1. LSEPI

Consider Legal, Social, Ethical and Professional Issues is essential for Scholar Ltd. while doing daily operation.

1.1. Scenario one: Natural disaster

In order to provide best scholarship offer for applicant, SL have to collect and store applicant information such as name, phone number, email address and other personal information like wishes, talents… Also, SL have to store their financial information, businesses, individuals contacts, organization plans and any other sensitive data from the organization. These data are stored on local server. However, these servers are vulnerable to natural disaster such as typhoon, earthquake, tsunami. If the server destroyed, it can affect worse to the existence of organization.

Legal aspects: SL should consider UK Data Protection Act in order to protect the data from any threads:

- “A controller must implement appropriate technical and organisational measures which are designed to ensure that—

(a) the data protection principles are implemented, and

(b) risks to the rights and freedoms of data subjects are minimized.” [Parliament, 2018]

- “In the case of automated processing, each controller and each processor must, following an evaluation of the risks, implement measures designed to—

(a) prevent unauthorised processing or unauthorised interference with the systems used in connection with it,

(b) ensure that it is possible to establish the precise details of any processing that takes place,

(c) ensure that any systems used in connection with the processing function properly and may, in the case of interruption, be restored, and

(d) ensure that stored personal data cannot be corrupted if a system used in connection with the processing malfunctions.” [Parliament, 2018]

Social aspects: SL should consider to build a backup server to make sure all applicant information, the system itself and organization data are safe. If not, the organization can lose trust from applicant therefore thread of losing donation funds which can bring SL to extinct. Therefore, by follow UK Data Protection Act the organization can avoid any future problems.

1.2. Scenario two: Copyright issues

While developing the system, there will be risk that some development member will steal copyrighted component from other system and include with the system for many reasons such as to decrease value of the organization or these component help reduce development time or more stable than developing new form scratch. This can bring the organization into unwanted lawsuit.

Legal aspect: The UK Copyright, Designs and Patents Act 1988 can help the organization to avoid any issues from using other people’s protected intellectual design:

- “The owner of the copyright in a work has, in accordance with the following provisions of this Chapter, the exclusive right to do the following acts in the United Kingdom—

(a) to copy the work;

(b) to issue copies of the work to the public;

(ba) to rent or lend the work to the public;

(c) to perform, show or play the work in public;

(d) to communicate the work to the public;

(e) to make an adaptation of the work or do any of the above in relation to an adaptation;

and those acts are referred to in this Part as the “acts restricted by the copyright”. [Parliament, 1988]

- “Copyright in a work is infringed by a person who without the licence of the copyright owner does, or authorises another to do, any of the acts restricted by the copyright.” [Parliament, 1988]

Ethical aspects: Being copyright violation is not only violating the law but also not respect the original creator. The owner can loss a considerable amount of profit and reputation because of that. To prevent any issues, the organization must follow the Copyright, Designs and Patents Act 1988 by UK Parliament.

1.3. Scenario three: Staff issues

With the expansion to esports category, SL have to not only improve their existing staff but also have to hire and train new staff for that category. This can make the organization more professional. The company can encourage employee, increase bonus or improving working environment to achieve that.

Ethical aspect: A staff with deep knowledge can easier to develop themselves, the relationship between employees, director will also be improved. Therefore, it is important for SL staff to improve in ethical aspect.

Professional aspect: The British Computer Society or BCS standard will create a professional environment for staff. By follow the standard, employees will have chance to expand knowledge, professional and improve relationship between staffs.

1.4. Scenario four: Applicant’s customer service

An applicant does not just only apply scholarship on the website, they also want to communicate with the staff for other information and also for any assistance. Having a customer service will make sure any problem from the applicant will be resolved.

Ethical aspect: Many online customers service is not good enough. They usually cannot resolve problem in time, they even keeping delay or just refuse to support. There should be a customer service plan to reduce the issue. If the problem cannot be solved in time, the applicant will be notified and the problem will be transferred to higher staff.

Professional aspect: Having a standard like BCS will help to establish a professional customer service. Having such service will help SL to get satisfied from not only existing applicant but also attract new one. Therefore, further improve organization reputation.

2. Purpose of professional body

2.1. Professional body

Professional body such as British Computer Society or BCS can set professional rules and standards to control the behavior of its members in professional matters. “These rules and standards will be higher than those by general law. They will be enforced through disciplinary and can result in expulsion from membership.” [Society, 2019]

2.2. The four BCS Code of Conduct

- Public interest

SL needs to have a reasonable care in order to protect their public face. The BCS code of conduct have a standard for Public Interest “have due regard for public health, privacy, security and wellbeing of others and the environment.” [Society, 2019]. To follow the standard, the organization have to strengthen their security by prepare a security policy, have limited access with confidential data. SL also need to have a health policy with employees, protect customer’s privacy and more.

- Professional Competence and Integrity

SL need to follow this BCS code of conduct “develop your professional knowledge, skills and competence on a continuing basis, maintaining awareness of technological developments, procedures, and standards that are relevant to your field.” [Society, 2019] in order to have a quality staff which can help the organization keep innovate. With the knowledge that always update from time to time, these people can bring the best of the technology to the organization.

- Duty to Relevant Authority

In order to avoid any trouble with law enforcement, SL need to have a good relationship with Relevant Authority. The BCS code of conduct has a guide to help the organization in this situation: “carry out your professional responsibilities with due care and diligence in accordance with the Relevant Authority’s requirements whilst exercising your professional judgement at all times.” [Society, 2019]. Through the guide, SL can prepare suitable requirement to have duty with Relevant Authority.

- Duty to the Profession

The BCS code of conduct about Duty to the Profession “seek to improve professional standards through participation in their development, use and enforcement.” [Society, 2019] helps SL to improve their professional quality such as communication with applicant or donators, managing funds. The efficient way to improve the professional is to participate into the work which mean there will be easier to change the way to work for better result.