



The University of Fiji
(An Entity of Arya Pratinidhi Sabha of Fiji)



SCHOOL OF SCIENCE & TECHNOLOGY

Semester 2, 2024

FINAL EXAMINATION PAPER

ITC262: PROFESSIONAL PRACTICE IN IT

Important Instructions to Students:

1. Read the questions, instructions carefully and answer the questions.
2. You are allowed an **extra 10 minutes reading time** (during this time, you are not allowed to write with pen) and **180 minutes (3 Hours) to complete this paper**.
3. Silent, non-programmable calculators are allowed, but not supplied.
4. Write all your answers in the answer booklet provided. If you need extra sheets, please ask from the supervisor. Write your name, course code and student identification number in the answer booklet and in the attendance sheet.
5. This paper contains three (3) sections A, B, and C. All questions are compulsory to answer.
6. Write all your answers legibly. The marker has the right to award zero for answers that are not legible.
7. This is a **Closed Book Examination**. The University views plagiarism, cheating and dishonest practice as serious offences and if found, offenders are penalized.

Examination Paper Content:

<u>Section</u>	<u>Question</u>	<u>Content</u>	<u>Marks</u>	<u>Suggested Time</u>
A	1- 30	Multiple Choice	30	50 minutes
B	1-20	Short Answer Questions	40	80 minutes
C	1-8	Long Answer Questions	30	50 minutes
		TOTAL	100	180 Minutes

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Section A Multiple Choice Questions (30 marks)

1. Which of the following identifies the concept that an organization should act ethically by taking accountability for the impact of its actions on the environment, the community, and the welfare of its employees?
 - A. Corporate social responsibility
 - B. Corporate governance
 - C. Corporate social entrepreneurship
 - D. Corporate sustainability

2. Which of the following steps in the decision-making process gathers and analyzes facts and also identifies stakeholders affected by the decision?
 - A. Develop problem statement
 - B. Evaluate result
 - C. Identify alternatives
 - D. Implement decision

3. A set of beliefs about right and wrong behavior within a society is known as which of the following?
 - A. ethics
 - B. moral code
 - C. law
 - D. vices and virtues

4. Which of the following statements best describes a reason why organizations pursue corporate social responsibility (CSR) goals and promote a work environment in which employees are encouraged to act ethically when making business decisions?
 - A. To enjoy higher employee turnover rates
 - B. To define a variable approach for dealing with stakeholders
 - C. To gain the goodwill of the community
 - D. To increase unfavorable publicity

5. What term is used to describe a habit of unacceptable behavior?
 - A. moral
 - B. virtue
 - C. ethic
 - D. vice

6. Standards or codes of behavior expected of an individual by a group (nation, organization, profession) to which an individual belongs is known as which of the following?
 - A. Ethics
 - B. Virtues
 - C. Laws
 - D. Morals

7. Companies that develop and maintain strong employee relations:
- A. build indifference to the organization's goals.
 - B. erode employee involvement.
 - C. enjoy lower turnover rates.
 - D. face low employee morale.
8. A rapid increase in the appointment of corporate ethics officers typically follows:
- A. the acquisition of one company by another.
 - B. the revelation of a major business scandal.
 - C. the appointment of a new CEO.
 - D. a substantial decrease in the stock price of a firm.
9. Based on a 2013 National Business Ethics Survey, the percentage of employees who said they reported misconduct in the workplace when they saw it is characterized by which of the following statements?
- A. increased from 2011 to 2013
 - B. decreased from 2011 to 2013
 - C. stayed essentially the same
 - D. increased by more than 10 percentage points from 2007 to 2009
10. The goodwill that is created by which of the following can make it easier for corporations to conduct their business?
- A. profits
 - B. alliances
 - C. incentives
 - D. CSR activities
11. In which step of the decision-making process should the decision makers consider laws, guidelines, policies, and principles that might apply to the decision?
- A. develop problem statement
 - B. implement decision
 - C. identify alternatives
 - D. choose alternative
12. Which of the following is the most critical step in the decision-making process?
- A. Evaluation of the results
 - B. Identification of alternative solutions
 - C. Development of a problem statement
 - D. Implementation of a decision

13. A discrepancy between employee's own values and an organization's actions:

- A. encourages employee commitment.
- B. increases employee involvement.
- C. fosters poor performance.
- D. creates high morale.

14. Someone who stands to gain or lose, depending on how a situation is resolved is known as which of the following?

- A. negotiator
- B. figurehead
- C. stakeholder
- D. philanthropist

15. Which of the following activities describes when an organization reviews how well it is meeting its ethical and social responsibility goals, and communicates its new goals for the upcoming year?

- A. ethics review
- B. performance appraisal
- C. social audit
- D. morals assessment

16. A well-implemented ethics and compliance program and a strong ethical culture can lead to:

- A. more fear of retaliation by management.
- B. less comfort for employees reporting misconduct.
- C. more negative views on the organization.
- D. less pressure on employees to misbehave.

17. Which of the following positions provides an organization with vision and leadership in the area of business conduct?

- A. spiritual leader
- B. corporate ethics officer
- C. disseminator
- D. disturbance handler

18. In a for-profit organization, the primary objective of which of the following is to oversee the organization's business activities and management for the benefit of shareholders, employees, customers, suppliers, and the community?

- A. negotiator
- B. board of directors
- C. corporate ethics officer
- D. corporate compliance officer

19. To extend to all people the same respect and consideration that you expect from them is considered which of the following character traits?

- A. morality
- B. ethical
- C. integrity
- D. consistency

20. In an environment where employees are encouraged to do "whatever it takes" to get the job done, employees may feel pressure to act in which of the following ways?

- A. with integrity
- B. unethically
- C. morally
- D. that which is culturally accepted

21. One's personal beliefs about right and wrong are known as which of the following?

- A. virtues
- B. vices
- C. characteristics
- D. morals

22. A statement that highlights an organization's key ethical issues and identifies the overarching values and principles that are important to the organization and its decision making is known as which of the following?

- A. mission statement
- B. code of ethics
- C. problem statement
- D. acceptable use policy

23. In the decision-making process of implementing the decision, what plan must be defined to explain to people how they will move from the old way of doing things to the new way?

- A. implementation
- B. backup
- C. transition
- D. evaluation

24. A code of ethics cannot gain company-wide acceptance unless it is fully endorsed by the organization's leadership and developed with which of the following?

- A. employee participation
- B. board of directors
- C. business partners
- D. shareholders

25. What term is used to refer to a work environment in which temporary positions are common and organizations contract with independent workers for short-term engagements?
- A. coemployment
 - B. employee leasing
 - C. gig economy
 - D. contingent employment
26. Which country is considered one of the best sources of programming skills outside of Europe and North America?
- A. China
 - B. Egypt
 - C. Saudi Arabia
 - D. India
27. Which of the following requires manufacturers to use at least 65 percent reusable or recyclable components and reduce or eliminate toxic material in their packaging?
- A. Electronic Industry Citizenship Coalition Directive
 - B. Greenpeace Environmental Restriction of Hazardous Substances
 - C. European Union's Restriction of Hazardous Substances Directive
 - D. Electronic Product and Environmental Hazards Restriction Directive
28. What type of visa is a temporary work visa granted by the U.S. Citizenship and Immigration Services for people who work in specialty occupations?
- A. H-1B
 - B. L-1
 - C. B-1
 - D. B-2
29. After a six year H-1B visa expires, a foreign professional can convert their H-1B visa into which of the following?
- A. U.S. citizenship
 - B. permanent H-1B visa
 - C. green card
 - D. foreign contract
30. Which of these statements about contingent workers is true?
- A. They typically work as a separate, independent group of workers and move from project to project working for the same firm.
 - B. They are often paid a lower hourly wage than full-time employees doing equivalent work.
 - C. They are eligible for most company benefits such as vacation, sick pay, and medical insurance.
 - D. They have neither an explicit nor an implicit contract for continuing employment.

Section B -Short Answer Questions

(40 marks)

1. What is a social audit? Explain your. (2 marks)
2. Describe two trends that have increased the likelihood of unethical behavior. (2 marks)
3. In the context of an ethical decision-making process, discuss the importance of communication in implementing a change. (2 marks)
4. Discuss the role of the board of directors in creating an ethical organization. (2 marks)
5. Briefly describe the difference between morals, ethics, and laws. (3 marks)
6. Discuss the issue of whistle-blowing in the IT context. (2 marks)
7. Explain how the courts decide whether parties owe a duty of care. (2 marks)
8. What is a professional code of ethics? (2 marks)
9. Define the term conflict of interest and provide an IT-related example of this. (2 marks)
10. Clarify the difference between an organization's audit committee and its internal audit department. (2 marks)
11. Define computer forensics and briefly describe how one may prepare for a role as a computer forensics investigator. (2 marks)
12. Briefly describe ransomware and how a computer typically becomes infected with this type of malware. (2 marks)
13. Briefly explain why many organizations are choosing to outsource their network security operations to a managed security service provider (MSSP). (2 marks)
14. What is the discovery process and how does e-discovery fit into this process? (2 marks)
15. Briefly describe the concept of the right of privacy and information privacy. (2 marks)
16. Present a brief argument both for and against the use of advanced surveillance technology. (2 marks)
17. State the background and purpose of the Agreement on Trade-Related Aspects of Intellectual Property Rights. (2 marks)
18. What is the Digital Millennium Copyright Act (DMCA)? (2 marks)
19. Describe the advantages and disadvantages of using contingent workers. (2 marks)
20. Briefly discuss the use of hazardous material in computers and the potential risks, for manufacturing employees, suppliers, and users. (2 marks)

1. Identify and briefly discuss five reasons why the number, variety, and impact of security incidents is increasing. (5 marks)
2. State the purpose of an IT security audit and briefly discuss the key elements of such an audit. (3 marks)
3. Identify three key rules of the Gramm-Leach-Bliley Act that affect personal privacy. (3 marks)
4. What conditions must be met for a defendant to successfully use the nominative fair use defense? (3 marks)
5. How will artificial intelligence, machine learning, robotics, and natural language processing affect the future workforce? (4 marks)
6. The development and use of new medical technology has increased healthcare spending. Should the medical industry place more emphasis on using older medical technologies and containing medical costs, or should the strategy be to use the latest and greatest technology available? Explain your answer. (3 marks)
7. List 3 advice you would give a friend who is the victim of cyberstalking? (3 marks)
8. What type of online information about a job candidate should employment managers consider when screening candidates for an interview? Give three examples of information that might be found that should automatically disqualify a candidate from a job offer. Give three examples of online information that should increase a candidate's chances of a job offer. (6 marks)

The End