- ▶ **How to Cite a Website in APA**
- ▶ Structure: Lastname, F. M. (Year, Month Date Published). *Article title*. Retrieved from URL.
 - ▶ Example: Wikipedia. (2006). *Social Media*. Retrieved from https://en.wikipedia.org/wiki/Social_media. Last accessed, 25/09/2016.
- ▶ RMIT Referencing Guides from the Library:
- ▶ <http://www1.rmit.edu.au/library/referencing-guides>

Assignment 3

- ▶ Presentation - 3 minute elevator pitch
- ▶ Topic: either your assignment 2 option or
- ▶ Any dilemma you can explain and present your solution for in the 3 minutes - could be autonomous car, or what to do about the NBN, or what to do about cyber bullying
- ▶ Worth 10%
- ▶ Presentation in Tutorials, in weeks 10, 11 and 12.