Chapter Objectives

- Identify several ethical issues
- Identify several types of security management strategies and defenses.

...In the Small Stuff

- Empowering is more than delegating
- Have the courage to hold people accountable
- Associate with leaders as often as you can
- Being a good example is better than giving good advice
- There are born leaders and there are leaders who are made. And then there are those who become leaders out of necessity

God is in the Small Stuff and it all matters

“Leadership is an Art”

Bruce Bickel & Stan Jantz
Small Stuff (cont.)

- An exceptional leader is one who gets average people to do superior work.
- If you want to lead, read.
- Use your influence sparingly. It will last longer.
- When you find a leader, follow.
- When you identify a follower, lead.
- Be available to take someone’s place in an emergency.
- Power begins to corrupt the moment you begin to seek it.

Small Stuff (cont.)

- A signpost like a peer, only warns you about the road ahead. But a map, like a mentor can show you how to get where you want to go.
- Find a mentor.
- Managing people begins with caring for them.
- One of the sobering characteristics of leadership is that leaders are judged to a greater than followers.

Security and Ethical Challenges

Security

Employment
Privacy
Health
Crime
Individuality
Working Conditions
IT Security in the 21st Century

- Increasing the Reliability of Systems.
  The objective relating to reliability is to use fault tolerance to keep the information systems working, even if some parts fail.

- Intelligent Systems for Early Detection.
  Detecting intrusion in its beginning is extremely important, especially for classified information and financial data.

- Intelligent Systems in Auditing.
  Intelligent systems are used to enhance the task of IS auditing.

IT Security in the 21st Century (cont.)

- Artificial Intelligence in Biometrics.
  Expert systems, neural computing, voice recognition, and fuzzy logic can be used to enhance the capabilities of several biometric systems.

- Expert Systems for Diagnosis, Prognosis, and Disaster Planning.
  Expert systems can be used to diagnose troubles in computer systems and to suggest solutions.

- Smart Cards.
  Smart card technology can be used to protect PCs on LANs. -- Example

- Fighting Hackers.
  Several new products are available for fighting hackers.
Security Management of e-Business

- Encryption
- Fire Walls
- Virus Defenses
- Denial of Service Defenses
- Monitor E-mail

Other e-Business Security Measures

- Security Codes
- Backup Files
- Security Monitors
- Biometric Security Controls

Change

- Portfolio Career – Handy
- Telecommuting
- Smart Work – 80% cerebral/20% manual
- Virtual Corporations
- Intellectual Capital

Ethics

Where does work end and private life begin?
Ethical Considerations

- Ethical Principles
  - Proportionality
  - Informed Consent
  - Justice
  - Minimized Risk

- Standard of Conduct
  - Act with integrity
  - Protect the privacy and confidentiality of information
  - Do not misrepresent or withhold information
  - Do not misuse resources
  - Do not exploit weakness of systems
  - Set high standards
  - Advance the health and welfare of general public

National Security

- Loss of individual privacy
- Wiretaps
- Library Example
- Right’s at Work

Case: Cyber Crime

- On Feb. 6, 2000 - the biggest EC sites were hit by cyber crime.
  - Yahoo!, eBay, Amazon.com, E*Trade
- The attacker(s) used a method called denial of service (DOS).
  - Clog a system by hammering a Web site’s equipment with too many requests for information
- The total damage worldwide was estimated at $5-10 billion (U.S.).
  - The alleged attacker, from the Philippines, was not prosecuted because he did not break any law in the Philippines.

Lessons Learned from the Case

- Information resources that include computers, networks, programs, and data are vulnerable to unforeseen attacks.
- Many countries do not have sufficient laws to deal with computer criminals.
- Protection of networked systems can be a complex issue.
- Attackers can zero on a single company, or can attack many companies, without discrimination.
- Attackers use different attack methods.
- Although variations of the attack methods are known, the defence against them is difficult and/or expensive.
U.S. Federal Statutes

- According to the FBI, an average white-collar crime involves $23,000; but an average computer crime involves about $600,000.
- The following U.S. federal statutes deal with computer crime:
  - Counterfeit Access Device and Computer Fraud Act of 1984
  - Computer Fraud and Abuse Act of 1986
  - Computer Abuse Amendment Act of 1994 (prohibits transmission of viruses)
  - Computer Security Act of 1987
  - Electronic Communications Privacy Act of 1986
  - Electronic Funds Transfer Act of 1980
  - Video privacy protection act of 1988

Ethics

- Privacy
- Intellectual Property
  - Copyright
  - Trade Secrets
  - Patent
- Quality of Life
- Social Responsibility
- P2P / File Sharing
- SPAM / Free speech
- The privacy of patients’ information
- Monitoring employees’ use of the Internet

Employment Challenges

- Lost Job Opportunities
- Lost Individuality
- Working Conditions
- Computer Monitoring
- Health Issues
Case: Catching Cases of Plagiarism

Problem:
- The Internet provides abundant information to students who may be tempted to download material and submit it as their own work.

Solution:
- Some companies (e.g., Plagiarism.org) are offering Internet-based anti-plagiarism technology to identify such cases of plagiarism.
- Manuscripts are checked against a database of other manuscripts collected from different universities and from all over the Internet.

Results:
- Cases of gross plagiarism are more likely to be flagged.

Chapter Summary

- The vital role of e-business and e-commerce systems in society raises serious ethical and societal issues in terms of their impact on employment, individuality, working conditions, privacy, health, and computer crime.
- Managers can help solve the problems of improper use of IT by assuming their ethical responsibilities for ergonomic design, beneficial use, and enlightened management of e-business technologies in our society.

Chapter Summary (cont)

- Business and IT activities involve many ethical considerations. Ethical principles and standards of conduct can serve as guidelines for dealing with ethical business issues.
- One of the most important responsibilities of the management of a company is to assure the security and quality of its e-business activities.
- Security management tools and policies can ensure the accuracy, integrity, and safety of e-business systems and resources.