General Instructions

1. For each page, synthesize the reading and research by writing in complete sentences in essay format.
   a. Use the green instructions in the notes below each page to focus your research and writing.
   b. Write about each question, prompt, or process provided in those notes.
   c. Write a full page of text with lots of detail (more than 250 words per page).
      i. Don’t generalize so much that your writing is devoid of detail.
      ii. Don’t repeat yourself.
   d. Cite each source by adding a hyperlink in the Title of the Article or law.
   e. Do not change the template:
      i. Text must be 14 point Lato left-justified type.
      ii. Refrain from adding extra margins or double spacing.
      iii. Do not bullet the paragraphs. Write in essay format only.
   f. Add additional pages if you need more room.

2. Add all sources to the Bibliography page.
   a. Include author, year, title, publisher, and URL.
   b. Number or bullet them using the list button.

When in doubt, write to the instructor for clarification using the Canvas Inbox.
I would like to be a software engineer at a company like Google. Unfortunately, according to a Software Engineer job posting at the Google website, the qualifications and demands for this job are fairly high. The minimum requirements are a bachelor’s degree (or some sort of equivalent practical experience), at least 3 years of experience as a software engineer, and experience in languages such as Java and C++. The preferred qualifications are a Master’s or PhD degree and the ability to write in English fluently. Rob Rawson wrote in What Does It Take to Get a Job at Google? about how difficult it is to get employed at Google. The company gets over 2 million applicants per year, and only accepts 1 out of 130 people. This means it’s actually more difficult to get hired by Google than it is to get accepted into Harvard (which accepts 1 out of 14 applicants). Still, while it is a longshot, this is a job that I would love to do. The primary responsibilities of a Google software engineer are to design, develop, and test software. Also, software engineers would need to be able to manage individual deadlines and deliverables. Google software engineers get to work on some of the most used and important software in the world. According to an article at the website Alexa, The top 500 sites on the web, Google.com is the number one visited website in the world (Youtube is the number two, and it is also a Google website). Simply put, working at Google would allow me to truly have an impact on people, which is important to me.
I was checking my email one morning, and I found an alert from Google that there had been an attempt to access my email account from an unknown device and location. Although I was a software engineer, I had studied security in college, so I used some tools and techniques that I had learned to carefully examine the contents of my laptop. I eventually discovered that a trojan/keylogger had somehow been installed on my laptop. The laptop was supplied to me by Google, but I often used it for personal matters, so work-related sensitive data and my personal information had both been compromised. Another issue was that none of the security software (antivirus software for example) that IT had installed on my machine had detected the installed malware. The ACM code 2.9 Design and implement systems that are robustly and usably secure covers this issue (since the security software installed on the laptop wasn’t sufficient). The first thing I did was contact our IT team and let them know that I had a trojan virus on my company-issued laptop and that somehow the installed antivirus software didn’t detect it. The IT department took my laptop and was able to remove the trojan virus and preserve almost all of my data. The second thing I did was change all of my logins and passwords. The trojan had obviously given someone access to all of the data on my computer, so I needed to correct for that. And thirdly, and finally, IT adjusted our security software so that this particular trojan virus would be detected in the future.
Because of the COVID-19 pandemic, I am working remotely from home. My employer, Google, insists that all employees work exclusively from company-issued laptops. My coworker Tony text messaged me and said that he was looking through some of the software installed on his laptop, and that he discovered that Google was monitoring its telecommuting employees with laptop webcams. I examined all the software on my laptop and found a program called Sneek, and after some research, I discovered that the program uses the webcam on my laptop to take a photograph of me every five minutes. The image is then transmitted back to Google. While I understand that Google wants to maintain high levels of productivity even while most of its employees are working from home, this is concerning to me, because I don’t recall ever being told that I was going to be monitored in this way. The ACM code 1.6 Respect privacy, obviously deals with this issue. The first thing I do is contact my manager and tell him about what Tony and I have discovered. I would ask him if he knew about this, and if he did, I would ask him if this was communicated during a meeting or in some documentation that I was supposed to read (just to make sure this wasn’t a piece of information that Tony and I missed for whatever reason). I would then contact HR, so that I could communicate my findings and my misgivings to them. And thirdly, the third step that I hope would be taken to deal with this issue would be for the company to step in and be more transparent about the actions that they’re taking to monitor their employees and maintain productivity.
Advertising, Search, or News Dilemma

While diligently working, I received a phone call from my coworker Tony. He explained to me that his mother had been scammed while using the Google search engine. She was using the google search engine and she clicked on an advertisement that popped up. It led her to a page that claimed that Microsoft had blocked her system, because it had detected pirated software on her computer. The page urged the user to call a provided phone number that was supposed to be Microsoft’s toll-free tech support hotline. When Tony’s mother called the number, she ended up giving remote access to the people on the other line, and they were able to steal her identity. Tony called me, because I work on the Google search engine (he’s in another department), and he wanted to know if I could do anything to prevent this from happening in the future. The ACM code 1.2 Avoid harm. applies to this situation (since my company’s search engine was displaying a fake ad). I would first go to my team leader and explain what happened to Tony’s mother; hopefully, they would be able to either look into the problem themselves or at least escalate it to people who could do something. The second thing we would do is try to reproduce the issue ourselves (see if we could get the ad to appear for us) and then also find out how the ad made it past our filters. And finally, we would remove the ad and prevent it from popping up during searches in the future and also develop mechanisms (or simply improve filters that are currently in place) that would prevent our search engine from using and displaying fake exploitive advertisements.
My coworker Tony worriedly explained to me that he is close to being fired, because of a chronic illness that he has. Tony has Crohn’s disease which is an immune-related disease that impacts the gastrointestinal tract. Because of his illness, Tony has to make frequent trips to the bathroom, and, unfortunately, this has upset his manager. Tony has provided Google with documentation from his doctor that thoroughly explains his medical issues, but Tony’s manager doesn’t seem to be willing to accommodate him at all. It was explained to Tony that his frequent bathroom breaks were hurting his productivity and that if he didn’t cut down on them, that there would be repercussions. Unfortunately, Tony is going through a flare-up of his Crohn’s disease, and there is very little that he can do to stop using the bathroom. The ACM code 1.4 Be fair and take action not to discriminate, governs this issue, because Tony’s documented disability isn’t being accommodated. The first thing I would do is contact human resources. I would report Tony’s situation to them and explain that Tony’s rights are being violated by his unsympathetic boss. I would then have Tony contact a lawyer, so that he could find out if Google was breaking any laws by ignoring Tony’s medical condition and threatening to fire him. Although I am confident that they are, I feel that it is important to get information from an expert. And finally, I would want the company to make an effort to communicate to its employees that the term disability is a very broad term, and that it encompasses a huge number of conditions. Since Tony was open about his documented disability, he should be accommodated.
Google is partnering with Ascension, which is a huge Catholic health system that operates thousands of healthcare facilities in the United States. The goal is to develop a system that will store medical data and also ultimately analyze the aforementioned data and provide recommendations (such as treatment plans for patients) to medical professionals. Because of this, employees at Google have access to millions of patient records, which have yet to be de-identified. My coworker, Tony, is assigned to this project, and I have heard him reference details from these medical records (such as patient names and such) while having conversations with other employees who aren’t assigned to the project. This is, unfortunately, a violation of the Health Insurance Portability and Accountability Act (HIPAA). An article at the United States Department of Health and Human Services website, Summary of the HIPAA Privacy Rule, explains how this is illegal, because the health information in question has not been de-identified yet. The ACM code 1.6 Respect privacy governs this issue (also, 1.7 Respect confidentiality and 1.2 Avoid Harm probably apply as well). The first thing I would do is contact human resources. The second thing that could be done would be train employees on HIPAA compliance. HIPAA is extremely complicated and it is essential to educate employees, so that they understand how it works. And thirdly (and finally), de-identifying all of the personal health information that Google has access to (if that is possible) would go a long way towards preventing this issue from happening in the future.
I feel that I would have to be a whistleblower on the dilemma of my coworker violating the Health Insurance Portability and Accountability Act. I do not think it is necessary to report my coworker Tony; his behavior needs to be corrected, but he is more a symptom of a greater issue, which is Google having access to the medical records of millions of patients. First of all, the health information that Google has access to has yet to be de-identified (meaning a patient’s name can be connected to a medical history). And the controls that Google has in place to prevent Google employees from downloading this data are unknown at this point. Also, it isn’t known what agreements have with Ascension; it is possible that Google has the ability to use this information to build their own products, which could be problematic. And clearly, because of what happened in the ethical dilemma, Google needs to do a better job of training its employees to be HIPAA compliant (this is difficult to do, because HIPAA is fairly complicated). According to an article at the United States Department of Health and Human Services website, *Filing a HIPAA Complaint*, I would need to contact the Office for Civil Rights in order to file a HIPAA complaint. In 2013, Kayla L. Delk wrote in *Whistleblowing—Is It Really Worth the Consequences?* about how severe the personal consequences of whistleblowing can be. My job security would be compromised, and I could potentially damage my chances of being promoted. Additionally, whistleblowing could damage my relationship with my coworkers. There could be a lot of consequences for Google as well. This could end their agreement with Ascension, and they could lose huge amounts of money.
Ethical theory/approach governing my decision making

After going through all of the dilemmas that I wrote, I am fairly confident that the Rights Approach governed most of my decision making. An article at the Markkula Center for Applied Ethics at Santa Clara University, *A Framework for Ethical Decision Making*, gives a basic overview of the Rights Approach. This ethical standard stresses the importance of protecting and respecting the moral rights of people. The Rights Approach states that human beings have an inherent dignity (derived from their free will), and, on the basis of this, they should not be treated as a means to an end. In the first ethical dilemma, bad actors had used malware to steal important information about me and my employer from my laptop. This was obviously a violation of my right to privacy. In the second situation that I outlined, my coworker discovered that Google was monitoring unwitting telecommuting employees with the webcams on their computer. While it is understandable that Google would want to maintain a high level of productivity even while its employees work from home, its actions were a bit too far reaching, and I feel that our right to privacy was being violated. In the third ethical dilemma, Tony’s mother was the victim of scammers who somehow had been able to put fake ads up on the Google search engine. It was important for Google to correct this issue, because Tony’s mother is not simply a means to an end (the end being Google making money off of its users); she is a person whose rights need to be respected. The fourth ethical situation that I outlined involved my coworker Tony being at risk of losing his job, because of a documented chronic medical illness. Tony isn’t simply a cog in the Google machine, and they were not working hard enough to accommodate
Ethical theory/approach governing my decision making

him and help him deal with his medical condition. And in the fifth and final ethical dilemma, I discovered that my coworker Tony was violating HIPAA by openly discussing the private health information of patients with coworkers. In this situation, people's right to privacy were obviously being violated.


https://blog.staff.com/what-does-it-take-to-get-a-job-at-google/.