



## Exam Q November 2018, answers

IT Professional Practice (Monash University)

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# FIT1049: Professional Practice

## Sample exam questions: Sample answers for Weeks 7-11

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### Week 7 & 8

For **Week 7**, please review the tutorial and eFolio tasks for the week, since the exam questions will be based on these tasks.

For **Week 8**, the sample exam questions were included in the Week 9 lecture slides, and you will find the corresponding sample answers below under **Week 9**.

### Week 9

#### Sample question 1 (based on this week's ePub and lecture):

Draw an organizational chart of an organisation that has a divisional structure. List two of the advantages and potential risks for communications arising from having this organisational structure.

#### Hints and comments:

This is a little too straightforward a question to give any ints. Please see the Question 1 of the quiz in this lecture, or the ePub for this week.

#### Answer:

The following is an example of an organisational chart divisional structure.



Potential advantages are:

- It is easy to identify different responsibilities within each division.
- Each work area develops a more specific expertise as well as understanding of issues particular to the area/division.

Potential risks are:

- Duplication of work across teams leading to waste of resources.
- Inconsistency of practices within different division, resulting in different teams in the same organisation receiving varying levels of conditions/services.

## Sample question 2 (based on this week's ePub and lecture):

Briefly describe the differences between the following types of organisational documents: 1) policies, 2) procedures and 3) guidelines.

### Hints and comments:

Again, as explained in the lecture. Do understand, though, the hierarchical relationship between these organisational documents.

### Answer:

Policies as a form of documentation are usually used to describe what the organisation expects to see in place, while the associated procedure outlines how they can be achieved. An IT security

policy may, for example, states that the organisation expects its employees to keep all the confidential information somewhere secure, and not make them available beyond those who have been authorised to access (i.e. what should happen). The associated procedure(s) would then outline how this can be achieved. In some cases, the organisation may well prepare a guideline document that outlines what one can do to best follow the existing policy and procedures, providing more specific and detailed, and at times more aspirational, guidance to the readers.

### **Sample question 3 (based on last week's ePub):**

Peter has developed data visualization software as part of his data analysis work at a consulting firm. The development of the software was not in the original scope of data analysis work; he just developed it to make the process easier for him and his team. He now thinks that he could commercialise it as his own, but his company thinks that the software belongs to the company since it was developed during Peter's work hours using the company's facilities. Is the company right to assume that it owns this software? And if so, does Peter still have any of the following left for him to enjoy: 1) copyright, 2) patents, or 3) trademark?

#### **Answer:**

Is the company right to assume that it owns this software?

Assuming that Peter is an employee of the company (instead of an independent contractor), the company owns copyright by default. There is a strong argument that even though Peter was not employed to develop software, the creation of the software was so closely tied to his work and during office hours with company equipment, that it was created as part of his employment. This may be enough to grant ownership to the company.

It depends firstly on what Peter's contract of employment says. If he has signed an agreement granting everything he creates while working for the company to them, then the company will own intellectual property rights in the software (which would include copyright and patent rights if the software is patentable). The terms of the contract may be broad enough to cover code created not as part of his main role, but associated with it.

And if so, does Peter still have any of the following left for him to enjoy: 1) copyright, 2) patents, or 3) trademark?

No, unless his employment contract states otherwise in regards to the provision/sharing of IP with the company.

Although Peter may not be able to copy the software, however, he can still use the same ideas and create a new batch of code to fulfill the same function. But the new code can't be substantially similar to the old. Peter would have to be careful to create completely different code.

### Sample question 4 (based on last week's ePub):

List and briefly describe two (2) responses to the increasing level of copyright protection by laws.

#### Answer:

1. Open source software - such as Linux. These are licensed under an open source licence such as the GNU - GPL which means that the source code is open and accessible for people to use and reuse.
2. Creative commons - this is another 'open' licence that allows creators to more freely licence their work for sharing.

## Week 10

### Sample question 1 (based on this week's ePub):

What does it mean when a mode of online communication is said to be 'linear'? Give an example, and describe how it can be used in professional practice by taking advantage of this 'linear' character.

#### Hints and comments:

See the ePub for the definition. It deals with the extent of control the sender has over the information they transmit. You see lots of examples everyday...

#### Answer:

Online communications can be said to be linear when there is a clearly defined sender and receiver of a message. The defining character of such a communication is that there is little or no opportunity for the receiver of the message to engage in dialogue with, or give feedback to, the sender. An example of an online communication of this type would be an email sent out from a 'no-reply' address. *Or another example would be a company's official website.*

### Sample question 2 (based on this week's ePub and lecture):

The spontaneity social media can offer as a means of communication often make organisations vulnerable. Explain why.

#### Hints and comments:

We know that it takes lots of time and effort planning and developing a piece of organizational communication. How is this conducive (or not) to the nature of social media? Have a think about it.

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**Answer:**

The spontaneous nature of social media makes organisations vulnerable since it often demands them to plan and craft its communications very quickly, hence less time to be spent on planning and crafting of the communications.

Furthermore, the interactive nature of social media also removes from the organisations a level of control over their communications and what follows (unlike in the case of linear communications, such as their website), making it much harder for the organisations to predict the consequences of the communications it initiates, and also to manage potential risks arising from such unpredictability.

## Week 11

### Sample question 1 (based on this week's ePub and lecture):

Provide an example of affirmative action, and briefly discuss both its benefits and potential issues arising from such an arrangement.

#### Hints and comments:

This is one way to address inequity. Have a think about how the idea of equity came about, and also its limitations (and why we still find it relevant despite the limitations).

**Answer:**

An example of affirmative action would be advertising a job for female applicants only where there is an underrepresentation of women in a particular field. The benefits of doing this would be to redress the gender imbalance and encourage more women to enter the field. One issue that could arise is that the action does not address the underlying issues which led to the situation in the first place and therefore does not achieve its aims.



### Sample question 2 (based on this week's ePub and lecture):

Tim is a permanent resident in Australia, having been lived in Melbourne for 20 years, most of which he had worked as an IT security analyst. He recently found a job advert for a role within an federal government agency, but the role is only available to Australian citizens. Is this direct/indirect discrimination? Or does it not constitute discrimination in this specific instance?

#### Hints and comments:

This is not a case of discrimination. Consider why, and be able to identify and explain different types of discrimination please.

**Answer:**



In this instance Tim has not been discriminated against since the reason for the citizen restriction on the role is warranted due to national security.

## Week 12 (not included in the lecture slide)

### **Sample question (based on this week's ePub and lecture):**

A significant portion of organisational security breaches occur due to human errors. How does this implicate to the practice of IT professionals?

### **Answer:**

IT professionals need to consider not only the reliability and security of the technology, but also how the users in the organisation will use the technology to prevent the security of the technology and the organisation compromised. Relevant policies, procedures and guidelines should thus be written and effectively disseminated in a realistic, timely and educative manner, accompanied with a set of training programs, for example. Overall, IT professionals should be reminded that the management of IT organisational security is not only about the management of technology, but also the management of human behaviours.







