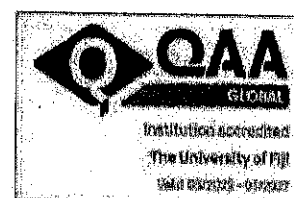




**The University of Fiji**  
(An Entity of Arya Pratinidhi Sabha of Fiji)



**SCHOOL OF SCIENCE & TECHNOLOGY**  
**Semester 2, 2025**  
**FINAL EXAMINATION PAPER**  
**ITC262: PROFESSIONAL PRACTICE IN IT**

**Important Instructions to Students:**

1. Read the questions, instructions carefully before you begin.
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 legibly in the answer booklet provided.
5. 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.
6. This paper contains three (3) sections A, B, and C. All questions are compulsory.
7. This is a **Closed Book Examination**. The University treats plagiarism, cheating, and dishonest practice as serious offences, and if found, offenders are penalized.

**Examination Paper Content:**

| <b><u>Section</u></b> | <b><u>Question</u></b> | <b><u>Content</u></b>   | <b><u>Marks</u></b> | <b><u>Suggested Time</u></b> |
|-----------------------|------------------------|-------------------------|---------------------|------------------------------|
| <b>A</b>              | <b>1- 50</b>           | Multiple Choice         | 50                  | 90 minutes                   |
| <b>B</b>              | <b>1-10</b>            | True or False Questions | 10                  | 18 minutes                   |
| <b>C</b>              | <b>1-14</b>            | Open-Ended Questions    | 40                  | 72 minutes                   |
|                       |                        | <b>TOTAL</b>            | <b>100</b>          | <b>180 Minutes</b>           |

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Registration Certificate Number (RGN0020/11)*

## **SECTION A — MULTIPLE CHOICE QUESTIONS**

**(50 MARKS)**

Write the question number and the letter of the **most appropriate answer** in the answer booklet. Each question carries **1 mark**.

1. Professionalism in IT mainly involves:
  - A. Writing code efficiently
  - B. Acting ethically and responsibly in all IT-related tasks
  - C. Working only with technical staff
  - D. Ignoring end-user feedback
  
2. Which of the following describes a professional code of ethics?
  - A. Rules about office attire
  - B. Guidelines for responsible and ethical conduct in one's profession
  - C. Instructions for software installation
  - D. Steps for computer troubleshooting
  
3. Which organization promotes global IT professional ethics?
  - A. UNESCO
  - B. IEEE / ACM
  - C. WHO
  - D. WTO
  
4. In a project team, effective communication helps to:
  - A. Create more paperwork
  - B. Increase misunderstandings
  - C. Promote collaboration and reduce conflict
  - D. Reduce decision-making
  
5. Which document formally outlines the scope, goals, and deliverables of an IT project?
  - A. Feasibility Report
  - B. Project Charter
  - C. Project Proposal
  - D. Executive Summary
  
6. Confidentiality in professional practice means:
  - A. Sharing all data openly
  - B. Protecting sensitive client information from unauthorized access
  - C. Using personal emails for business
  - D. Sharing information with competitors

7. A professional IT practitioner should report unethical conduct to:
  - A. Their peers privately
  - B. Appropriate authority or ethics committee
  - C. The media
  - D. Social networks
8. The term "conflict of interest" refers to:
  - A. Two companies competing
  - B. A situation where personal interest may compromise professional judgment
  - C. Team disagreement on schedules
  - D. Salary negotiation
9. Which of the following best defines *professional accountability*?
  - A. Avoiding responsibility for mistakes
  - B. Owning decisions and outcomes of one's professional actions
  - C. Following only personal rules
  - D. Delegating tasks to others
10. An IT professional should always respect **intellectual property** by:
  - A. Using open-source software without permission
  - B. Citing and licensing resources correctly
  - C. Copying from the internet freely
  - D. Ignoring copyright laws
11. Which of the following is an example of **professional misconduct** in the workplace?
  - A. Reporting a system fault
  - B. Sharing confidential company passwords
  - C. Updating project documentation
  - D. Attending safety training
12. In a professional email, which of the following is considered **good practice**?
  - A. Using slang or emojis
  - B. Writing in all capital letters
  - C. Using a clear subject line and formal tone
  - D. Leaving the email body blank
13. Which of the following statements about **confidentiality** is TRUE?
  - A. Confidential information can be shared with anyone in your team.
  - B. It is acceptable to share client information if it benefits your project.
  - C. Confidential information should be protected unless authorized.
  - D. All work data is considered public.

14. The **ACM Code of Ethics** promotes:
- A. Open data theft
  - B. Honesty, fairness, and avoidance of harm
  - C. Free use of all information online
  - D. Selling software without consent
15. In project management, the term “scope creep” refers to:
- A. Clearly defining the project scope
  - B. Uncontrolled expansion of project goals or tasks
  - C. Decreasing project budget
  - D. The completion of project deliverables
16. Effective teamwork in IT requires:
- A. Competition and secrecy
  - B. Clear communication and collaboration
  - C. Individual performance only
  - D. Avoiding feedback
17. Which of the following is an **ethical responsibility** of an IT professional?
- A. Ignoring software licenses
  - B. Respecting users’ privacy
  - C. Copying proprietary code
  - D. Sharing passwords with colleagues
18. Which of the following demonstrates **professional integrity**?
- A. Taking credit for someone else’s work
  - B. Meeting deadlines and delivering promised results
  - C. Refusing to follow policies
  - D. Ignoring client feedback
19. When managing client data, the **Data Protection Principle** requires:
- A. Collecting as much personal data as possible
  - B. Using data only for authorized purposes
  - C. Sharing data without consent
  - D. Storing data permanently
20. The **project life cycle** usually ends with:
- A. Implementation phase
  - B. Planning phase
  - C. Closure and evaluation
  - D. Initiation
21. An example of **effective professional communication** is:
- A. Interrupting others in meetings
  - B. Listening actively and responding respectfully
  - C. Using technical jargon to confuse others
  - D. Sending incomplete updates

22. The **term "digital footprint"** refers to:
- A. The size of a storage device
  - B. The trail of data created by a user's online activity
  - C. Software updates
  - D. Password strength
23. The **primary goal of professional development** is to:
- A. Earn money
  - B. Continuously improve knowledge and skills
  - C. Replace managers
  - D. Avoid additional training
24. Which of the following is **NOT** an example of **ethical IT behaviour**?
- A. Respecting copyright
  - B. Using licensed software
  - C. Accessing data without permission
  - D. Maintaining confidentiality
25. **Plagiarism** in academic or professional work means:
- A. Citing all sources properly
  - B. Copying work without acknowledgment
  - C. Writing original material
  - D. Sharing group credit
26. The **key document** used to track project progress is the:
- A. Risk Register
  - B. Project Status Report
  - C. Code of Ethics
  - D. Code Review Log
27. Professional conduct in meetings includes:
- A. Dominating discussions
  - B. Listening and contributing respectfully
  - C. Interrupting frequently
  - D. Ignoring the agenda
28. Which of the following best describes **sustainable computing**?
- A. Using outdated hardware
  - B. Maximizing energy efficiency and minimizing e-waste
  - C. Constantly upgrading devices
  - D. Ignoring recycling
29. The main purpose of **version control software** (like Git) is to:
- A. Delete files automatically
  - B. Track and manage changes to documents or code
  - C. Encrypt passwords
  - D. Manage emails

45. Which of the following is NOT an attribute of a professional IT worker?
- A. Accountability
  - B. Integrity
  - C. Confidentiality
  - D. Dishonesty
46. The **Software Development Life Cycle (SDLC)** includes which of the following stages?
- A. Testing and maintenance
  - B. Shopping and payment
  - C. Deployment only
  - D. Design only
47. An example of **ethical decision-making** is:
- A. Reporting security breaches immediately
  - B. Ignoring illegal activities
  - C. Accepting bribes to overlook issues
  - D. Spreading rumours about a client
48. To maintain **professional image** online, one should:
- A. Post offensive comments
  - B. Keep social media profiles respectful and appropriate
  - C. Argue publicly with employers
  - D. Share private company information
49. **Intellectual property rights** protect:
- A. Tangible physical items only
  - B. Creations of the mind like software, art, and inventions
  - C. Buildings and land
  - D. Unregistered products
50. **Professional practice in IT** primarily aims to:
- A. Build technical expertise only
  - B. Foster ethical, responsible, and accountable IT professionals
  - C. Encourage workplace competition
  - D. Limit collaboration

**SECTION B — TRUE / FALSE****(10 MARKS)**

Write **TRUE** or **FALSE** for each of the following statements in your answer booklet. Each carries **1 mark**.

1. Professional practice in IT includes maintaining confidentiality and integrity of information.
2. Communication is only important for team leaders in IT projects.
3. The ACM and IEEE provide ethical guidelines for IT professionals.
4. Plagiarism is acceptable if the source is freely available online.
5. Conflict resolution is part of professional communication skills.
6. Sustainable computing involves reducing e-waste and saving energy.
7. A code of conduct outlines what professionals should and should not do.
8. Poor documentation does not affect the outcome of an IT project.
9. Continuous professional development is part of ethical responsibility.
10. Misuse of company resources is considered unprofessional behaviour.

## **SECTION C — OPEN-ENDED QUESTIONS**

**(40 MARKS)**

Answer **all** questions in the answer booklet.

*Part 1: Short Answer (10 × 2 marks = 20 marks) (4 -5 lines each)*

1. Define *professionalism* in IT.
2. Explain **two key principles** of the ACM Code of Ethics.
3. Why is **documentation** essential in IT project management?
4. What are two **benefits of teamwork** in ICT workplaces?
5. List two examples of **unethical behaviour** in IT.
6. What is *digital communication etiquette*?
7. Explain what a *conflict of interest* is with an example.
8. Define *sustainable computing*.
9. What are two **advantages of professional certification** in IT?
10. List two methods of **maintaining workplace confidentiality**.

*Part 2: Case-Based Questions (4 × 5 marks = 20 marks) (5-10 lines each paragraph)*

11. **Data Privacy Issue:** You work for a company that stores client data. A colleague plans to share customer information with a third party for profit. How should you respond according to professional ethical standards?
12. **Team Conflict:** During a project, two team members disagree over coding practices, affecting progress. As project lead, how would you manage this situation?
13. **Workplace Misconduct:** You notice another employee installing unauthorized software on company systems. What professional steps should you take?
14. **Professional Growth:** Discuss why lifelong learning and certification are essential for IT professionals in today's evolving digital environment.

**The End**