

***Faculty of Sciences
ICT in a Social Context
Exam December 17, 2008***

READ THIS PAGE CAREFULLY!

This exam will be corrected by several teachers, therefore it is important that you WRITE YOUR NAME ON EVERY PAGE OF THE EXAM!

Write your answers **ONLY** on the exam paper itself. If you need more space to answer a question, you may use the back of the page. The exam is in English, but if you prefer, you may answer in Dutch.

Only pages which contain your name at the top will be considered when correcting this exam!!!!

NAME:

STUDENT NUMBER:

This exam consists of three parts:

PART A: Questions about Part 1 of the course, Practical aspects of ICT, worth 30 points
(2 questions of 15 points each).

PART B: Questions about Part 2 of the course, ICT and law, worth 30 points
(4 questions of 7.5 points each).

PART C: Questions about Parts 3 and 4, Karin Spaink and Computer Ethics, worth 30 points
(2 questions of 15 points each).

In total you can score 90 points. 10 points will be awarded by default. Your total score will therefore be between 10 and 100 points. Your final score for this exam is obtained by dividing this total by 10 and rounding it to the nearest half-point according to faculty regulations (a 5.5 is not possible!).

Good luck, veel succes!

PART A, Exam December 17 2008, ICT in a Social Context. **NAME:**

Question 1 (15 points; 1 point per line). *Project members and their competencies*

Indicate for each of the next fifteen questions whether the answer is True or False. Only one answer is possible.

True	False
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1	The estimating of an entire project is always being done by the systems programmer, as he/she knows all the details.		
2	A project manager should be good at decision making, should show perseverance and a high level of being stress proof.		
3	A programmer always is a member of the Steering Group in order to answer detailed technical questions which other Steering Group members may have.		
4	A project manager always tells the EDP-auditor what conclusions to write in the auditing report.		
5	As soon as a project manager has passed the PRINCE2 examination, he/she is an experienced project manager.		
6	The chairperson of the Steering Group is considered to be the owner of the project and as such has the final responsibility and accountability.		
7	A chairperson of a Steering Group should be good at decision making, active listening and should have a strategic vision and good judgement.		
8	In every project the account manager is a member of the Working Group.		
9	The systems programmer always has detailed domain knowledge of the user applications.		
10	The Reference Group acts as a staff group in the project set up.		
11	An account manager does not need customer orientation and should be very good at working on his/her own.		
12	A project manager takes initiative, stimulates teamwork, is flexible and is good at conflict handling.		
13	A project manager should have good communication skills and leadership abilities.		
14	A programmer in a Working Group does not necessarily need to be methodical and must be able to negotiate constantly.		
15	A Steering Group usually meets every two months.		

PART A, Exam December 17 2008, ICT in a Social Context. **NAME:**

Question 2 (15 points). *Commercial activities*

- 2.1 Describe three important activities which should be carried out by an experienced Account Manager in an international ICT (Information Communication Technology) company. Explain your answer. (6 points; 2 points per activity).
- 2.2 Describe three important activities which should be carried out by a Selection Team in an international bank. The Selection Team has been asked to select a supplier for a new international banking system. Explain your answer. (6 points; 2 points per activity)
- 2.3 Describe two important factors how the sales process for small systems and small software packages differs from selling large systems and large projects. Explain your answer. (3 points; 1.5 point per factor)

PART B, Exam December 17 2008, ICT in a Social Context. **NAME:**

Question 3 (7.5 points). *Law*

Article 5(1) of the Directive provides:

1. In addition to other information requirements established by Community law, Member States shall ensure that the service provider shall render easily, directly and permanently accessible to the recipients of the service and competent authorities, at least the following information:
(c) the details of the service provider, including his electronic mail address, which allow him to be contacted rapidly and communicated with in a direct and effective manner;

Opinion 1

It is clear that under Article 5(1)(c) of the Directive the service provider is required to offer recipients of the service a rapid, direct and effective means of communication in addition to his electronic mail address.

Opinion 2

Service providers are also not required, in accordance with that provision, to provide a second means of contacting users, different from the electronic mail address, so long as the latter is adequate and sufficient to enable rapid contact and establish direct and effective communication.'

Please argue which opinion best reflects the meaning of Article 5(1)(c)

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Question 4 (7.5 points). *Law*

In what way and for what purpose can the right of privacy be restricted? Give two examples in a national and international context.

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Question 5 (7.5 points). *Law*

What is the purpose of the protection of intellectual property? Why is the protection of intellectual property on the internet a problem? Please elaborate.

PART C, Exam December 17 2008, ICT in a Social Context. **NAME:**

Question 7 (15 points). *Your digital rights online; Karin Spaink*

In your view, are your digital traces yours, or the property of the companies/institutions harvesting them? Are these institutions at liberty to do whatever with these data, or should some restraints apply? If so, which restraints? Argue your position.

PART C, Exam December 17 2008, ICT in a Social Context. NAME:

Question 8 (15 points). *Computer ethics*

You are the project manager of a team that is working on a computer-guided laser which will be used to treat cancers. The computer determines direction, intensity and timing of the laser beam. For several reasons there have already been delays, and the deadline is close. There will not be enough time to perform all of the necessary tests in full, but until now the system has functioned properly in testscenarios for routine treatment. You must make a decision about whether (and when!) to make the system available to hospitals.

a. Are the following rules of the ACM Code of Ethics relevant in this scenario? Explain why or why not for each rule. (5 points)

- Contribute to society and human well-being.
Yes/no, because...

- Respect the privacy of others.
Yes/no, because...

- Accept and provide appropriate professional review.
Yes/no, because...

- Honor contracts, agreements, and assigned responsibilities.
Yes/no, because...

- Improve public understanding of computing and its consequences.
Yes/no, because...

QUESTION CONTINUES ON NEXT PAGE!

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Question 8 (continued).

- d. What would you decide? Use the answers to questions a, b and c in your ethical arguments. You are expected to use arguments based on both Duty Theory and Utilitarianism. (5 points)