

SEMESTER 1 2019 SAMPLE EXAM

1. Professional communications and practice

Assume that you have just finished your undergraduate degree at Monash University. Write an email to your current lecturer to ask if they would be your referee.

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2. Information gathering, analysis and processing

2a. The intelligence cycle consists of: 1) Planning and Direction, 2) Collection, 3) Processing, 4) Analysis and Production, and 5) Dissemination. Imagine that you are developing a 10-minute oral presentation to the management of your organisation. Your presentation topic is the competitive positioning of the new product your team has been developing. In light of the intelligence cycle, list two of the tasks involved in the 'Planning and Direction' stage of your preparation.

2b. You are writing a progress report on the project your team has been working on. You need to refer to a source of information. The source is an online newspaper article written by a university academic on a specific system vulnerability found in a commonly used operating system (or OS). The article was published two months ago in response to a recent specific security incident. While the author is an authority in the relevant field, there are no citations made in the article, and the article was written based exclusively on the author's experience. The OS vulnerability described by the academic in the article still exists. Given this situation, describe the *currency* and *authority* of the article, and discuss in what circumstances you could use the article as a credible source for your report.

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3. Narrative construction and dissemination

You need to develop a slide for the following information using a hierarchical style of visual presentation (e.g. the Minto style). How would you do it? Develop a set of dot-points you would include in the slide, and describe the principle(s) behind the design you developed.

Some online communications are often inefficient. One needs to be aware of the nature of different modes and purposes of communication. The use of social media, for example, may be used very effectively to disseminate information to a potentially large number of people in a timely manner, but this may not be the best means of holding a complex discussion.

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4. Situational management and intra/inter-personal communications

4a. You are applying for an internship position at a technology company. You have been given an interview and are preparing for the interview. List three transferrable skills that could be addressed at the interview, and provide one example behavioural question for each of the three skills.

4b. You are acting as the minutes taker for an IT Department meeting in a company. During the meeting, under the item 5.3: *IT Security Policy*, it was suggested that Jack Stone (the IT security manager) will reword the relevant section of the existing IT security policy to reflect the change in the authentication system used in the company. The motion was proposed by James White (the Chair) and seconded by Julie Grey (the Systems Analyst), and the proposal was voted on and unanimously approved. Write the minutes for the section of the meeting that correctly documents this item on the agenda.

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5. Teamwork and professional behaviours

5a. You are working in a team of five (5) with low power concentration and weak leadership. Describe briefly what this means to the nature of the team, and also describe an effective strategy to lead this team while avoiding 'groupthink'.

5b. You have been working in a team of five (5) on a software development project for two weeks. With all the different professional expertise and background of the team members, there were some disagreements within the team about the general approach your team should take to software development. You all found it a little awkward to figure out how to conduct day-to-day work in a close proximity of each other. Based on this scenario, identify which of Tuckman's stages of team development is your team in, and explain why by these are the appropriate stages by referring to the characteristics of the stage you identified.

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6. Professional ethics and legal frameworks for IT professionals 1

Alex is working as an IT systems analyst for a start-up information technology company. This company's main product is an IT system to enable mobile sales people to conduct credit card sales while they are selling door-to-door at people's homes. The sales system is new, and it is imperative that it continues to be rolled out. The company that Alex is working for is running out of money to pay its bills, and will go bankrupt if clients stop buying their sales system. The system works almost all the time, but there are times when the system charges the customers a random number of times. This problem only happens very occasionally, and there is no pattern to the problem. Alex's company has not disclosed this issue to its clients yet, since it fears the negative effects the issue may have on the company and its reputation.

Respond to the following questions based on the above scenario. The ASC Code of Ethics, consisting of six values, is provided below for your reference.

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.

6a. List one of the actual and potential legal issues (i.e. one actual issue and one potential issue), for which Alex should seek legal advice.

6b. List one of the actual and potential ethical issues (i.e. one actual issue and one potential issue) in reference to the values in the ACS Code of Ethics.

6c. What should Alex have done? Describe a possible alternative course of action Alex could have followed to deliver better, if not entirely positive and professional, outcomes, and justify in light of the values in the ACS Code of Ethics.

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7. Professional ethics and legal frameworks for IT professionals 2

Jess worked for two years for a company, 'Games Experience'. Jess worked in the company as a Flash developer making Facebook app games. She had experience both in games development and graphics, having completed a qualification in graphic design. The company was well established in the market because it had developed a unique algorithm to ensure graphics in their games loaded fast. Jess's boss (Alex) liked what Jess was doing generally and the ideas Jess had. Alex suggested Jess could receive a share of the company's revenue if she created a game outside of work hours. Jess agreed to work on the game, which would be an educational game to be used in schools to teach an area of biology. The backend would be created and hosted by the company. This was a verbal agreement, and Jess had no reason not to trust Alex. They had always had a good working relationship, hence she agreed verbally to the plan. Jess undertook some research for the game, and presented that to Alex before beginning.

Jess developed the game and handed over all the work to Alex. Alex thought the work was good, but made no mention of the verbal agreement they had. The company, however, then decided it wanted something different and went elsewhere. The code Jess wrote was now useless to her. Some weeks later Jess discovered that much of her work, including the graphics, had been used to create another very similar game by another company. Jess decided to leave the company. However, there was a two-year non-compete clause in the contract that she signed.

7a. Which of the following protections would Jess' work have: Copyright, patent, or trademark? Briefly explain why.

7b. What is the implication of the non-compete clause in Jess' contract? Explain how this clause could limit or affect the actions Jess can take in this situation.

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8. Professional ethics and legal frameworks for IT professionals 3

Mary has been working as a programmer at a small game development company for five years. While she has had a very positive experience with her team and the workplace, the recent deployment of a new colleague (Sam) changed the situation. For example, Sam repeatedly makes offensive remarks about women that are intended as 'jokes'. Although Mary professionally tells Sam that his remarks make her feel uncomfortable, he keeps making 'jokes' that offend her. Mary knows that these 'jokes' are not targeted towards her, but she still feels uncomfortable.

8a. Which of the following describes the situation best: Bullying, discrimination, or inappropriate behaviours? Briefly explain why.

8b. If Mary asked for your advice on what she should do next, what would you suggest to her? Explain the advice you could suggest to her, and provide justifications for your advice (assuming that you are not acting in any managerial capacity).

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9. Organisational governance and information management

As a business analyst, you joined an organisation that has branches in five different countries. As part of your induction into the organisation, you were told that each of these branches has its own governance structure within. Because of this organisational structure, your IT department will have to work closely with your counterparts in the other branches.

9a. Which of the following describes the likely structure of this organisation: Divisional, functional, or matrix?

9b. Identify two potential communication challenges in this organisational structure.

9c. How do *procedures* differ from *guidelines*? Explain the difference between these concepts, and give an instance where *guidelines* could be used in the context of the organisational structure described above.

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10. Organisational communications and stakeholder engagement

You are working as an IT security analyst for a large banking organisation. You rarely interact with the bank's external clients in your security analyst role. However, you were recently asked to write a series of short articles to be posted on the bank's social media site. In these articles you are expected to comment on recent IT security breaches and explain how your organisation counters such threats. The bank's Communication Team thought these articles would reassure the organisation's clients, and further build their confidence in the organisation.

Identify *one IT security risk* and *one organisational communication risk* in this situation.