- **Total cost of ownership:** a comprehensive assessment of information technology or other costs across enterprise boundaries over time. For IT TCO includes hardware and software acquisitions, management, and support communications, end user expenses and opportunity cost downtime and training. Factors:
    - **Low cost**: more to cost then purchase price. EG: cars- maintance, service, parking etc
    - **Non-monetary characteristics:** may include
        - Quality: Mean time before failure and average cost of repair. Poor quality
        - Performance: Normalise which is scaling results so comparable eg two different terabytes. So we normalise so its terabytes per cost
        - Style: total cost of ownership then cost difference then the style

- **Assumptions:** what is assumed? Eg: existing data centre, existing network infrastructure, internet billed bandwidth, and new service every 5 years, warranty of 3 year for both. Assumptions what we assume and are included in in tco. Ie assume- needs to upgrade every 4 years. Assume needs 50 meters of space. Assume bandwith is pay by play

- **Steps:**
    - Work out cost of each
    - Cost difference (if similar) and then non-monetary characteristics.

- **TCOS for servers:**
    - Acquisition cost
    - Installation
    - Power cost
    - Cooling cost
    - Rack space
    - Maintenance
    - Internet traffic

- How to do Total cost of ownership steps
    - Assumptions what we assume both choices have
    - Columns in years. Row in characteristics like server purchase then price then add total prices (two tables for two choices
    - Check if assumptions are realistic and accurate

- Make sure to show difference. Ignore the costs there would be the same for both options. Ie- same bandwitch cost

- For people part of the **Australian Computer Society** our code **of professional conduct/ethic** identifies six values and associated requirements for professional conduct

- o Primary Interest of public:
    - Place the interest of public above those of personal, business or sectional interests.
- o The enhancement of quality of life:
    - Strive to enhance quality of life of those affected by your work
- o Honesty:
    - You are honest in your representation of skills, knowledge, service, and products
- o Competence:
    - You will work completely and diligently for your stakeholders
- o Professional development:
    - You will enhance your own professional development & that of your staff
- o Professionalism:
    - You will enhance the integrity of ACS and respect of its members for each other
- Ten commandments of computer ethics:
    - o Do not use computers in ways that may harm other people: It may be corrupting other files, steal other information
    - o Do not use computer technology to steal information: so stealing sensitive information or leaking confidential information is a good as robbery. Wrong to acquire personal information from database
    - o Refrain from copying software or buying pirate copies. A piece of code is original work created by individual (it may be copyrighted in his or her name.)
    - o Before developing a software, think about social impact it may have. Don't release game that promotes illegal stuff especially for young target audience.
    - o Don't use someone else's computer resources unless authorised: so don't hack passwords.
    - o Don't claim ownership when you aren't the owner