



## ISM525: ETHICAL CONSIDERATIONS IN MANAGING INFORMATION TECHNOLOGY

**Credit Hours:** 3

**Contact Hours:** This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

**Faculty Information:** Faculty contact information and office hours can be found on the faculty profile page.

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### COURSE DESCRIPTION AND OUTCOMES

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#### Course Description:

This course provides information about the ethical considerations and issues IT professionals encounter in the workplace in regards to data, electronic communication, and information security. Students will evaluate and interpret information technology policies and regulations and discuss the implications for ethical decisions by IT professionals and leadership.

#### Course Overview:

This course, Ethical Considerations in Managing Information Technology, will explore the ethics of using information technology. The general public lacks the knowledge and understanding about IT ethical issues. The course will provide awareness about IT ethics from a management viewpoint. It will help you to understand areas of business that are sensitive to information technology ethics so you can avoid common pitfalls. You will learn about the threat of computer crimes and the perpetrators behind the crimes. Privacy will be addressed to introduce the guidelines and laws surrounding employee and organizational protections on privacy in relation to information technologies like the internet. In a similar context, freedom of speech and intellectual property will also be examined.

Software systems have a major impact on businesses today. The special needs of safety-critical software systems will be revealed and analyzed. You can expect to scrutinize the impact technology makes on business and the world, including the overwhelming influence of social networking. The last module will consider various workers and engineering ethics. The course will culminate with a project designed to expand your thinking about the importance of ethics in the information technology realm.

#### Course Learning Outcomes:

1. Identify legal, ethical, and societal implications of information technology.
2. Determine solutions for IT ethical questions.

3. Analyze ethical situations in information technology.
4. Critique solutions for IT ethical cases.

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## **PARTICIPATION & ATTENDANCE**

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Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first seven days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

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## **COURSE MATERIALS**

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### **Required:**

Reynolds, G.W. (2019). *Ethics in information technology*. (6<sup>th</sup> ed.). Boston, MA: Cengage Learning. ISBN: 9781337405904

**NOTE:** All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises are provided within the course itself. Please read through each course module carefully.

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## **COURSE SCHEDULE**

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### **Due Dates**

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and peer responses posted by Sunday at 11:59 p.m. MT. Late posts may not be awarded points.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

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## **WEEKLY READING AND ASSIGNMENT DETAILS**

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### **Module 1**

#### Readings

- Chapters 1 & 2 in *Ethics in Information Technology*

#### Discussion (25 points)

#### Critical Thinking (70 points)

#### **Career Development Assignment – Self-knowledge**

Sun Tzu stated, if you know your enemy but not yourself, you will likely lose the battle. Self-knowledge enables us to understand our strengths and weaknesses. It enables us to take the necessary steps to leverage our strengths and take those steps to turn our weaknesses into strengths.

For this assignment, you are required to complete the PAIRIN Soft Skill Development tool, which is designed to identify an individual's strengths and potential areas for growth. Based on your survey responses, PAIRIN provides personalized insight into soft skills, qualities, mindsets, and patterns. The results from the survey will help you identify some of your strengths and potential areas for growth

Complete the [PAIRIN](#) assessment. Then, prepare a short paper containing the following:

- Briefly describe the results of the PARIN test results. Were there any surprises?
- What ethical issues might you anticipate encountering during your career?
- How will you address those ethical issues using your identified strengths/skills?
- What skills will help you make the right decision?

Your paper should be two to three pages in length and conform to CSU-Global Guide to Writing and APA. The CSU-Global Library is a good place to find references to support your answers.

## Module 2

### Readings

- Chapter 3 in *Ethics in Information Technology*

### Discussion (25 points)

### Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Security and Incident Response**

You are the newly hired Chief Technology Officer at a small marketing firm that employs 25 people. The firm's CEO has asked you to prepare a report that includes the following elements:

- Explain the need for a security policy.
- Describe types of attacks and possible perpetrators.
- Propose a basic incident response plan for the company.

Your paper should be two to three pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

#### **Option #2: Case Study: Sony's Response to North Korea's Cyber Attack**

Review the case, "Sony's Response to North Korea's Cyber Attack" at the end of Chapter 3. Develop a report that includes the following elements:

- Discuss the key facts of the case

- Analyze the case from all possible ethical angles
- Identify the legal aspects of the case.

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

### Module 3

#### Readings

- Chapter 4 in *Ethics in Information Technology*

#### Discussion (25 points)

#### Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Privacy in a Technological Age**

Privacy protection is a hot topic in today's data-hungry technological world. In a well-written paper, begin with an examination of an individual's right to privacy. Then consider how advanced surveillance and monitoring technologies might intrude upon this right to privacy. How might the roles and obligations of an organization conflict with its workers' right to privacy? Provide specific examples to support your analysis.

Your paper should be two to three pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two to three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

#### **Option #2: Case Study – Serious Data Breach at OPM**

Review the case "Serious Data Breach at OPM" at the end of Chapter 4 in the textbook. Develop a report that includes the following elements:

- Discuss the key facts of the case.
- Analyze the case from all possible ethical angles.
- Identify the legal aspects of the case.
- Research whether OPM has implemented the necessary security measures to prevent another data breach.

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

#### Portfolio Milestone (25 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

**Option #1: Case Outline**

For this milestone, select which case you intend to report on. Provide a medium- to high-level outline of your Portfolio Project Report. Review the Project Portfolio requirements to ensure your outline covers all required elements.

List at least three scholarly references you intend to use in the Portfolio Project for support. The CSU-Global Library is a good place to find scholarly sources.

Your outline should be one to two pages in length and conform to CSU-Global Guide to Writing and APA.

**Option #2: Report Outline**

For this milestone, provide a medium- to high-level outline of your Portfolio Project Report. Review the Portfolio Project requirements to ensure your outline covers all required elements.

List at least three scholarly references you intend to use in the Portfolio Project for support. The CSU-Global Library is a good place to find scholarly sources.

Your outline should be one to two pages in length and conform to CSU-Global Guide to Writing and APA.

**Module 4****Readings**

- Chapters 5 & 6 in *Ethics in Information Technology*

**Discussion (25 points)****Critical Thinking (70 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

**Option #1: Internet Use Policy**

You have just been hired as the head IT manager for a company. Your boss, the CIO, wants your first task to be a newly drafted internet use policy. The current policy is vague, and no one adheres to it. The company's employees frequently use internet material for presentations.

Include the following elements in your recommended internet Use Policy:

- Define the employee's responsibility on the internet.
- Define nonbusiness use of IT resources.
- Discuss copyrights and intellectual property.
- Discuss the employee training for the new policy.

Your paper should be two to three pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two to three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

### **Option #2: China's Great Firewall**

Review the case "China's Great Firewall" at the end of Chapter 5 in the textbook. Develop a report that includes the following elements:

- Discuss the key facts of the case.
- Analyze the case from all possible ethical angles.
- Identify the legal aspects of the case.
- Many observers are concerned that the Chinese internet-sovereignty model—where the government controls the flow of information and access to the internet within its borders—will become much more prevalent in many of countries now heavily censored.
- Can you describe an alternative internet-sovereignty model that might be acceptable for these countries yet still allow some degree of freedom of expression?

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

## **Module 5**

### **Readings**

- Chapter 7 in *Ethics in Information Technology*
- Epstein, R. G., & Melamed, M. (2000). Case of the killer robot. *Online Ethics Center for Engineering and Research*. Retrieved from [www.onlineethics.org/Resources/Cases/killerrobot.aspx](http://www.onlineethics.org/Resources/Cases/killerrobot.aspx)

### **Discussion (25 points)**

### **Critical Thinking (100 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

### **Option #1: Ethics in Software Development: A Case Study Analysis**

Begin by reviewing the following detailed scenario, "Case of the Killer Robot":

<http://www.onlineethics.com/CMS/computers/compcases/killerrobot.aspx>. Be sure to read all pieces of this scenario.

Then write a paper that includes the following:

- An evaluation of the responsible parties in the death of Bart Mathews
- A list of the ten most significant actions to take to avoid future problems
- A discussion of how you would use the list to identify the most critical actions.

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two to three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

### **Option #2: Capability Maturity Model Integration**

Begin by reviewing the following detailed scenario, “Case of the Killer Robot”:  
<http://www.onlineethics.com/CMS/computers/compcases/killerrobot.aspx>. Be sure to read all pieces of this scenario.

Then write a paper that includes the following:

- A high-level plan proposing the integration of the Capability Maturity Model into the work environment described in the case
- In your plan address:
  - a. The challenges of dealing with current personnel
  - b. The challenges of dealing with the current organizational culture
  - c. The benefits and drawbacks of the Capability Maturity Model
  - d. Your strategy for implementing the Capability Maturity Model processes.

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two to three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

## Module 6

### Readings

- Chapter 8 in *Ethics in Information Technology*

### Discussion (25 points)

#### Critical Thinking (70 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: The Digital Divide**

For this assignment you will be considering ethics as they relate to the digital divide. Your paper should include the following:

- Define the digital divide.
- Discuss the ethical issues the digital divide presents both nationally and globally.
- Consider the current role of education in the digital divide.
- Provide a detailed list of possible solutions, including through education, for addressing the digital divide.

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two to three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

#### **Option #2: Telemedicine**

For this assignment you will be considering ethical and legal questions raised by the expanded use of telemedicine. Your paper should include the following:

- Define telemedicine, including its benefits and drawbacks.
- Discuss the legal and ethical issues telemedicine presents.

- Discuss the role of IT in telemedicine.
- Discuss the impact of the digital divide on telemedicine.

Your paper should be three to four pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two to three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

## Module 7

### Readings

- Chapter 9 in *Ethics in Information Technology*

### Discussion (25 points)

## Module 8

### Readings

- Chapter 10 in *Ethics in Information Technology*

### Discussion (25 points)

### Portfolio Project (325 points)

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

#### **Option #1: Case Study**

Choose one case from the following list (all available in Reynolds, 2019).

- IBM Watson – Not Yet Ready for Prime Time (Chapter 8)
- CDA Protects Social Media Companies (Chapter 9)
- Intellectual Property Fight over Virtual Reality Headset (Chapter 6)

Imagine that you have been hired to review the case to help the company involved to correct the problems that caused the issues. Develop a report that includes the following elements:

- Analyze the case from all possible ethical angles.
- Discuss who is affected.
- Identify the legal aspects of the case.
- Identify legal versus ethical problems (i.e., something may be legal but unethical).
- Construct possible solutions to the ethical issues in the case (this might include a training option).

Your paper should be six to eight pages in length and conform to CSU-Global Guide to Writing and APA. Include at least three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

#### **Option #2: Offshore Outsourcing versus Contingent Workers**

You have been retained as a consultant to advise your organization on offshore sourcing versus using contingent workers. Your select company is evaluating a potential offshore outsourcing project valued at \$100 million to an experienced, reputable company in Brazil. Another option is to keep the project in house and augment existing staff with contingent workers. Your task is to evaluate the pros and cons of both options, including recommended strategies for minimizing potential issues. You will submit a report covering the following information:

- Pros and cons of offshore outsourcing
- Recommended steps to minimize the potential for problems with offshore outsourcing
- Any legal and ethical concerns with offshore outsourcing
- Pros and cons of using contingent workers
- Strategies for the effective use of contingent workers
- Any legal and ethical concerns with using contingent workers, particularly regarding H-1B workers.

Your paper should be six to eight pages in length and conform to CSU-Global Guide to Writing and APA. Include at least three scholarly references in addition to the course textbook. The CSU-Global Library is a good place to find these references.

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## COURSE POLICIES

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Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

### Course Grading

20% Discussion Participation  
45% Critical Thinking Assignments  
35% Final Portfolio Project

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## IN-CLASSROOM POLICIES

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For information on late work and incomplete grade policies, please refer to our [In-Classroom Student Policies and Guidelines](#) or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

### **Academic Integrity**

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /repurposing your own work (see CSU-Global Guide to Writing & APA for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and internet resources.

### **Citing Sources with APA Style**

All students are expected to follow the CSU-Global Guide to Writing & APA when citing in APA (based on the most recent APA style manual) for all assignments. A link to this guide should also be provided within most assignment descriptions in your course.

### **Disability Services Statement**

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email [ada@CSUGlobal.edu](mailto:ada@CSUGlobal.edu) for additional information to coordinate reasonable accommodations for students with documented disabilities.

### **Netiquette**

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults, or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.