



The University of Fiji

**School of Science and Technology
Department of Information Technology and Computer Science**

ITC262

Professional Practice in IT

Semester 2, 2012

Final Examination

ID NO: _____

Weighting 50%

Time Allowed : 3 Hours

**Answer all Questions in Section A
Answer all Questions in Section B
Answer 2 Questions in Section C**

1. A set of beliefs about right and wrong behavior within a society is called _____.
 - a. ethics
 - b. moral code
 - c. law
 - d. its vices and virtues
2. In a social audit, a firm
 - a. outlines its use of social networks in the conduct of its business
 - b. identifies key company officers responsible for the ethical practices of the firm
 - c. reveals any breaches of its code of ethics
 - d. reviews how well it is meeting its ethical and social responsibility goals
3. Every society forms a set of rules that establishes the boundaries of generally accepted behavior. These rules are often expressed in statements about how people should behave, and they fit together to form the ____ by which a society lives.
 - a. laws
 - b. ethics
 - c. virtues and vices
 - d. moral code
4. Companies that develop and maintain strong employee relations _____.
 - a. avoid costly product recalls
 - b. retain customers
 - c. suffer lower turnover rates
 - d. place a priority on working with companies that operate in an ethical manner
5. An approach to ethical decision making that is based on a vision of society as a community whose members work together to achieve a common set of values and goals is the ____ approach.
 - a. common good approach
 - b. fairness approach
 - c. virtue ethics
 - d. utilitarian approach
6. The obligation to protect people against any unreasonable harm or risk is called _____.
 - a. reasonable professional standard
 - b. negligence
 - c. reasonable person standard
 - d. duty of care
7. The term ____ distinguishes the person for whom a hardware or software product is designed from the IT professionals who develop, install, service, and support the product.
 - a. IT user
 - b. stakeholder
 - c. shareholder
 - d. IT employee

8. Often a successful attack on an information system is due to poor system design or implementation. Once such a vulnerability is discovered, software developers quickly create and issue a _____ to eliminate the problem.

- a. patch
- b. bot
- c. logic bomb
- d. Trojan horse

9. Rootkits are designed so cleverly that it is difficult to even discover if they are installed on a computer. The fundamental problem with trying to detect a rootkit is that the operating system cannot be trusted to provide _____.

- a. valid test results
- b. correct system login ids
- c. the correct date and time
- d. sufficient memory for operations

10. Spammers can defeat the registration process of free e-mail services by launching a coordinated _____ attack that can sign up for thousands of untraceable e-mail accounts.

- a. distributed denial-of-service attack
- b. bot
- c. CAPTCHA
- d. logic bomb

11. A software and/or hardware device that monitors system and network resources and activities, and notifies network security personnel when it identifies possible intrusions from outside the organization or misuse from within the organization is a(n) _____.

- a. anti-virus device
- b. intrusion prevention system
- c. intrusion detection system
- d. network monitor

12. _____ is a form of Trojan horse which executes when it is triggered by a specific event such as a change in a particular files, by typing a specific series of keystrokes, or by a specific time or date.

- a. Distributed denial-of-service attack
- b. Logic bomb
- c. Botnet
- d. Worm

13. Purposive communication enables the professional to:

- a. be clear about the reason for communicating.
- b. theorise about audiences.
- c. avoid non-verbal cues.
- d. understand clients' personalities.
- e. use the telephone effectively.

14. Communication as transmission means that:
- messages change according to time and place.
 - the intention of the sender ensures the success of the communication.
 - the sender encodes the message and the receiver decodes it.
 - communication can only be one-way.
 - the message must be in writing.
15. Shrugging your shoulders when you are not sure is an example of using non-verbal communication to:
- substitute for words.
 - emphasise a point.
 - regulate conversation.
 - relieve tension.
 - None of the above are true.
16. If I say, 'You are very welcome', but look nervously at my watch, my non-verbal communication conveys:
- reinforcement.
 - substitution.
 - contradiction.
 - irrelevance.
 - hypocrisy.
17. Kinesics is the study of:
- the kinetic energy of speakers.
 - the jaw and facial muscles.
 - body language.
 - movement-oriented non-verbal communication.
 - touching behaviours.
18. The choice to send a letter rather than another type of communication signifies:
- cost-effectiveness.
 - conventionality.
 - formality.
 - a need for speedy communication.
 - an archaic communication method.

19. Which of the following statements is true about workplace manuals?
- a. Computer manuals are the least common manual in the workplace.
 - b. Manuals are meant to be read cover to cover.
 - c. People prefer to read manuals than work things out for themselves.
 - d. People only read manuals before they use equipment.
 - e. Manuals help people understand a proper and efficient way to work.
20. Which of the following are the 5W's?
- a. Who, what, when, where, why
 - b. Which, who, what, where, why
 - c. How, what, when, where, why
 - d. Which, who, what, where, how
 - e. Who, what, when, where, which

Section B. (60 marks) Descriptive, Short Essays.

1. Explain the definition "Communication is social interaction through messages". (3 marks)
2. Grapevine is an informal channel of business communication. Discuss the advantages and disadvantages of grapevine communication in a work environment. (6 marks).
3. Explain the transaction model of communication. (3 marks)
4. Define the term doublespeak. You may use examples. (2 marks)
5. Explain what is meant by 'political correctness' in speech. You may use examples. (3 marks).
6. State 3 functions that non-verbal communication have in a verbal interaction, such as an interview, a public speech or a conversation. (3 marks)

7. One of the ethical problems that can arise among IT professionals is **resume inflation**. Explain what resume inflation is. (3 marks)
8. List 3 different computer attacks. (3 marks).
9. What are botnets? (4 marks)
10. Which incident has a greater negative impact on an organization – an unethical act performed by an hourly worker or the same act performed by a senior manager of the organization? Explain your answer fully. Should the hourly worker be treated differently than the senior manager who committed the unethical act? Why or why not? (5 marks).
11. Discuss the importance of communication in implementing a change. (5 marks)
12. Briefly describe the difference between morals, ethics, and laws. (5 marks)
13. Discuss the issue of whistle-blowing in the IT context. (5 marks)
14. What is a professional code of ethics? (5 marks)
15. Define computer forensics and briefly describe how one may prepare for a role as a computer forensics investigation. (5 marks)

Section C (20 marks). Essay Questions - Answer 2 questions only.

1. Imagine you are going for a job interview. Discuss aspects on non-verbal communication that you need to incorporate, be wary of or exclude during the process so that you are able to maximize your chances to get recruited. (10 marks)
2. Discuss the 2 models of communication. (10 marks)

3. Discuss the following topic: Laws do not provide a complete guide to ethical behavior. An activity can be legal but not ethical. (10 marks)
4. What is software piracy? What are its implications? (10 marks)
5. The scientific report format consists of the following sections: (10 marks)
 - Abstract
 - Introduction (including a literature review)
 - Method(including samples, variables, materials, etc)
 - Results(including tables and graphs)
 - Discussion
 - Conclusions
 - References
 - Appendices.

Explain the contents of these sections.

6. Discuss the research process in detail identifying the activities at each step. (10 marks)
7. Discuss the impact of e-communication on modern day business. (10 marks)

End of Paper.

