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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 3rd August, 2022
Time: 11.30am –1.30pm

KCS 001 - COMPUTING PROFESSIONAL ETHICS

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

a) CASE STUDY

CONFLICT OF INTEREST

Oliver Kilimo makes a living as a private consultant. Small businesses hire him to advise them about their computer needs. Typically a company asks him to come in, examine the company's operations, evaluate their automation needs, and make recommendations about the kind of hardware and software that they should purchase. Recently, Oliver was hired by a small, private hospital. The hospital was interested in upgrading the hardware and software it uses for patient records and accounting. The hospital had already solicited proposals for upgrading their system. They hired Oliver to evaluate the proposal they had received. Oliver examined the proposals very carefully. He considered which system would best meet the hospital's needs, which company offered the best services in terms of training of staff and future updates, which offered the best price, and so on. He concluded that Tri-Star Systems was the best alternative for the hospital, and he recommended this in his report, explaining his reasons for drawing this conclusion. What Oliver failed to mention (at any time in his dealings with the hospital) was that he is a silent partner (a co-owner) in Tri-Star Systems.

- i) Was Oliver's behavior unethical? [2 marks]
 - ii) Should Oliver have disclosed the fact that he had ties to one of the companies that made a proposal? Discuss? [6 marks]
 - iii) Should he have declined the job once he learned that Tri-Star had made a bid? Why? [8 marks]
- b) Describe the term Privacy as used in ICT stating its benefits to the users. [6 marks]
- c) Discuss any four main characteristics of personal data. [8 marks]

QUESTION TWO (20 MARKS)

- a) Discuss any five main characteristics of IT as a profession. [10 marks]
- b) Differentiate between Computer Crime from computer Abuse. Give examples. [4 marks]
- c) Define computer hackers and explain various ways in which they gain access to a system to gain login credentials. [6 marks]

QUESTION THREE (20 MARKS)

- a) The emergence of ICT has led to both positive and negative impact to the society. Discuss any five negative impacts. [10 marks]
- b) Discuss the health risks of using computers. [6 marks]
- c) State FOUR benefits of software license agreements. [4 marks]

QUESTION FOUR (20 MARKS)

- a) Explain the following issues in relation to internet law: Accountability issues, Defamation and Pornography. [10 marks]
- b) When developing a new software quality cannot be directly measured hence it was decided to breakdown software quality into manageable and measurable quality factors. Explain any FIVE technical factors considered. [10 marks]

QUESTION FIVE (20 MARKS)

- a) Define the term outsourcing as used in business enterprises. [2 marks]
- b) Explain any four potential benefits of outsourcing IT Service Management. [8 marks]
- c) Discuss the following basic ethical concept:
 - i) Responsibility
 - ii) Liability
 - iii) Due process
 - iv) Accountability [10 marks)