ETHICS for IT Workers and IT Users

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PROFESSION

- It is a occupation that requires **specialized knowledge** and often **long and intensive academic preparation**.

7 Forces Changing the Nature of Professional Services

- **Client Sophistication**
- **Governance**
- **Connectivity**
- **Transparency**
- **Modularization**
- **Globalization**
- **Commoditization**

by Ross Dawson

CLIENT SOPHISTICATION

- when clients are more aware of what they need from service providers and are more willing to look for best possible services.

GOVERNANCE

- When tougher laws are enacted   to attempt to avoid future   scandals

CONNECTIVITY

- When clients and service providers have built their working relationships on the expectation that they can communicate easily and instantly (ex. video conference)

TRANSPARENCY

- It involves any attempt to reveal and clarify any information or processes that were previously hidden or unclear. Clients expect to be able to see work-in progress in real-time.

MODULARIZATION

- Is the act of breaking down a production or business process into smaller components

GLOBALIZATION

- Is the process of interaction and integration among the people, companies and governments of different nations

COMMODITIZATION

- Is the transformation of goods or services into commodities that offer nothing to differentiate themselves from those offered by competitors

Challenges for IT Workers and Employers

TRADE SECRET

- Is information, generally unknown to public, that a company has taken strong measures to keep confidential

TRADE SECRET

- It represents something of economic value that has required effort or cost to develop and that has some degree of uniqueness or novelty

TRADE SECRET EXAMPLES:

- Colonel's secret recipe of 11 herbs and spices to make KFC Chicken

- Formula for Coke

- Intel's manufacturing process for i7 quad core processing chip

WHISTLE-BLOWING

- Is an effort by an employer to attract attention to a negligent, illegal, unethical, abusive or dangerous act by a company that threatens the public interest

WHISTLE-BLOWING

- Whistle-blowers often have special information based on their expertise or position within the offending organization

WHISTLE-BLOWING EXAMPLE:

- An employee reporting a problem to people outside the company about the chemical process used in the production of computer chips as it is dangerous to the public

CONFLICT OF INTEREST

- A conflict between the IT worker's self-interest and the interests of the client.

CONFLICT OF INTEREST EXAMPLE:

- An IT consulting firm might be hired to assess firm's IT strategic plan

FRAUD

- Is the crime of obtaining goods, services or property through deception or trickery.

MISREPRESENTATION

- Is the misstatement or incomplete statement of a material fact

MISREPRESENTATION EXAMPLE:

- A company failing to provide adequate resources to a project of another company they have contracted with.

BREACH OF CONTRACT

- Occurs when one party fails to meet the terms of a contract

BRIBERY

- Is the act of providing money, property or favors to someone in business or government in order to obtain a business advantage

BRIBES	GIFTS
Made in secret as they are neither legally nor morally acceptable	Made openly and publicly as a gesture of friendship or goodwill
Encourage an obligation for the recipient to act favorably toward the donor	Come with no expectation of a future favor for the donor

RÉSUMÉ INFLATION

- It involves lying on a resume and claiming competence in a skill that is in high demand

MOST FREQUENT AREAS OF RESUME FALSEHOOD OR EXAGGERATION

- Dates of Employment

- Job Title

- Criminal Record

- Inflated Salary

MOST FREQUENT AREAS OF RESUME FALSEHOOD OR EXAGGERATION

- Education

- Professional Licenses

- Working for fictitious company

Professional Code of Ethics

Professional Code of Ethics

- States the principles and core values that are essential to the work of a particular occupational group

Certification

- Indicates that a professional possesses a particular set of skills, knowledge or abilities in the opinion of the certifying organization

Government License

- Is a government-issued permission to engage in an activity or to operate a business

IT Professional Malpractice

Negligence

- Has been defined as not doing something that a reasonable person would do or doing something that a reasonable person would not do

Common Ethical Issues for IT Users:

- Software Piracy

- Inappropriate Use of Computing Resources

- Inappropriate Sharing of Information

Compliance

- Means to be in accordance with established policies, guidelines, specification, or legislation

END

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