

IS1103 IS Innovations in Organisations and Society

[revamped]

Lecture 1 – Introduction, Expectation and Fundamental Ethics Concepts

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How to reach us?

Via email

- Email Use IS1103 in the subject.
- Do not email us the same question individually. Either email a specific person or cc all of us. Or use the forum.
- For admin matters, email the module coordinator.

Office hours?

- No fixed office hours, we're available for meetings quite flexibly.
- Email to set one up.

Topics

1. Why are we here?
2. What will I learn?
3. How can I excel in this module?
4. What can I do as an IT professional?

Why are we here?

How much do we know?

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TECH

Advertisers Allege Facebook Failed to Disclose Key Metric Error for More Than a Year

Facebook knew of problems with how it measured viewership of video ads for more than a year before it revealed them in 2016, according to a complaint filed by advertisers.

By [Suzanne Vranica](#)

Updated Oct. 16, 2018 4:43 p.m. ET

Facebook Inc. knew of problems in how it measured viewership of video ads on its platform for more than a year before it disclosed them in 2016, according to a complaint filed Tuesday by advertisers.

A group of small advertisers filed a lawsuit in California federal court in 2016, alleging the tech giant engaged in unfair business conduct by disseminating inaccurate metrics that significantly overestimated the amount of time users were spending watching video ads.



“October [2016], small advertisers filed suit against the social-media giant [Facebook], accusing it of covering up, for a year, its significant overstatements of the time users spent watching videos on the platform (by 60 to 80 percent, Facebook says; by 150 to 900 percent, the plaintiffs say)”

How much do we know? ... continue



A supply chain that empowers people and protects the planet.

We hold ourselves and our suppliers to the highest standard when it comes to human rights, environmental protections and responsible business practices in our supply chain. Together with our partners, we go above and beyond accepted industry practices to improve the lives of our suppliers' employees while conserving the earth's resources for generations to come. And we share our vision, processes and results openly — because we believe transparency keeps us accountable to ourselves and the world, while allowing others to learn and benefit from our experience.

Life and death in Apple's forbidden city

In an extract from his new book, Brian Merchant reveals how he gained access to Longhua, the vast complex where iPhones are made and where, in 2010, unhappy workers started killing themselves



▲ An assembly bench in Foxconn's Longhua complex in Shenzhen, China, where iPhones are manufactured.
Photograph: Tony Law/Redux/eyevine

The sprawling factory compound, all grey dormitories and weather-beaten warehouses, blends seamlessly into the outskirts of the Shenzhen megalopolis. Foxconn's enormous Longhua plant is a

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INFORMATION TECHNOLOGY

A hostage situation: Why Apple won't address its unethical supply chain

THE CONVERSATION / Wednesday, August 8, 2018



By Thomas Clarke, University of Technology Sydney and Martijn Boersma, University of Technology Sydney

Apple has become the [first American company to reach US\\$1 trillion in market capitalisation](#): US\$1,000,000,000,000 in stockmarket value. Behind this glittering success, however, lies a series of unresolved ethical dilemmas.

How much do we know? ... continue

zeynep tufekci  @zeynep

Google Assistant making calls pretending to be human not only without disclosing that it's a bot, but adding "ummm" and "aaah" to deceive the human on the other end with the room cheering it... horrifying. Silicon Valley is ethically lost, rudderless and has not learned a thing.

10.3K 11:12 PM - May 9, 2018

3,897 people are talking about this >

Ethical guidance relating to what Google is doing here with the Duplex AI is actually pretty clear if you bother to read it — to the point where [even politicians](#) are [agreed](#) on foundational basics, such as that AI needs to operate on “principles of intelligibility and fairness”, to borrow phrasing from just one of several political reports that have been published on the topic in recent years.

In short, deception is not cool. Not in humans. And absolutely not in the AIs that are supposed to be helping us.

Transparency as AI standard

The [IEEE](#) technical professional association put out a first draft of a framework to guide ethically designed AI systems at the back end of 2016 — which included general principles such as the need to ensure AI respects human rights, operates transparently and that automated decisions are accountable.

Source: <https://techcrunch.com/2018/05/10/duplex-shows-google-failing-at-ethical-and-creative-ai-design/>

What are we doing? False hope?

IBM researchers train AI to follow code of ethics

BEN DICKSON, TECHTALKS @BENDEE983 JULY 16, 2018 2:20 PM



Image Credit: John Williams RUS / Shutterstock

In recent years, artificial intelligence algorithms have become very good at recommending content to users — a bit too good, you might say. Tech companies use AI to optimize their recommendations based on how users react to content. This is good for the companies serving content, since it results in users spending more time on their applications and generating more revenue.

But what's good for companies is not necessarily good for the users. Often, what



Salesforce: Worlds #1 CRM



See why more than 2 million users love Salesforce, watch the free demo



MOST READ

Source: <https://venturebeat.com/2018/07/16/ibm-researchers-train-ai-to-follow-code-of-ethics/>

How much do we know? ... continue

≡ **Information Age**

Topics Cybersecurity

I/A

Opinion
12 September 2018

[f](#) [t](#) [e](#)

**Bug-free software:
Recording your program's
execution is the new
standard**

Is there any such thing as bug-free software? Dr Greg Law, CTO at Undo, explains to Information Age how new capture and replay technologies are helping to pinpoint hard to detect bugs.



The revolution in testing is all about the fact that thousands of automatic tests can now be run simultaneously in an attempt to test code from many angles.

Bug-free software is the one thing that most software engineers will agree just doesn't exist.

From the most basic calculator apps through to the most complex large-scale multi-threaded databases, software will always contain bugs.

For years there has always been a trade-off between the pressure to ship and code quality. Commercial pressure has generally meant that

“Bug-free software is the one thing that most software engineers will agree just doesn't exist.

For years there has always been a trade-off between the pressure to ship and code quality. Commercial pressure has generally meant that managers of software development teams have to make trade-offs between code quality and the pressure to ship features.”

Source: <https://www.information-age.com/bug-free-software-123474739/>

What will I learn?

Week (date)	Lecture	Tutorial	Submission
1 (14-Jan)	Introduction, Expectation, and Fundamental Ethics Concepts (Tan Chuan Hoo)		
2 (21-Jan)	Privacy I (Jorge Sanz)		
3 (28 Jan)	Privacy II (Jorge Sanz)		
4 (4-Feb)	Surveillance & pervasive technology I (Tan Chuan Hoo)		Take-home Assignment (due 11 Feb)
5 (11-Feb)	Surveillance & pervasive technology II (Tan Chuan Hoo)	Tutorial 1 (privacy & surveillance) - Odd	Quiz 1 (Privacy) (due 15 Feb)
6 (18-Feb)	Intellectual property rights and ownership I (Yang Lu)	Tutorial 1 (privacy & surveillance) - Even	Quiz 2 (Surveillance & pervasive technology) (due 22 Feb)
Recess			
7 (4-Mar)	Intellectual property rights and ownership II (Yang Lu)	Tutorial 2 (IP rights) – Odd	
8 (11-Mar)	Data analytics and follow-up actions I (Jorge Sanz)	Tutorial 2 (IP rights) - Even	Quiz 3 (intellectual property rights and ownership) (due 15 Mar)
9 (18-Mar)	Data analytics and follow-up actions II (Jorge Sanz)	Tutorial 3 (data analytics) - Odd	
10 (25-Mar)	Artificial intelligence I (Yang Lu)	Tutorial 3 (data analytics) - Even	Quiz 4 (data analytics) (due 29 Mar)
11 (1-Apr)	Artificial intelligence II (Yang Lu)	Tutorial 4 (AI) – Odd	
12 (8-Apr)	Social media ecosystem I (Tan Chuan Hoo)	Tutorial 4 (AI) - Even	Quiz 5 (Artificial intelligence) (due 12 Apr)
13 (15-Apr)	Social media ecosystem II (Tan Chuan Hoo)		Quiz 6 (social media ecosystem) (due 19 Apr)
Reading week			Project report (due 26 Apr)

Module structure

Lecture

- Every Monday. Each lecture will explore a particular topic. Rather than a textbook, each lecture will be accompanied by recommended and/or optional reference material (mostly post-lecture).

Tutorials

- Alternating weeks starting from week 5.
- Each tutorial is 2 hours long.
- In total, you need to attend 4 tutorials.
- Sessions will consist of discussions, presentations, cases & analyses.
- Most of the time, preparation will be prior to the tutorial. However, we may run live exercise in class [if necessary].

Assignment

- ONE individual assignment on week 4.

Project

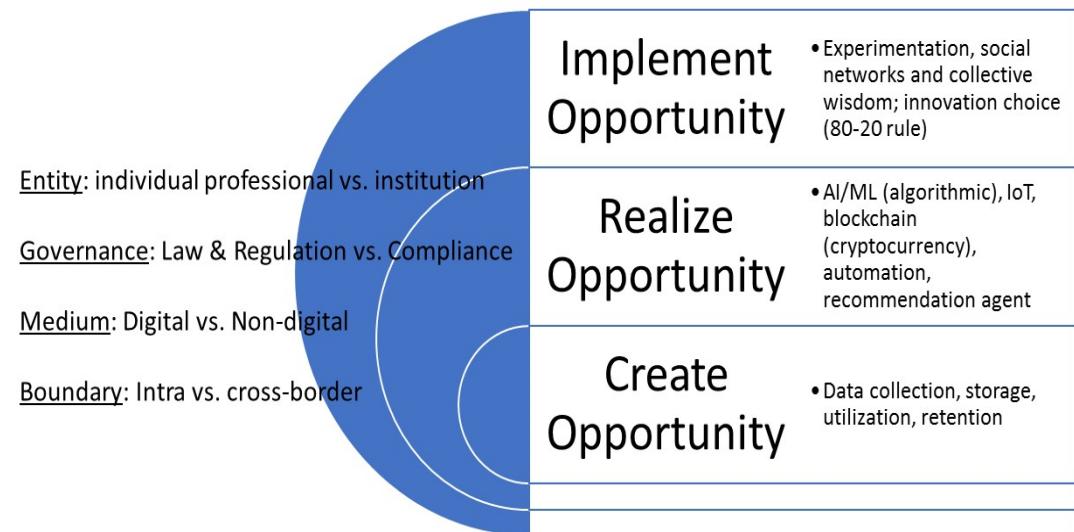
- Group-based project.
- Each group selects a topic from a list [to be provided later on].

Assessment	Weightage (%)
Take-home assignment [individual]	10%
Quizzes (6 of 5% each) [individual]	30%
Pre-tutorial submissions (3 of 5% each; from tutorial 2 onwards) [individual]	15%
Tutorial participation [individual]	20%
Group project report [group]	25%
Total	100%

- ✓ 100% CA
- ✓ Able S/U (if you still have the needed credits)
- ✓ Develop a wholesome understanding of the world (and the IT world) that you are entering
- ✓ Incidents and cases discussed are real
- ✓ Think critically on what you see and reflect on what and how you would react if you are facing such situations

How can I excel [in this module]?

Develop informed, systematic critical thinking



- Ethics and professional code of practice are not THE solutions to all supposedly wrong doings
- Solutions need to take an encompassing perspective
- Broad perspective, deep understanding, and systematic analysis would be key to the solutions, responses and actions you can take. It goes beyond black & white, binary of 1 or 0.
- Good news: There are systematic approaches that we'll learn in the module

Ethics, innovation, regulation

The New York Times

Opinion

Who Will Teach Silicon Valley to Be Ethical?

Some think chief ethics officers could help technology companies navigate political and social questions.



By Kara Swisher

Ms. Swisher covers technology and is a contributing opinion writer.

Oct. 21, 2018



Facebook introduced a new home video device called Portal, and promised that what could be seen as a surveillance tool would not share data for the sake of ad targeting. Soon after, as [reported by Recode](#), Facebook admitted that “data about who you call and data about which apps you use on Portal can be used to target you with ads on other Facebook-owned properties.” Oh. Um. That’s awkward.

Source: <https://www.nytimes.com/2018/10/21/opinion/who-will-teach-silicon-valley-to-be-ethical.html>

Ethics, innovation, regulation... continue

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After agreeing to pay \$20 million to the Securities and Exchange Commission for an ill-advised tweet about possible funding (from the Saudis, by the way), the Tesla co-founder Elon Musk proceeded to troll the regulatory agency on, you got it, Twitter. And even though the settlement called for some kind of control of his communications, it appears that Mr. Musk will continue tweeting until someone steals his phone.

Finally, Google took six months to make public that user data on its social network, Google Plus, had been exposed and that profiles of up to 500,000 users may have been compromised. While the service failed long ago, because it was pretty much designed by antisocial people, this lack of concern for privacy was profound.

Source: <https://www.nytimes.com/2018/10/21/opinion/who-will-teach-silicon-valley-to-be-ethical.html>

Ethics, innovation, regulation... continue

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DEPARTMENTS

Are We Having An Ethical Crisis in Computing?

By Moshe Y. Vardi
Communications of the ACM, January 2019, Vol. 62 No. 1, Page 7
10.1145/3292822
[Comments](#)

VIEW AS: SHARE:



The computing field went through a perfect storm in the early 2000s: the dot-com and telecom crashes, the off-shoring scare, and a research-funding crisis. After its glamour phase in the late 1990s, the field seems to have lost its luster, and academic computing enrollments have declined precipitously. This was referred to as the Image Crisis. We seem to be going through another image crisis, of a different nature, these days. Last year the columnist Peggy Noonan described Silicon Valley executives as "moral Martians who operate on some weird new postmodern ethical wavelength." Niall Ferguson, a Hoover Institution historian, described cyberspace as "cyberia, a dark and lawless realm where malevolent actors range." Salesforce's CEO, Marc Benioff, declared: "There is a crisis of trust concerning data privacy and cybersecurity."

Many view this crisis as an ethical crisis. *The Boston Globe* asserted in March 2018, "Computer science faces an ethics crisis. The Cambridge Analytica scandal proves it!" *The New York Times* reported in October 2018,

"The problem with surveillance capitalism is not that it is unethical, but that it is completely legal in many countries. It is unreasonable to expect for-profit corporations to avoid profitable and legal business models... If society finds the surveillance business model offensive, then the remedy is public policy, in the form of laws and regulations, rather than an ethics outrage. Of course, public policy cannot be divorced from ethics. We ban human-organ trading because we find it ethically repugnant, but the ban is enforced via public policy, not via an ethics debate.

The IT industry has successfully lobbied for decades against any attempt to legislate/regulate IT public policy under the mantra "regulation stifles innovation." ... Of course regulation chills innovation. In fact, the whole point of regulation is to chill certain kinds of innovation, the kind that public policy wishes to chill. At the same time, regulation also encourages innovation."

Source: <https://cacm.acm.org/magazines/2019/1/233511-are-we-having-an-ethical-crisis-in-computing/fulltext>

Wait a second!

What is ethics? How is it different from morals?

Ethics, moral, and law (public policy) 101

Ethics

- A code of behaviour defined by the group to which an individual belongs
- Code of ethics states the principles and core values that are essential to one's work

Morals

- Personal principles upon which an individual bases his or her decisions about what is right and what is wrong
- A person who acts with integrity acts in accordance with a personal code of principles

Law

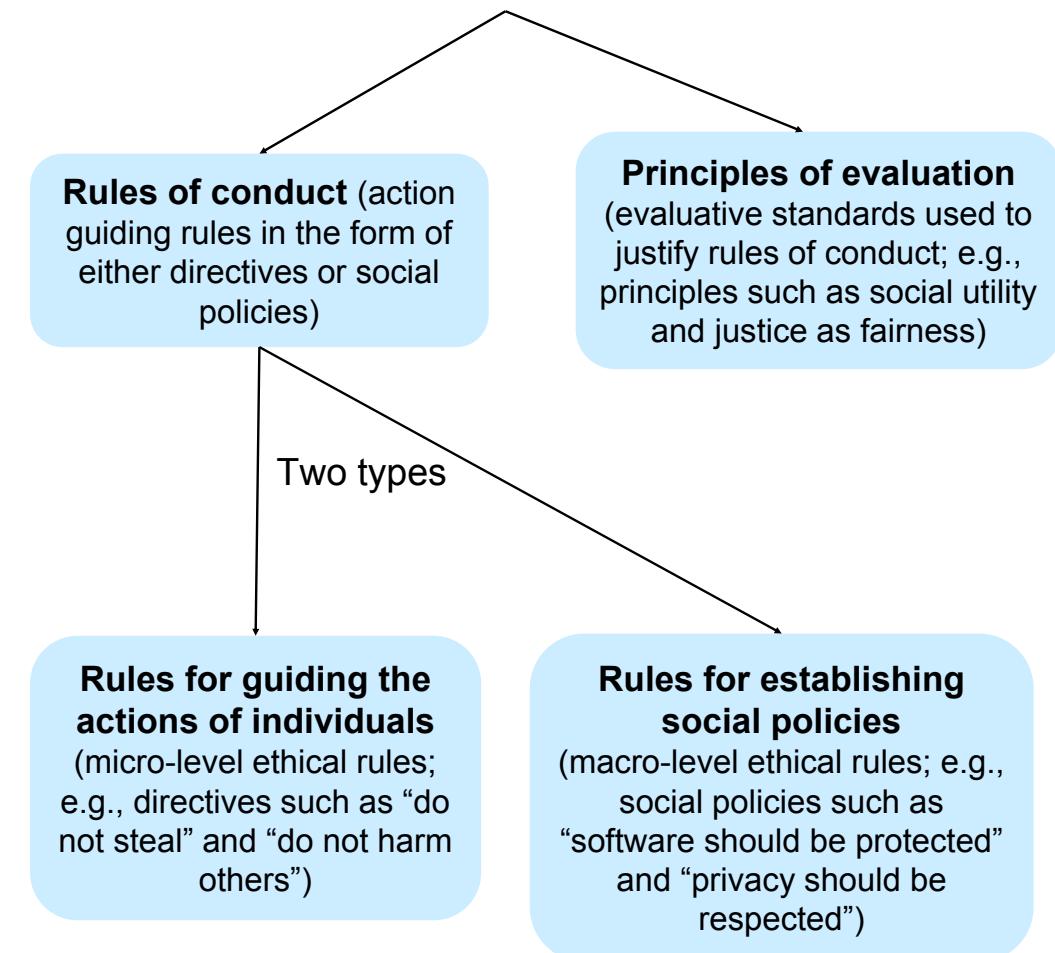
- A system of rules that tells us what we can and cannot do.
- Laws are enforced by a set of institutions (the police, courts, and law-making bodies)

Morality

- A system of rules for guiding human conduct and principles for evaluating moral rules (i.e., a system comprised of moral rules)
- 2 kinds of rules of conducts:
 1. Directives that guide our conduct as individuals (at micro-level)
 2. Social polices framed at the macro-level

Moral system

- Moral system consists of **public and informal**
 - Public – everyone should know what the rules are (e.g., do not steal else be punished by law)
 - Informal – no formal authoritative judges presiding over it (e.g., give up seats to elderly people)
- **Moral system is rational**, i.e., based on principles of logical reason accessible to ordinary persons.
- Morality cannot involve special knowledge that can be understood only by privileged individuals/groups.
- **Moral system is impartial**, i.e., moral rules are ideally designed to apply equitably to all participants in the system.



Back to the example of ethical crisis in computing...

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privacy and cybersecurity."

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What's the problem with the argument?

➤ **An activity that is legal does not mean it is ethical!**

Source: <https://cacm.acm.org/magazines/2019/1/233511-are-we-having-an-ethical-crisis-in-computing/fulltext>

Back to the case of Apple...

Supplier Responsibility

A supply chain that empowers people and protects the planet.

We hold ourselves and our suppliers to the highest standard when it comes to human environmental protections and responsible business practices in our supply chain. To our partners, we go above and beyond accepted industry practices to improve the lives of our suppliers' employees while conserving the earth's resources for generations to come. At our vision, processes and results openly — because we believe transparency keeps us accountable to ourselves and the world, while allowing others to learn and benefit from our experience.

Life and death in Apple's forbidden city

In an extract from his new book, Brian Merchant reveals how he gained access to Longhua, the vast complex where iPhones are made and where, in 2010, unhappy workers started killing themselves



▲ An assembly bench in Foxconn's Longhua complex in Shenzhen, China, where iPhones are manufactured. Photograph: Tony Law/Redux/eyevine

The sprawling factory compound, all grey dormitories and weather-beaten warehouses, blends seamlessly into the outskirts of the Shenzhen megalopolis. Foxconn's enormous Longhua plant is a

An organization typically takes the following actions to improve their business ethics:

- Appoint a corporate ethics officer
- Requires its board of directors to set and model high ethical standards
- Establish a corporate code of ethics
- Conduct social audits
- Require employees to take ethical training
- Include ethical criteria in employee appraisals
- Create an ethical working environment

Source: George W. Reynolds, Ethics in Information technology, Cengage, 6th edition 2019, chapter 1

Can Apple rectify the situation based on “general practices”?

Back to the case of “silicon valley”...

The New York Times

Opinion

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Oct. 21, 2018



If the corporates in silicon valley share a “code of conduct”, wouldn’t that make them ethical by definition since the “core values” are shared by the group of corporates?



We'll come back to this case in the last topic on ecosystem

Back to the case of AI...

IBM researchers train AI to follow code of ethics

BEN DICKSON, TECHTALKS @BENDEE983 JULY 16, 2018 2:20 PM



Image Credit: John Williams RUS / Shutterstock

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Salesfor

#1

"SOME LARGE PERCENTAGE, LIKE 50% OR 90% OF PEOPLE IDENTIFIED WITH CRIME CAMERAS IN UK TENDED TO BE MISIDENTIFIED."

MO

DAVID SMITH
Cloud Developer Advocate at Microsoft

[Read more](#)

Suppose this? Who to be accountable for?

What can you do as an IT Professional?

IT relationships with others

Employee & employer

- Establish agreement on fundamental aspects of employee-employer relationship before accepting the job offer
- Include employer's policy and procedure manual/code of conduct (topics include protection of company secrets)
- Include aspects address by law (e.g., cannot be required to do anything illegal, such as falsify results of quality assurance test, software piracy)

IT professional & clients

- Potential ethical problem involves IT professional recommending own products/services or those of an affiliated vendor (conflict of interest)
- Unable to provide full & accurate reporting of project status (e.g., project manager reluctant to share status information due to concern over contractual penalties)
- Fraud (crime of obtaining goods/services/property through deception or trickery) --- fraudulent misrepresentation when:
 1. Wrongdoer makes false representation of material fact
 2. Wrongdoer intends to deceive the innocent party
 3. Innocent party justifiably depends on the misrepresentation
 4. Innocent party is injured

IT relationships with others

IT professional & IT users

- IT professionals have duty to understand a user's needs & capabilities, so as to deliver products/services that best meet those needs
- IT professionals have key responsibility to establish an environment that supports ethical behaviours by users, e.g., discourage software piracy, minimizes inappropriate use of corporate IT resources, avoids inappropriate sharing of information

IT professional & supplier

- Offering IT professionals gift that is actually intended as a bribe
- Remedy:
 1. Set up policies, processes and procedures
 2. Separation of duties (how about small firms?)
 3. Establish that no gift should be hidden. A gift may be considered a bribe if it is not declared. Policy of pooling the gifts received by employees, auctioning them off, and giving proceeds to charity

Source: George W. Reynolds, Ethics in Information technology, Cengage, 6th edition 2019, chapter 2

Back to the case of software testing...

≡ **Information Age**

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Opinion

12 September 2018

**Bug-free software:
Recording your program's
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For years there has always been a trade-off between the pressure to ship and code quality. Commercial pressure has generally meant that

[f](#) [t](#) [e](#)

Duty-based ethical theory

- Morality is grounded in the concept of duty (or obligations) that humans have to one another

Rights-based contract theory

- All humans have certain moral rights (including consumers)

IT professional & supplier... contracting

Bosses knew about bribe contract terms

In US court transcripts, ex-lawyer for Keppel Offshore & Marine says he discussed illegal payments with senior executives of company

GRACE LEONG
Jan 12, 2018 06:00 am

A former Keppel Offshore & Marine (KOM) lawyer drafted contracts used to pay bribes to Brazilian officials after "discussing the economic terms" with his seniors at Keppel and "acting in agreement" with them and others at the Singapore company.

Jeffrey Shiu Chow, 59, who had been a lawyer with KOM's legal department for over 25 years, was allowed to return to Singapore to assist with investigations into one of the biggest corruption cases here.

These details emerged in an Aug 29 transcript of his remarks at a hearing in New York that were unsealed on Dec 22, the same day KOM agreed to pay a US\$422 million (\$S563 million) penalty in connection with violations of the Foreign Corrupt Practices Act.

The violations related to KOM paying US\$55 million in bribes over 13 years to secure contracts with Brazilian oil giant Petrobras.

The Straits Times obtained a copy of US court transcripts, which showed that Chow, a US citizen, had cut a plea deal to help US prosecutors in their probe against the company and its American unit, Keppel Offshore & Marine USA.

Chow told the court he had realised by 2008 that Keppel was 'overpaying the agent, sometimes by millions of dollars, so that the agent could pay bribes to individuals who could help Keppel Offshore Marine doing business with Petrobras'.

"Although no one ever named the bribe recipients for me, I knew that they were government officials and the ruling political party," said Chow [lawyer], adding that he should have refused to draft the contracts and resigned from Keppel.

"Instead, I discussed the economic terms of the contracts with my seniors at Keppel and acting in agreement with my seniors, and others at Keppel, I drafted the contracts and made sure that they were executed," he added"

Chow is due to be sentenced on May 2 [2019]. He faces a maximum term of supervised release of three years as well as a fine.

Source: <https://www.tnp.sg/news/singapore/bosses-knew-about-bribe-contract-terms>

IT professional & supplier... contracting

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Recommended by Outbrain

Jail for company director who bribed his way to contracts with ST Kinetics subsidiary



PUBLISHED OCT 4, 2018, 6:09 PM SGT



Fabian Koh

SINGAPORE - The boss of a local metal trading company who offered bribes to secure contracts is now facing time behind metal bars.

Teo Siong Khoon, 59, director and shareholder of Agrotec Interimex Trading, gave almost \$212,000 in bribes to Goh Peng Choy, procurement executive of Advanced Material Engineering (AME), between September 2006 and April 2009.

For three counts of breaching the Prevention of Corruption Act, Teo was jailed for a total of seven months on Thursday (Oct 4).



ST VIDEOS

- The Straits Times Car of the Year 2018: Kia Stinger is the champion
- Indonesia imposes no-fly zone around erupting Anak Krakatau volcano, raises alert to second-highest...
- China responds over

Bribes	Gifts
Are made in secret as they are neither legally nor morally acceptable	Are made openly and publicly, as a gesture of friendship or goodwill
Are often made indirectly through a third party	Are made directly from donor to recipient
Encourage an obligation for the recipient to act favourably toward the donor	Come with no expectation of a future favour for the donor

Source: George W. Reynolds, Ethics in Information technology, Cengage, 6th edition 2019, chapter 2

Source: <https://www.straitstimes.com/singapore/courts-crime/jail-for-company-director-who-bribed-his-way-to-contracts-with-st-kinetics>



1. GENERAL ETHICAL PRINCIPLES.

1. Contribute to society and to human well-being, acknowledging that all people are stakeholders in computing.
2. Avoid harm.
3. Be honest and trustworthy.
4. Be fair and take action not to discriminate.
5. Respect the work required to produce new ideas, inventions, creative works, and computing artifacts.
6. Respect privacy.
7. Honor confidentiality.

2. PROFESSIONAL RESPONSIBILITIES.

1. Strive to achieve high quality in both the processes and products of professional work.
2. Maintain high standards of professional competence, conduct, and ethical practice.
3. Know and respect existing rules pertaining to professional work.
4. Accept and provide appropriate professional review.
5. Give comprehensive and thorough evaluations of computer systems and their impacts, including analysis of possible risks.
6. Perform work only in areas of competence.
7. Foster public awareness and understanding of computing, related technologies, and their consequences.
8. Access computing and communication resources only when

authorized or when compelled by the public good.

9. Design and implement systems that are robustly and usably secure.

3. PROFESSIONAL LEADERSHIP PRINCIPLES.

1. Ensure that the public good is the central concern during all professional computing work.
2. Articulate, encourage acceptance of, and evaluate fulfillment of social responsibilities by members of the organization or group.
3. Manage personnel and resources to enhance the quality of working life.
4. Articulate, apply, and support policies and processes that reflect the principles of the Code.
5. Create opportunities for members of the organization or group to grow as professionals.
6. Use care when modifying or retiring systems.
7. Recognize and take special care of systems that become integrated into the infrastructure of society.

4. COMPLIANCE WITH THE CODE.

1. Uphold, promote, and respect the principles of the Code.
2. Treat violations of the Code as inconsistent with membership in the ACM.

Concluding case

SINGAPORE
Your views: Probe into MRT tunnel flooding reveals lapses in pump maintenance

05 Nov 2017 07:08AM
 (Updated: 05 Nov 2017 07:10AM)

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[B](#)



An SMRT train in a flooded MRT tunnel, in a photo widely circulated on social media.

SINGAPORE: Train operator SMRT on Tuesday (Oct 31) revealed that maintenance works for a water pump system at Bishan MRT station were not properly carried out on three occasions.

"Train operator SMRT on Tuesday (Oct 31) revealed that maintenance works for a water pump system at Bishan MRT station were not properly carried out on three occasions. This went as far back as December 2016. Investigations showed that the maintenance team in charge of the pump system had signed off on works that were not done.

Because of the poor maintenance, a stretch of the North-South Line tunnel was flooded on Oct 7, forcing SMRT to cut off trackside power supply as a precaution, disrupting train services for an unprecedented 20 hours."

"It is no longer about SMRT's culture, it is now **an issue of work ethics and possibly criminal negligence**. What if ... (it is) not just the pumps but other maintenance work are also 'conducted' this way ... and could possibly endanger commuters?"

Source: <https://www.channelnewsasia.com/news/singapore/your-views-probe-into-mrt-tunnel-flooding-lapses-in-maintenance-9372326>