IMIS DIPLOMA QUALIFICATIONS

Personal & Professional Practice in Information Systems (D1)

Monday 2nd December 2013 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. Candidates should attempt all EIGHT questions.

Question 1.

Briefly explain what is meant by 'cyber security' and give TWO examples of security being breached from recent news items.

(5 marks)

2 marks per relevant example plus 1 *mark* for the explanation mentioning Internet or network security.

Question 2.

Explain the term 'data protection' using TWO examples drawn from recent news items.

(5 marks)

1 mark each for mention of 3 elements of Data Protection Act: data controller; personal data, and processing or any other valid answers.

1 mark each for mention of 2 examples.

Question 3.

Explain briefly how and why you might deal with unethical behaviour of your manager in your organisation, using ONE example.

(5 marks)

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

Alternative internal avenues exhausted – 2 marks

Any reasonable example – 1 mark

Question 4.

Using an example, describe the concept of business risk and how it might impact on a business's reputation.

(5 marks)

2 marks for an example of risk and 3 marks for an explanation of possible impact. See diagram [T2, p.249].

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Question 5.

List FIVE techniques that might help your staff to manage better their use of working time.

(5 marks)

Any five from – 1 mark per point .

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

Question 6.

Explain, using an example of each, what distinguishes a 'professional' from a 'mere technician'.

(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.

Question 7.

Briefly describe the structure of a formal report and explain the consequences of not providing references.

(5 marks)

3 marks for the basic headings.

1 mark each for plagiarism and lack of credibility.

Or other valid answers.

Question 8.

Outline FIVE areas of human diversity that should be considered to avoid discrimination when recruiting staff.

(5 marks)

One mark each **for any five from:**
- **Age**
- **Disability**
- **Race/ethnicity**
- **Sexual orientation**
- **Region**
- **Gender**
- **Religion**
- **Class**
- **Culture**
- **Language**

Or other valid answers.

PART B. Candidates should attempt THREE questions only. Clearly cross out 'surplus' answers; failure to do so will result in the first 3 answers being marked.

Question 9.

a) Explain the distinction between written, verbal, and non-verbal communication with an example of each. (4 marks)

1 mark per example plus *1 mark* for a clear distinction between non-verbal and written.

b) State THREE ways in which you might communicate to colleagues at work. (3 marks)

Almost any communication medium is valid here but the choice sets the scene for part c). *1 mark per method* **up to 3 marks from:**

- **Telephone**
- **Any means of paper communication**
- **E-mail and attachments**
- **Fax**
- **Website reference**
- **Etc.**

c) Briefly describe one advantage **and** one disadvantage for EACH of the THREE types of communication you have selected in your answer to Part b. (3 marks)

1 mark per combined **different advantages and disadvantages for each of the** *3 examples.*

Factors might include:

- **Permanent v. transient**
- **Speed v. slowness**
- **Legally binding v. informal**
- **Verbal v. written**

d) Discuss how e-mail can be an effective and appropriate form of communication in the workplace and outline a situation when you might use it to communicate with:-

i)   A potential customer.

ii)   A manager at work.

Include in your answer what might be the dangers or disadvantages of communicating by e-mail for each situation.

(10 marks)

i) a potential customer

3 marks for an example of where it is effective, e.g. speed and fast interaction, and appropriate, e.g. an immediate response for purely informational material has been requested.

2 marks for a danger or disadvantage e.g. possible confusion over legal status and lack of an established etiquette. No guarantee that it has been received or properly understood. Is a formal letter preferable?

5 marks

ii) A manager at work

3 marks for an example of where it is effective e.g. speed and fast interaction and appropriate e.g. know the person well or an immediate response has been requested.

2 marks for a danger or disadvantage e.g. use of inappropriate language, overly casual in tone and lack of an established etiquette. Is a telephone conversation preferable?

5 marks

(Total 20 marks)

Question 10.

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

a) 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*.

b) Briefly explain THREE areas where lack of focus by the IS professional might have an unwelcome effect on the development of an information system. (6 marks)

- **Confusion – lack of direction**
- **Lack of focus – stress**
- **Vagueness – lose sight of objectives**
- **Influence of others – side tracking.**

2 marks per any three points **or other valid points to a max of six marks.**

c) Use a case study from your experience or study of this unit to illustrate what important knowledge might be gained from the process of *review* and *evaluation* of any information system after implementation?

(..8 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.
4 marks for relevant case study illustrating above.

(Total 20 marks)

Question 11

Weiner noted that computer ethics were derived from the problem that the use of computers has 'unheard of importance for good and evil'.

a) Identify and define TWO social and ethical consequences of information technology which are now public issues in most countries.

(6 marks)

3 marks per example for any reasonable examples: eg IPR, Data protection, gambling, pornography, wiki leaks etc. or any other reasonable example.

b) Moor suggests that, because of informational enrichment we are headed for a 'cashless society'. Describe the changes that have taken place in monetary transactions and explain what might be meant by 'a cashless society'.

(6 marks)

3 marks for examples of changes: credit cards, debit cards, Smartphones, Oyster cards, Paypal etc and 3 marks for a reasonable explanation of using electronic transactions rather than hard cash.

c) Describe a situation where you think that a disaster was caused by an Information Systems failure using a practical example.

.   (8 marks)

Any example is acceptable as long as the role of a computerised system is clear. 4 marks for the example plus 4 marks for why it was a disaster related to the use of computerised systems.

(Total 20 marks)

Question 12.

    a)   Briefly explain how 'Intellectual property rights' might be regarded in different countries and how these rights might be legally protected.   (6 marks)

Non physical property eg software and data 2 marks. Copyright and patents 2 marks each.

    b)   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.

    c)   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)

[Turn over]

Question 13.

Thomson (2009) argues that Continuous Professional Development (CPD) is an essential element of self-reflection for an IS practitioner.

a) Explain briefly what is meant by the term Continuous Professional Development (CPD).

(3 marks)

One mark each **for points that cover the three elements of the term:**
- **Continuous in the context of an ever changing industry**
- **Professional within the framework of an IS professional**
- **Development that enhances individual skills, stimulates and increases job satisfaction.**

b) Give FIVE reasons why it is in your interest to learn.

(5 marks)

One mark each **for any five from:**
- **Job satisfaction**
- **Improved practice**
- **Avoid burnout**
- **Personal development**
- **The 'adventure' of theory**
- **It's dangerous not to**

c) Give SIX strategies that can be used to promote learning within any organisation. (6 marks)

1 mark each **for any six from:**
- **Training courses**
- **Supervision**
- **Evaluation and review**
- **Feedback**
- **Students supervision**
- **Secondments**
- **Research**
- **Reading**

d) Describe and discuss how you have gone about identifying your own Personal Development Pathway and creating your own CPD profile.

(6 marks)

This is an open-ended question based on tutorial and self-study activity.

1 mark **for including the notion of pathway as a personal plan for future activity plus** *1 mark* **for an example.**

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1 mark for including the notion of profile as evidence of CPD activity plus *1 mark* for an example.

2 marks for the overall quality of the answer. Reference could be made to 'where am I, where do I want to be and how do I get there?' or skills sets and career planning but any reflective answer should be credited.

(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	LO4; AC 4.4, 4.5	[T1] Ch.4.4.2
2	LO; AC5.3	[T1] Ch.5.2 [W4]
3	LO4; AC 4.4, 4.5	[T1] Ch.4.4.2
4	LO3; AC 3.1, 3.2	[T2] Ch.26
5	LO2; AC 2.1, 2.2, 2.3.	[T2] Ch.2 & 3
6	LO4; AC 4.1	[T1] Ch.4.1 & 4.2
7	LO1; AC 1.4	[W1]
8	LO6; AC 6.2, 6.3	[T2] Ch.9, 10, 11

PART B.		
Question No.	**Learning Outcome**	**Reference**
9		
a.	LO1; AC 1.1	[T2] Ch.12,13,14
b.	LO1; AC 1.1	[T2] Ch. 4
c.	LO1; AC 1.2	[T2] Ch. 4
d.	LO1; AC 1.2, 1.3	[T2] Ch. 4
10		
a.	LO3; AC 3.1	[T2] Ch.22
b.	LO3; AC 3.1	[T2] Ch.22
c.	LO3; AC 3.3	[T2] Ch.27
11		
a.	LO4; AC 4.5	[T1] Ch.4.1 & 4.2
b.	LO4; AC 4.4	[T1] Ch.4.3, [W6]
c.	LO4; AC 4.4,5.4.5	[T1] Ch.5,6,7&8
12		
a.	LO5; AC 5.2	[T1] Ch.8
b.	LO5; AC 5.3	[T1] Ch.7.4
c.	LO5; AC 5.2,5.3	[T1] Ch.7&8
		[T1] Ch.5.5 & 5.6
13		
a.	LO6; AC 6.1	[T2] Ch.9
b.	LO6; AC 6.1	[T2] Ch.9
c.	LO6; AC 6.1	[T2] Ch.9
d.	LO6; AC 6.1	[T2] Ch.9