Management Challenges

Why are there problems?

“"A computer program does what you tell it to do, not what you want it to do." — Greer’s Third Law.

"3 Biggest Software Lies:
• The program's fully tested and bug-free.
• We're working on the documentation.
• Of course we can modify it."

Ethical Issues

Intellectual Property Rights (Pirating)
Customer Privacy
Employee Privacy
Workplace Safety

In groups make company guidelines for these issues.

Unauthorized Resource Use

Playing solitaire
General email abuses
Plagiarism / Pirating
Newsgroup postings
Transmission of confidential data
Hacking
Non-work related downloads
Leisure use of the Internet
Moonlighting

Stolen Data

Even if the computer has been burned, flooded or thrown out of a plane. The data may still not be destroyed…
You may not be able to get it, but a forensics lab can…

More great resources at:
http://www.jamesabela.co.uk/
Security Measures

- Passwords
- Virus protection
- Browser security
- Physical security
- Firewall
- Authentication
- Encryption
- Controlled access
- Corporate systems

Firewalls

- Stops certain types of requests
- Can also be used to stop employees accessing certain resources

Employee monitoring

- Use a Database for emails (Such as Outlook Exchange / Lotus Notes)
- Allow Personal web mail (Hotmail / Yahoo)
- Selective access to confidential data
- Monitor Data access
- Effective contracts & training

Other Security Measures

- Backup Files
- Biometric security / Smartcard access
- Don’t network sensitive PCs
- Don’t record sensitive data on PC.
- Put a tracker on PCs

Extreme Strategies…

- Destroy all files at 5pm every Friday.
- Put a self destruct system into the PC.
- Search people leaving the building
- Allow everybody in the company to search any email…

What’s a Mouse?

- Don’t forget that people have to operate Computers
- People may resist changes
- People are suspicious of technology

In groups decide what other problems there might be and how you can solve them…
**Strategies to Manage People**
- Train them / Fire them
- Reassure them / Threaten them
- Add specialist IT personnel (or a secretary)
- Make the software easy to use.
  (Easier to use = harder to program)

**Strategies to deal with illiterate users**
- Backup files for employees
- Limit access to PCs & printers (Windows XP management functions)
- Design software with additional error checking & workflow.

**Legal issues**
- Libel
- SPAM – illegal in some countries
- Copyright/trademark infringement & IP violations
- Patenting process & defence

**Questions & Answers**