## Contents

Preface and Acknowledgements		
1	Introduction: Our Computerized Society  Some Problems Created for Society by Computers – Ethical Dilemmas for Computer Professionals and Users	1
2	Computer Crime The Rise of the High-Tech Heist — Is Reported Crime the Tip of an Iceberg? — Targets of the Computer Criminal — Who are the Computer Criminals? — Improving Computer Security — Suggestions for Further Discussion	9
3	Software Theft The Growth of Software Piracy – Revenge of the Nerds? Intellectual Property Rights and the Law – Software Piracy and Industry Progress – Busting the Pirates – Suggestions for Further Discussion	27
4	Hacking and Viruses  What is Hacking? — Why do Hackers 'Hack'? — Hackers:  Criminals or Modern-Day Robin Hoods? — Some 'Great'  Hacks — Worms, Trojan Horses and Time Bombs — The Virus  Invasion — Ethical Issues — Suggestions for Further Discussion	40
5	Unreliable Computers  Most Information Systems are Failures – Some Great Software  Disasters – Warranties and Disclaimers – Why are Complex Systems  so Unreliable? – What are Computer Scientists Doing about it? –  Suggestions for Further Discussion	68

	_		
V١	(:\)	nta	nts

6	The Invasion of Privacy Database Disasters – Privacy Legislation – Big Brother is Watching You – The Surveillance Society – Just When You Thought No One was Listening – Computers and Elections – Suggestions for Further Discussion	88	
7	AI and Expert Systems What is AI? – What is Intelligence? – Expert Systems – Legal Problems – Newer Developments – Ethical Issues: is AI a Proper Goal? – Conclusion: the Limits of Hype – Suggestions for Further Discussion	111	
8	Computerizing the Workplace  Computers and Employment – Computers and the Quality of Worklife: 'De-skilling' – Productivity and People: Stress,  Monitoring, Depersonalization, Fatigue and Boredom – Health and Safety Issues: VDTs and the RSI Debate – Suggestions for Further Discussion	140	
Ap	pendix Autonomous Systems: the Case of 'Star Wars'	173	
Ind	Index		