

Dilemma (Original) #5:

You're working on an inventory control program for a very large national shoe manufacturer. The program will be used by the accounting, shipping, and ordering departments to control all of the functions of this large corporation. The inventory functions are critical to the smooth operation of this system. Your job is to test the inventory functions of the system. After testing the functions, you find that they have passed all the contracted tests. Your employer is pressuring you to sign off on the software, because they say they will go out of business if they do not deliver the software on time. However, you believe that the contractual tests are insufficient, and the system will ultimately fail. Your considerable experience in software testing has led you to be concerned over the risks of the system. If the inventory sub-system fails, it will significantly harm your client and its employee.

Reply:

This dilemma narrows down to avoiding harm. While being pressured into signing off on the software would keep the business afloat, it will be the cause of future harm to the company reputation and the client as well. Honesty and trustworthiness should also be applied where the client must be informed. So, a joint decision could be made based on the test results observed. If the software can be patched eventually and there aren't any vulnerable or software breaking bugs found, then maybe a grey area solution would be possible where the software could be launched on time. Given the dilemma, my reputation is at stake as well as my signature will be involved. This can harm my future reputation and can result in the blame being put solely on me should something go wrong, and the client not be informed.

Dilemma (Tweak) #5:

You're working on an inventory control program for a very large national shoe manufacturer. The program will be used by the accounting, shipping, and ordering departments to control all the functions of this large corporation. The inventory functions are critical to the smooth operation of this system. Your job is to test the inventory functions of the system. After testing the functions, you find that they have passed all the contracted tests. Your client is pressuring you to sign off on the software and give it back to them. However, you believe that the contractual tests are insufficient, and the system will ultimately fail. Your considerable experience in software testing has led you to be concerned over the risks of the system. Your employer agrees with the concerns of the software and wants you to hold on to the software. If the inventory sub-system fails, it will significantly harm your client and its employee.

Reply:

The decision-making narrows down to the higher ranks. In this case, it would be for the employer and the client. Being an employee of the firm, it's my job to ensure that the work is completed and meets the professional standards under the ACM code of conduct. The acceptance criteria for it is usually defined by the one who is responsible for the task. In this case, in my most professional opinion, the task has yet to be thoroughly tested. It would be unwise for me to disagree with my employer as they are responsible for my employment. They expect me to comply with the traditions and values of the company. Honesty, without a doubt, comes first. However, given that I should be making good and strong relationships with my client, disagreeing with them could damage my reputation in the market for possible growth. Deciding,

Nikhil Raina

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by myself, could result in a problematic outcome for me and my professional career. I should

aim to maintain high standards of professional competence.