

# Presentation Outline

## Information technology – facilitator, or temptress for the unethical ?

- Introduction
- The business environment
- The temptation of technology
- Temptations for management
  - Exploiting the asset
  - Watching employees
  - Turning a “blind eye”
- Temptations for staff
  - Returning favours
  - Currying favour
- Temptations for the community
- Conclusion

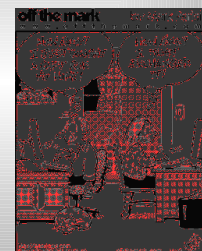
## The Business Environment

- A complex web
  - Frontline clip
- Assets available
- Company image
- Drive to reduce expenditure and increase revenue
- Staffing and productivity



## Computers create special problems because

- They enable us to perform many activities...and quickly
- We can undertake activities that would be impossible/impractical to do manually
- Information technology is heavily used by individuals and organisations
- Many people don't really know what the implications of being a computer professional are



## A Poem

.....when those on earth die,  
 there is not even a sound;  
 One is cool and enthralled in the cockpit,  
 Turned blue by the power of beauty,  
 In a pale treasure-hole of soft light,  
 Deep in aesthetic contemplation,  
 Seeing the ponds catch fire.....

From "The Firebomber" by Dickie, J., 1961

## The 7 Temptations.....

1. Speed
2. Privacy and anonymity
3. Nature of the medium
4. Aesthetic attraction
5. Increased availability
6. International
7. Power to destroy

## The 7 temptations...

### 1. Speed

- Gather and send information very quickly
- Chances of being caught reduced
- Speed can be exhilarating
- Focus on "how fast", rather than "what"



### 2. Privacy and anonymity

- Absolute or near-absolute privacy
- Sense of invulnerability
- Added to by remote source
- Different to a "physical" break-in
- "Private" information available



## The 7 temptations...

### 3. The Nature of the Medium

- Steal without removing
- Nothing "stolen"
- Owner not harmed



### 4. Aesthetic Attraction

- Creative, inventiveness and artistry
- A challenge
- Novel or innovative solution to beat a professional



## The 7 temptations...

### 5. Increased Availability

- Greater opportunity (and still increasing)
- Wider range of data
- Merging of technologies -TV, telephone



### 6. International

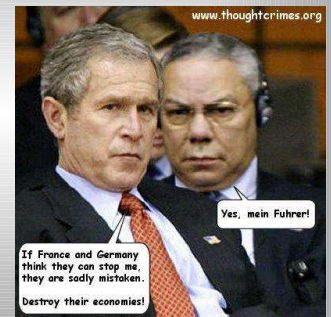
- No geographical limits
- Opportunities to make money, spread influence
- Attractiveness distances us from issues such as whether appropriate or not



## The 7 temptations...

### 7. Power to Destroy

- Viruses
- Destruction of data
- Triggering viruses
- Use by defence agencies



## Temptations for management

- Exploiting the asset
  - What can we sell ? What information do I have that might be useful to others ?
- Watching employees
  - Are they working ? Are they working for me ? Are they breaking the law ?
- Turning a "blind eye"
  - Management by "results", general lack of leadership in ethical matters

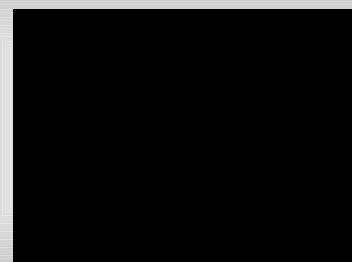
## Temptations for staff

- Returning favours
  - Sharing of knowledge
  - Networks
- Currying favour
  - Sucking up
  - Meeting deadlines
  - Promoting yourself

## Temptations for the community

- Wide availability of technology
- Use by those who may not understand the implications of their actions
- The "intangible" nature of the object

## Software piracy



# Monitoring



**THE WALL STREET JOURNAL**  
**Monitoring of Workers**  
**Is Boss' Right but Why Not**  
**Include Top Brass?**  
Mar 18, 2003, Page 1

When the American Management Association and the consulting firm strategy Institute release their 2002 Electronic Monitoring & Surveillance Survey today, it will include this cheery little tidbit: 25% of the organizations surveyed fired terminated employees for e-mail abuse, and 6% have claimed them for missing office phones.

The survey doesn't show how many of those employees were members of the executive suite. But you can bet that not many executives were listed by their prattled petards.

In a lot of organizations, the senior executives are immune from any (electronic) monitoring, says Lucy Flynn, executive director of Policy Institute. She also maintains that private-sector companies aren't doing enough to educate everyone from interns to the top brass about acceptable Internet usage. And, she says, they also haven't made it clear enough that at work, you have no reasonable expectation of privacy.

# Monitoring (or spying?)

- What ?
  - Individuals or groups, email, voice mail, use, work processes, types of use..
- Who gets the information ?
  - Employee, manager, both, work group, public
- When ?
  - Real time, summaries, archives
- Purpose ?
  - Legal, work improvement, policy enforcement, knowledge management
- Involvement
  - Access, notification, interpretation

## For the software engineer

- Recognise the role you play
- Recognise that the temptations exist
- The temptations mean extra vulnerability, extra things to guard against
- Act as a professional is expected to – you are safeguarding the profession itself.

## In conclusion.....computers create special problems because....

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## Thanks and acknowledgements

- Joey George from Florida International for his book *Computers in Society*
- David Wilson from UTS for the OneTel material
- Richard Rubin for introducing me to the concept of moral distance and *The Firebomber* poem
- PBS for the *Enron* clip
- Jessica Dick for helping put together this presentation