كلية المنصور الجامعة

**Al – Mansour University College**

**Computer Science and Information System Department**

**4th Stage / Information System**

**Course 1**

**Management Information System**

**Lecture_08**

**Ethical and Social Issues in Information Systems**

**By**

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**2019-2020**

## 5.1 Ethical and Social Issues

**•Ethics**

–Principles of right and wrong that individuals, acting as free moral agents, use to make choices to guide their behaviors.

–Ethics is about individual choice: When faced with alternative courses of action, what is the correct moral choice?

- Ethical, social, and political issues are closely linked. The introduction of new technology has a ripple effect on the current equilibrium, creating new ethical, social, and political issues that must be dealt with on individual, social, and political levels. Both social and political institutions require time before developing new behaviors, rules, and laws.

## 5.2 Information technology and Ethics

– Information technology can be used to achieve social progress, but it can also be used to commit crimes and threaten social values.

– For instance, Information systems raise new ethical questions because they create opportunities for:

- Intense social change, threatening existing distributions of power, money, rights, and obligations
- New kinds of crime

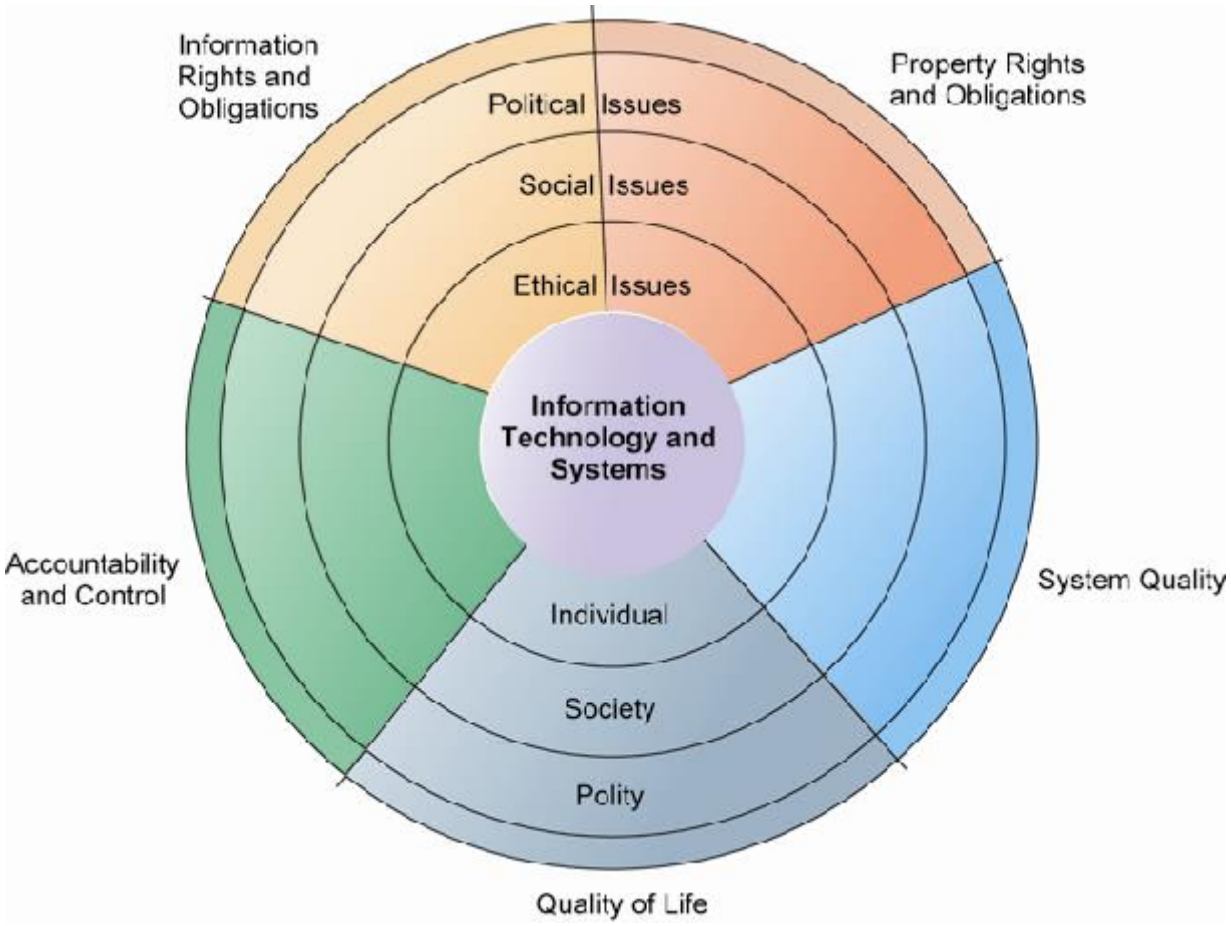
## 5.3 Ethics and the Internet:

•Ethical issues in information systems have been given new urgency by the rise of the Internet and electronic commerce.

•Internet and digital firm technologies make it easier than ever to assemble, integrate, and distribute information, unleashing new concerns about the appropriate use of customer information, the protection of personal privacy, and the protection of intellectual property.

Three levels: individual, social, and (legal) political

- A model for thinking about ethical, social, and legal Issues
  - Think of a society as a calm pond
  - IT as rock dropped in pond, creating ripples of new situations not covered by old rules
  - Social (e.g. family, education, etc.) and legal (political) institutions cannot respond overnight to these ripples—it may take years to develop expectations



## 5.4 Moral Dimensions

Five moral dimensions of the information age:

- Information rights and obligations
- Property rights and obligations
- Accountability and control
- System quality
- Quality of life

## 5.5 Technology Trends Affecting Ethics

Key technology trends that raise ethical issues

- Doubling of computer power
  - More organizations depend on computer systems for critical operations.
- Rapidly declining data storage costs
  - Organizations can easily maintain detailed databases on individuals.
- Networking advances and the Internet

  Copying data from one location to another and accessing personal data from remote locations are much easier.

-Advances in data analysis techniques

- Profiling
  - Combining data from multiple sources to create dossiers of detailed information on individuals.

- Nonobvious relationship awareness (NORA)
  - Combining data from multiple sources to find obscure hidden connections that might help identify criminals or terrorists
- Mobile device growth
  - Tracking of individual cell phones

**5.6 Ethics in an Information Society**

Basic concepts for ethical analysis (key elements in ethical action):

- **Responsibility**:Accepting the potential costs, duties, and obligations for decisions (accepting the consequences of your decision).

- **Accountability**:means that mechanisms are in place to determine who took the action, and who is responsible.

- **Liability**: Extends the concept of responsibility further to the area of laws. It means a body of laws is in place that permits individuals to recover the damages done to them by other actors..

- **Due process:**a process in which laws are known and understood, and there is an ability to appeal to higher authorities to ensure that the laws are applied correctly. Individuals can recover damages done to them through a set of laws characterized by due process.

**Five-step ethical analysis**

1. Identify and clearly describe the facts.
2. Define the conflict or dilemma and identify the higher-order values involved.
3. Identify the stakeholders.
4. Identify the options that you can reasonably take.
5. Identify the potential consequences of your options.

## 5.7 Moral Dimensions – Information Rights

**Information Rights:** privacy and freedom in the Internet age

–Privacy:

- Claim of individuals to be left alone, free from surveillance or interference from other individuals, organizations, or state; claim to be able to control information about yourself
- Information technology and systems threaten individual claims to privacy .