D1 - PERSONAL AND PROFESSIONAL PRACTICE IN INFORMATION SYSTEMS
SOLUTIONS & MARKING SCHEME.   JUNE 2013

PART A.

Answer A1.

Briefly explain what is meant by non-verbal communication and give THREE
examples.   (5 marks)

1 mark per example, (facial expression; eye contact; posture; orientation; proximity;
touch; movements; artefacts, and dress) plus *2 marks* for a clear distinction
between non-verbal and verbal.

Answer A2.

Briefly explain the purpose of referencing in a formal report and the consequences of
not providing references.   (5 marks)
1 mark each for: Identifying the source of information; providing a bibliography

1 mark each for plagiarism and lack of credibility.

1 mark for linking the two issues.

Or other valid answers.

Answer A3.

List TWO techniques of personal time management and the consequences of not
using them.   (5 marks)

Any two from – *1 mark per point plus 1 mark per point per consequence plus 1
mark for coherence.*

Invest time to save time
Set priorities
Keep a clear focus
Avoid waste
Use of diary
Three minute rule
Working together
Timing
Best person for a job
Worst first rule
Take a break
Expanding workload
Be positive

Answer A4.

Using an example, describe how risk might be assessed in terms of impact and incidence.   (5 marks)

1 mark for an example of risk and 2 marks each for impact and incidence. **See diagram [T2, p.249].**

Answer A5.

Explain briefly what is meant by 'whistle blowing' and, using an example, the circumstances in which it is legitimate.   (5 marks)

'…revelations meant to call attention to negligence, abuses, or dangers that threaten the public interest' [T1 p.115] – *2 marks*

Alternative avenues exhausted – *2 marks*

Any reasonable example – *1 mark*

Answer A6.

Explain, using an example of each, the difference between 'professional' and 'non-professional' occupations.   (5 marks)
2 marks per point from any of:

Distinction between a professional and mere technician
Organise as a professional group and see other members as peers/colleagues
Follow ethical standards or have ethical code
Exercises judgement in performance of tasks

To a maximum of *4 marks* plus *1 mark* for overall coherence.

Answer A7.

Explain the term 'data protection' and TWO problems in enforcing it in practice.
                                                                                       (5 marks)
1 mark each for mention of elements of Data Protection Act: data controller; personal data, and processing or any other valid answers.

1 mark each for mention of: difficulties of an individual enforcing; passing data to third party countries or other valid answers.

Answer A8.

In the context of Continuous professional development, list FIVE reasons to learn.

(5 marks)

1 mark each for any five from:
Job satisfaction
Improved practice
Avoid burnout
Personal development
The 'adventure' of theory
It's dangerous not to.
Or other valid answers.

PART B.

Answer B9.

In the context of the requirements of a formal report:

Explain, using an example, what is meant by the term 'plagiarism' and explain its relationship to 'referencing'. (4 marks)

2 marks for an example of deliberate (e.g. using others' material and passing it off as your own) or accidental (failing to reference with no intent to deceive) plagiarism. *2 marks* for referencing as negating the accidental and identifying the deliberate to total *4 marks*.

Name and briefly describe ONE system of referencing. (4 marks)

2 marks for name (e.g. Harvard) and *2 marks* for description or example to total *4 marks*

Using an example of formal report that you have prepared or studied, explain what is meant by:

Requirements
Structure
Components

2 marks per element description plus *2 marks* per example.

(12 marks)

(Total 20 marks)

Answer B10.

Thompson (2009) emphasises the benefits of using a systematic approach to practice.

List and explain THREE overall objectives that should form the framework for systematic practice in the development of an information system.   (6 marks)
What are you trying to achieve? Aims and objectives etc.
How are you going to achieve it? Strategic approach; teamwork and flexibility
How will you know when you've achieved it? Clear criteria; review and evaluation, and feedback.

1 mark per heading plus *1 mark per explanation*.

List the FIVE stages stated by Thompson's suggestion that 'Planning is an ongoing activity'.   (5 marks)
1 mark per stage: Assessment; Intervention; Review; Ending, and Evaluation.

Use a case study from your experience or study of this unit to illustrate why it is important to review and evaluate any information system after implementation. What important knowledge might be gained from this process?   (9 marks)
Objectives met?
Objectives set appropriately?
Aims met?
Any ongoing aspects?
Other options considered?
What lessons learned?
Benefits realisation?

2 marks for 2 points relating to review.
2 marks for 2 points relating to evaluation.
5 marks for relevant case study illustrating above.

(Total 20 marks)

Answer B11.

Use THREE practical examples to explain briefly the ethical basis of professionalism in IS practice.   (6 marks)

2 marks per example for any reasonable examples: e.g. IPR, Data protection, gambling, pornography, wikileaks etc. or any other reasonable example.

Describe, listing THREE principles, how a professional code of ethics that you have studied addresses the ethical issues raised in part a).   (6 marks)

1 mark per principle plus *1 mark* for relating to a) answer to a max of 6 marks. The following is IMIS but any code may be used.

Principle 1: Society
I will uphold the health, safety and welfare of wider society, future generations and the environment.
Principle 2: Organisations
I will serve my employers and clients honestly, competently and diligently.
Principle 3: Peers
I will respect and support the legitimate needs, interests and aspirations of all my colleagues and peers.
Principle 4: Staff
I will encourage and assist those I supervise both to fulfill their responsibilities and to develop their full potential.
Principle 5: Profession
I will strive to be a fit representative of my profession and to promote the vision of the Institute.
Principle 6: Self
I will be honest in representing myself and will continually strive to enhance both my professional competence and my ethical understanding.

Use an example from a case study to illustrate FOUR national or international laws that an IS practitioner might be required to obey.   (8 marks)
                                                                                                (Total 20 marks)

This is open ended based on the case study; *1 mark* per law mentioned (DP, IPR patents etc, computercrime, national security laws etc or any reasonable alternative) plus *1 mark* for application to example to total *8 marks*.

Answer B12.

Briefly explain what is meant by 'Intellectual property rights' and how these might be formally protected. (6 marks)

Non physical property e.g. software and data *2 marks.* Copyright and patents *2 marks each.*

Tavani (2011) identifies piracy, trespass and vandalism as categories of cybercrime. Explain these categories using one example of each.

(9 marks)

2 marks for explaining each category [T1, p. 209] plus *1 mark* per example to total 9 marks.

Explain briefly five of the difficulties in combating cybercrime across international borders. (5 marks)

Different jurisdictions, countries or states – *1 mark*
Different laws – *1 mark*
Location of server – *1 mark*
Location of 'offender' – *1 mark*
Or any other reasonable point plus *1 mark* for coherence.

(Total 20 marks)

Answer B13.

Thomson (2009) argues that valuing diversity is an important aspect of personal professional development.

Explain briefly Thomson's reasoning for the above statement.

(4 marks)

1 mark each for: effect on self; effect on others, and effect on business plus *1 mark* for coherence to total *4 marks*.

List SIX social differences between individuals that might give rise to discrimination.

(6 marks)

Any six from – *1 mark per point:*

Age
Disability
Race/ethnicity
Sexual orientation
Region
Gender
Religion
Class
Culture
Language

Use TWO examples from your own experience or case studies to discuss situations where discrimination has occurred. Explain in each case what interventions might have been used to counter discriminatory practice. (10 marks)

1 mark per relevant example plus *1 mark* for reason for discrimination from above list plus *3 marks* for any reasonable suggestions of at least 2 interventions (legal, disciplinary, training etc) related to the reason.

5 marks per example to total 10 marks.

(Total 20 marks)

END OF EXAMINATION.

Reading References.

[T1]   Tavani, H T (2011)
        Ethics and Technology (3rd ed)
        Wiley
        ISBN 978-0-470-50950-0

[T2]   Thompson, N (2009)
        People Skills (3rd ed)
        Palgrave Macmillan
        ISBN 978-0-230-22112-3

[W1]
http://www.sussex.ac.uk/engineering/internal/forstudents/studyguides/techreportwriting

[W4] http://www.ico.gov.uk/

[W6] www.**imis**.org.uk/information/**ethics**_in_it

PART A		
Question No.	Learning Outcome	Reference
1	LO1; AC 1.1,1.3	[T2] Ch.13
2	LO1; AC 1.4	[W1]
3	LO2; AC 2.1, 2.2, 2.3.	[T2] Ch.2 & 3
4	LO3; AC 3.1, 3.2	[T2] Ch.26
5	LO4; AC 4.4, 4.5	[T1] Ch.4.4.2
6	LO4; AC 4.1	[T1] Ch.4.1 & 4.2
7	LO; AC5.3	[T1] Ch.5.2 [W4]
8	LO6; AC 6.1	[T2] Ch.9

PART B.		
Question No.	Learning Outcome	Reference
9 a. b. c.	LO1; AC 1.4 LO1; AC 1.4 LO1; AC 1.4	[W1] [W1] [W1]
10 a. b. c.	LO3; AC 3.1 LO3; AC 3.2 LO3; AC 3.3	[T2] Ch.22 [T2] Ch.24 [T2] Ch.27
11 a. b. c.	LO4; AC 4.2 LO4; AC 4.3 LO4; AC 5.1,5.3	[T1] Ch.4.1 & 4.2 [T1] Ch.4.3, [W6] [T1] Ch.5,6,7&8
12 a. b. c.	LO5; AC 5.2 LO5; AC 5.3 LO5; AC 5.2,5.3	[T1] Ch.8 [T1] Ch.7.4 [T1] Ch.7&8 [T1] Ch.5.5 & 5.6
13 a. b. c.	LO6; AC 6.1,6.2,6.3 LO6; AC 6.3 LO6; AC 6.2,6.3	[T2] Ch.11 [T2] Ch.11 [T2] Ch.11