

IMIS DIPLOMA QUALIFICATIONS

**Personal & Professional Practice in  
Information Systems (D1)**

Monday 2<sup>nd</sup> June 2014 14:00hrs – 17:00hrs

**DURATION: 3 HOURS**

**Candidates should answer ALL the questions in Part A and THREE of the five questions in Part B. Part A carries 40% of the marks available and Part B carries 60%. Candidates should allocate their time accordingly.**

***No reference material of any kind may be taken into the examination.***

**[Turn over]**

**PART A. Answer ALL questions in this section**

**Question A1**

Various communication methods can be used to communicate with others including colleagues and customers.

Identify TWO communication methods and the possible effect on the recipient in each case.

**(5 marks)**

**Answer marks allocation**

*1 mark each for any 2 from: email, telephone, letter, memo, newsletter etc. 2 marks*

*1 mark each for **linking** above to perception of recipient; eg personalising tone, formality v. informality. 2 marks*

*1 mark for overall coherence.*

**Question A2**

Briefly explain what is meant by 'Self Awareness' and its importance in your dealings with colleagues.

**(5 marks)**

**Answer marks allocation**

*2 marks for SA as recognising your own feelings, attitudes and values.*

*2 marks for recognising effect on others who may have different feelings, attitudes and values.*

*1 mark for overall coherence*

### Question A3

Briefly explain the terms Patent and Copyright and TWO main differences between them.

(5 marks)

#### Answer marks allocation

*1 mark each for basic explanation, eg protection of rights for inventions and creative works. 2 marks.*

*1 mark each for any valid differences, eg duration of protection, process involved etc. 2 marks.*

*1 mark for overall coherence*

### Question A4

Briefly explain the difference between a 'Code of Ethics' and a 'Code of Practice' giving a practical example of each.

(5 marks)

#### Answer marks allocation

*1 mark each for basic explanation of guidance based on values and ideals v. defining acceptable practice. 2 marks.*

*1 mark each for any 2 valid examples. 2 marks.*

*1 mark for overall coherence.*

### Question A5

A systematic approach includes both a Review and Evaluation.

Briefly explain the difference between 'Review' and 'Evaluation' giving a practical example of each.

(5 marks)

#### Answer marks allocation

*1 mark each for distinction of Review during a process and Evaluation at end. 2 marks*

*1 mark each for any valid examples. 2 marks.*

*1 mark for overall coherence.*

### Question A6

From your own experience briefly describe TWO practical examples where time has been badly managed and the effect of poor time management in each case.

**(5 marks)**

#### Answer marks allocation

*1 mark each for any valid examples based on self or others, eg poor time keeping, failure to attend meetings or respond to communications, failure to plan or prioritise etc. 2 marks.*

*1 mark each for reasonable consequences relevant to each case, eg slippage or stress etc . 2 marks.*

*1 mark for overall coherence.*

### Question A7

Describe ONE example from recent news where an IS professional has acted unprofessionally. State why you think the behaviour described is unprofessional.

**(5 marks)**

#### Answer marks allocation

*2 marks for any valid example which may range, eg from NSA bugging to employee cyber fraud.*

*2 marks for any valid reference to code of ethics, eg duty to public, employer etc.*

*1 mark for overall coherence.*

### Question A8

Describe TWO examples of cyber-crime from recent news and the consequences of those crimes

**(5 marks)**

#### Answer marks allocation

*1 mark each for any 2 valid news examples rather than generic examples. 2 marks.*

*1 mark each for reasonable consequences **relevant** to each case, eg to victims, organisation etc. 2 marks.*

*1 mark for overall coherence.*

**PART B. Answer any THREE of the following FIVE questions.**

**Question B9**

An interview is a central part of staff recruitment

- a) List THREE issues that need to be considered by the employer before the interview process.

**(6 marks)**

**Answer marks allocation**

*2 marks each for time and place, purpose, appropriate interviewer, with some explanation for full marks. 6 marks.*

- b) List the THREE stages that an interview should follow.

**(3 marks)**

**Answer marks allocation**

*1 mark each for: Introductory, Main, Body, and Conclusion. 3 marks*

- c) List THREE examples of questions that should not be asked in the interview in order to avoid discriminatory practice

**(6 marks)**

**Answer marks allocation**

*2 marks each for any 3 valid discriminatory questions, eg race, sexual orientation etc. 6 marks*

- d) Discuss why feedback should be given to unsuccessful candidates

**(5 marks)**

**Answer marks allocation**

*2 marks for any point related to the perspective of the candidate and 2 marks for any point related to the benefits to the organisation, eg being an ethical and good practice employer, plus 1 mark for overall coherence. 5 marks*

**(Total 20 marks)**

**Question B10**

Stallman (2004) argues that software should be 'free'.

- a) Explain what is meant by 'free' in this context.

**(5 marks)**

**Answer marks allocation**

*2 marks for not free of charge and 1 mark each for free to amend, develop and distribute etc. 5 marks.*

- b) Discuss FOUR advantages of Free or Open Source software using a practical example.

**(12 marks)**

**Answer marks allocation**

*2 marks each for each advantage: wider use, ability to adapt rather than start from scratch, elimination of duplicate effort, education and development of programmers etc. Plus 4 marks for any 1 relevant example, eg GNU or Open Source software. 12 marks*

- c) Explain why commonly used search engines such as Google are free to use.

**(3 marks)**

**Answer marks allocation**

*3 marks for free to user but dependent on advertising income, preferential placement etc*

**(Total 20 marks)**

**Question B11**

You have been asked to write a formal report on the implementation of a new software system in your business which involves all departments of the business.

- a) Describe how you might go about collecting the necessary information and identify THREE communication methods that you might use.

**(6 marks)****Answer marks allocation**

*3 marks for free describing any coherent process, eg communicating, consulting and collecting. 3 marks.*

*1 mark per communication method relevant to the above, eg email, telephone, letter, memo, newsletter, meetings, personal interviews etc. 3 marks*

- b) Discuss, using TWO practical examples, how you might deal with conflicting views and strong feelings amongst departmental colleagues

**(8 marks)****Answer marks allocation**

*2 marks each for any 2 relevant approaches, eg listening, identifying concerns, exploring suggestions, etc. 4 marks.*

*2 marks each for any 2 relevant examples related to the above. 4 marks.*

- c) Describe how you would structure your report and the headings you would use.

**(6 marks)****Answer marks allocation**

*The structure of each report may differ. 1 marks each for any 6 headings presented in a coherent order from:*

*Title page*

*Acknowledgements*

*Contents*

*Abstract or summary*

*Introduction*

*Methodology*

*Results or findings*

*Discussion*

*Conclusion and recommendations*

*References*

*Appendice*

**(Total 20 marks)**

**Question B12**

- a) Explain the terms and describe the difference between 'Data Protection' and 'Computer Crime'

**(6 marks)**

**Answer marks allocation**

*2 marks each for basic explanation of Data Protection being about protecting personal data by law and/or cyber-security and Computer (Cyber) Crime being about criminal actions based on computer misuse. 4 marks*

*2 marks for the distinction of protecting individual data and rights v. deliberate criminal acts using computer systems. 2 marks*

- b) Briefly describe and discuss TWO practical examples from recent news items where personal data protection has been ignored.

**(8 marks)**

**Answer marks allocation**

*2 marks each for each description of relevant recent news – generic examples or examples not directly related to personal data protection score 1 mark each. 4 marks*

*2 marks each for each for any reasonable discussion, eg consequences, individual and social ethical implications, jurisdiction issues (eg USA NSA) etc. 4 marks*

- c) Discuss THREE possible circumstances in which it might be ethical to breach Data Protection laws.

**(6 marks)**

**Answer marks allocation**

*2 marks each for each reasonable example, eg cyber-terrorism, national security, international crime etc. . 6 marks*

**(Total 20 marks)**



### Question B13

Adair suggests a framework for decision making which involves working through five stages

- a) State and briefly describe the FIVE stages in Adair's framework.

**(10 marks)**

#### Answer marks allocation

*2 marks each for each for: define objective; collect information; develop options; evaluate & decide, and acting to carry out the decision. A brief description of each factor is required for full marks. 10 marks*

- b) Explain any TWO of the range of factors that may influence the decision making process with a practical example of each.

**(10 marks)**

#### Answer marks allocation

*3 marks each for each for any 2 factors from: All information available; time constraints; hidden agendas; skills of the decision maker, and political pressures, define objective; collect information; develop options; evaluate & decide, and acting to carry out the decision. A brief description of each stage is required for full marks. 6 marks.*

*2 marks each for relevant examples of the chosen factors. 4 marks.*

**(Total 20 marks)**

**END OF EXAMINATION**