

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
ДЕРЖАВНИЙ УНІВЕРСИТЕТ ТЕЛЕКОМУНІКАЦІЙ  
КАФЕДРА АНГЛІЙСЬКОЇ МОВИ**

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**МЕТОДИЧНИЙ ПОСІБНИК**

для самостійної роботи студентів першого курсу з дисципліни

Іноземна мова

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## ВСТУП

Виховання у студентів навичок самостійної роботи з навчальним матеріалом, науковою і навчально-методичною літературою належить до першочергових завдань вищої школи.

**Самостійна робота студентів** – це спланована, пізнавальна, організаційно і методично націлена діяльність, яка полягає у формуванні вміння систематизувати, планувати, контролювати й регулювати свою діяльність без допомоги й контролю викладача. Це форма індивідуального вивчення студентами навчального матеріалу проводиться у поза аудиторний час, тобто у час, вільний від обов'язкових навчальних дисциплін. Самостійна робота студента важлива частина навчального процесу в університеті. Якість самостійної роботи в значній мірі обумовлює загальну якість в навчанні, кращого засвоєння курсу, розширення і доповнення навчальних матеріалів на основі базової та допоміжної літератури.

### **Загальні положення**

Представлений методичний посібник призначений для самостійної роботи студентів першого курсу і має на меті забезпечити сучасний рівень фахівця, спроможного володіти англійською мовою для ділового спілкування та отримання інформації професійного призначення з іноземних друкованих та електронних джерел. Високий рівень володіння англійською мовою є визначальною складовою ефективною навчальною та науковою діяльністю майбутніх фахівців.

**Метою** виконання завдань, викладених у методичному посібнику, є самостійне набуття та поглиблення студентами знань англійської мови. Крім того, така форма роботи є одним із видів ефективного контролю знань студентів.

Методичний посібник складається з 5 розділів. Кожний розділ являє собою окрему тему і включає автентичний матеріал та містить завдання з граматики, вправи на заповнення пропусків, підстановку, корегування

типових помилок та ін. В кінці посібника подано контрольний тест, що дає змогу викладачеві оцінити рівень засвоєння матеріалу розділів 1-5. Для поглибленого вивчення англійської мови студенти мають можливість ознайомитися з додатковим списком джерел.

## **ВИСНОВКИ**

Матеріали посібника випробувані на практиці і дають змогу висловити такі припущення, що самотійна робота з дисципліни іноземна мова, забезпечує алгоритмічно-дійовий і творчий рівні засвоєння знань. Це свідчить про прагнення студентів до самореалізації та професійної рефлексії в процесі навчання.

# CHAPTER I

## Task 1. Read the text and answer the questions.

### Elements of a Computer System

We are all aware of what computers are and their immense importance in our daily lives. It is an electronic device that not only stores data but also processes and manipulates data to carry out functions. Upon receiving valid instructions, a computer can perform a variety of operations.

What allows us to perform such tasks on the computer is a computer system. A computer system is the sum total of all the components (hardware and software) that makes up a fully functional computer.

### Elements of a Computer System

There are six main elements that make up a computer system. They all interact with each other and perform the task at hand. Let us take a look at all of them.

#### *1] Hardware*

These are all the physical aspects of a computer system. They are tangible, i.e. you can see and touch them. Hardware components are the electronic or mechanical instruments, like keyboard, monitor, printer etc. They help the users interface with the software, and also display the result of the tasks being performed.

Hardware can actually be of four types, depending on which function they perform. The four types of hardware are:

**Input Hardware:** For users to input data into the computer system. Examples: Keyboard, mouse, Scanner

**Output Hardware:** To translate and display the result of the data processing =. Example: Monitor Screen, Printer etc

**Processing and Memory Hardware:** Where data and information are processed and manipulated to perform the task at hand. It is also the workspace of the computer, where it temporarily stores data. Examples: Central Processing Unit (CPU), Read Only Memory (RAM)

**Secondary Storage Hardware:** Where the computer system stores data permanently. Example: Harddisk, Pendrive etc

#### *2] Software*

Software is nothing but a set of programmes (computer instructions), which helps the user to do a set of specific tasks. It helps the user interact with the computer system with the help of hardware. Software, as you can imagine, is the intangible aspect of the computer system.

Basically, there are six main types of software, which are as follows,

**Operating System:** These specialized programmes allow the communication between software and hardware. The operating systems run all the other computer programmes, and even regulate the startup process of the computer. Examples: Windows XP, Macintosh etc

**Application Software:** These are designed to perform a specific task or a bunch of tasks. They can be user-designed (specific to the user's needs) or readymade application software. Example: PowerPoint, Tally etc.

**Utility Software:** Like operating systems, it is a system software. It helps maintain and protect the computer system. For example, Anti-virus software is a utility software.

**Language Processors:** Software that interprets computer language and translates it into machine language. It also checks for errors in language syntax and fixes the problems.

**System Software:** This type of software control the hardware, the reading of the data and other such internal functions.

**Connectivity Software:** The special software that facilitates the connection between the computer system and the server. This allows the computer to share information and communicate with each other.

### **3] People**

The people interacting with the computer system are also an element of it. We call this element the Liveware. They are the ultimate “users” of the computer systems. There are three types of people that interact with the system, namely

**Programmers:** Professionals who write the computer programs that allow users to interact with the computer. They must have technical knowledge of computers and computer languages.

**System Analyst:** They mainly design data processing systems, and solve problems that arise in data processing

**End-Users:** Also known as operators, they are the people who interact with the computer system.

### **4] Procedures**

These are a set of instructions, written in code, to instruct a computer on how to perform a task, run a software, do calculations etc. There are three types of procedures in a computer They are,

**Hardware-Oriented Procedure:** Instructs the hardware components of the system, ensures they work smoothly

**Software Oriented Procedure:** Provides instructions to launch and run software programs

**Internal Procedures:** Directs the flow of information and sequences the data

### **5] Data**

Data is essentially the raw facts and figures that we input in the computer. The data gets processed via the computer system and becomes information, which is processed and organized data. Information can then be used for decision-making purposes.

The measurement of data is done in terms of “bytes”. One kilobyte (KB) is approximately 1000 bytes, 1 megabyte (MB) is 1 million bytes and finally, 1 gigabyte (GB) is approximately 1 billion bytes.

### **6] Connectivity**

This is when the computers are linked to a network. It facilitates sharing of information, files, and other facilities. Computers can connect to a network via LAN cables, Bluetooth, Wi-Fi, satellites etc. The internet is the most obvious example of connectivity in a computer system.

1. What are the four types of hardware?
2. What is a utility software?
3. Name the types of liveware.
4. What is a procedure and what are the types of it?

**Task 2. Circle the correct answer.**

- 1) Which of these is an example of hardware?  
A. Monitor  
B. Microsoft word  
C. Internet explorer  
D. Windows Media Player
- 2) Which of these is an example of software? Circle the correct answer.  
A. Keyboard  
B. Monitor  
C. Microsoft Excel  
D. Printer

**Task 3. Fill in the blank with the correct answer**

**Shift    Windows    Caps Lock    Enter    Backspace    Delete    Insert    Home**  
**Space Bar    End Tab**

The \_\_\_\_\_key allows you to capitalize letters when pressed down and allows you to access the secondary function of your computer keys. The \_\_\_\_\_key opens and closes your windows start menu. To make all letters capital until you turn it off you use the \_\_\_\_\_key. To start a new line you press \_\_\_\_\_. If you want to erase an object to the left of your cursor you press \_\_\_\_\_ but if you want to erase an object to the right of your cursor you press \_\_\_\_\_. The \_\_\_\_\_key allows you to replace a word with another by writing over it. The \_\_\_\_\_key moves your cursor to the front of your line of text. To add one blank space between objects you press the \_\_\_\_\_. To move your cursor to the end of your line of text you press the \_\_\_\_\_key. If you want to indent a paragraph you use the \_\_\_\_\_key.



**Task 4. Choose the correct letter.**

## WHAT'S WRONG WITH THIS PICTURE?

**1 Eye Strain**

- Screen too far or too close
- Poor screen resolution/clarity
- Poor visual acuity

**2 Neck/Shoulder discomfort**

- Screen too high
- Hard copy too far from screen
- Screen off to side of keyboard
- Work surface too high; raised shoulders
- Keyboard, mouse or work too far or too high

- Arms held static in forward position
- Holding phone with shoulder
- Frequently used materials located at arm's length

**3 Back discomfort**

- Chair too high or too low
- Backrest not used
- Seat pan tilted down
- Seat pan too long
- Asymmetrical posture

**4 Numbness, tingling in palm or any of the first four fingers; forearm discomfort**

- Work surface too high
- Wrist or forearm resting on sharp edge of work surface
- Arms held static in forward position
- Fingernails too long

**5 Wrist discomfort on the little finger side**

- Over-stretching to reach key functions from a set wrist position
- Large rings interfere with movement
- Elbows away from body; keyboard too high or too close
- Excessive keystroke force
- Keyboard angle too steep

**6 Back of wrist/top of forearm discomfort**

- Keyboard too far forward
- Keyboard too high on work surface
- Keyboard angle too steep; over-extending wrist
- Fingers held static over mouse

**7 Numbness or tingling of little finger, side of ring finger next to little finger or edge of hand**

- Pressure on elbow
- Resting forearm (little finger side) on work surface edge
- Work surface too high

**8 Discomfort in thumb or thumb side of wrist**

- Repetitive, forceful spacebar use or keystrokes
- Repetitive paper-folding using thumb to crease
- Writing with forceful grip or awkward thumb angle

**9 Lower legs go to sleep; circulation reduced**

- Feet not supported
- Seat pan too long
- Chair too high
- Leg movement restricted
- Sitting on crossed leg

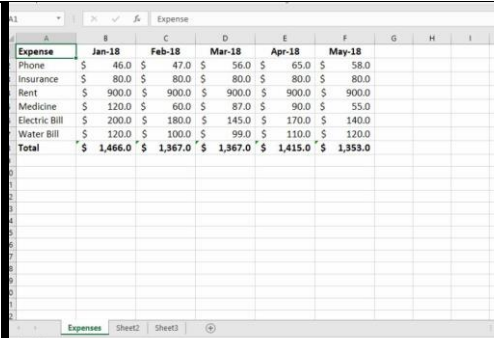


**Task 5. Match and write sentences with the words:**

- |                  |                            |
|------------------|----------------------------|
| 1. reliable      | a) вартісний               |
| 2. expensive     | b) надійний                |
| 3. strengths     | c) дієвий                  |
| 4. efficient     | d) ефективність, міцність  |
| 5. user-friendly | e) надійний, стійкий       |
| 6. durable       | f) зручний для користувача |

**Task 6. Match types of the software and definitions:**

1) Application software	a) operates the computer and allows application software to be run. Common examples include Microsoft Windows, Linux, Unix, Mac OSX and utility software such as anti-virus software. In the Listening dialogue, there is a discussion of photo imaging packages. These allow you to edit and store photos. The most famous product is probably Adobe Photoshop from Adobe.
2) System software	b) includes Adobe Acrobat, CAD, Word, Excel, Encarta, Notepad, Internet Explorer, Firefox and Safari. Programming software allows programmers to create software for others to use. Common examples include Java, C++, Turbo C, My SQL, Visual C, Access and Visual Studio.
3) Common application software	c) is designed to help the user carry out a specific task or tasks.
4) non-IT colleagues use	<p>d) a software specifically created to help a process of analysis, configuration, optimization in computer maintenance.</p> <p>This software is very much needed because of its existence can be an effort in prevention when suddenly a computer error or error occurs.</p> <p>You must have on your computer.</p> <p>They are:</p> <ol style="list-style-type: none"> <li>1. Antivirus</li> <li>2. Disk Cleaner</li> <li>3. Disk Defragmenter</li> <li>4. Registry Editor</li> <li>5. Driver Scanner</li> </ol>
5) Utility program	e) the Microsoft Office or iWork suites, which include word-processing, spreadsheets and presentation software. Application software: iTunes, Safari, Skype, Calculator, Explorer, ringtone software, any utility software for a computer device, SMS software, converters (for example, PDF to .doc format) System software: utility software that backs up or protects content, synchronisation software for mobile PC

	devices, system scanning software, system restore software, system clean-up software Language.
6) spreadsheet	 <p>f)</p>

### Task 7. Match IT jobs with their duties.

#### IT professions

1. Network and computer systems administrator

2.Support technician

3.Systems analyst

4.Software developer, otherwise known as programmer

5.Database administrator

6.Helpdesk supervisor

7.Project manager

#### Career focus

a) is responsible for the operation of the networks.

b) this person writes, tests and debugs computer programs, usually as part of a team.

c) designs, develops and maintains databases .This person does not usually do the data entry for databases; rather, the job involves quite a high level of technical skill and is somewhat similar to programming

d) sets up new computers, installs software and provides help with IT problems and may provide internal IT support within a company covering a range of IT uses, or may work for a hardware or software vendor and provide support to external users (business as well as consumer) of the company's products.

e) co-ordinates projects such as software development or major equipment renewal. He or she is responsible for ensuring that the intended components of a project are finished on time and within budget.

f) liaises with the client to understand their requirements and then ensures that the solution is prepared to those specifications.

g) this person supervises technical support staff, who may be working in a telephone call centre.

**Task 8. Circle the correct answer.**

1) Which of these is an example of hardware?

- A. Monitor
- B. Microsoft word
- C. Internet explorer
- D. Windows Media Player

2) Which of these is an example of software? Circle the correct answer.

- A. Keyboard
- B. Monitor
- C. Microsoft Excel
- D. Printer

**Task 9. List two examples of an input device. List two examples of an output device.**

**Task 10. Read expressions for Agreeing and Disagreeing.**



Words and phrases that we use when we agree or disagree with someone in English. These expressions to agree and disagree come in handy. Remember, that communication is all about interacting with others, so you should really make an effort to communicate accurately and appropriately with others. Finally, you can use some of these expressions in your Writing tasks for B2 and C1, especially.

**Stating an opinion**

- In my opinion...
- The way I see it...
- If you want my honest opinion....
- According to Lisa...
- As far as I'm concerned...
- If you ask me...

**Asking for an opinion**

- What's your idea?
- What are your thoughts on all of this?
- How do you feel about that?
- Do you have anything to say about this?
- What do you think?

- Do you agree?
- Wouldn't you say?

### Expressing agreement

- I agree with you 100 percent.
- I couldn't agree with you more.
- That's so true.
- That's for sure.
- **(slang)** Tell me about it!
- You're absolutely right.
- Absolutely.
- That's exactly how I feel.
- Exactly.
- I'm afraid I agree with James.
- I have to side with Dad on this one.
- No doubt about it.
- **(agree with negative statement)** Me neither.
- **(weak)** I suppose so./I guess so.
- You have a point there.
- I was just going to say that.

### Expressing disagreement

- I don't think so.
- **(strong)** No way.
- I'm afraid I disagree.
- **(strong)** I totally disagree.
- I beg to differ.
- **(strong)** I'd say the exact opposite.
- Not necessarily.
- That's not always true.
- That's not always the case.
- No, I'm not so sure about that.

### Interruptions

- Can I add something here?
- Is it okay if I jump in for a second?
- If I might add something...
- Can I throw my two cents in?
- Sorry to interrupt, but...
- **(after accidentally interrupting someone)** Sorry, go ahead. **OR** Sorry, you were saying...
- **(after being interrupted)** You didn't let me finish.

### Settling an argument

- Let's just move on, shall we?
- Let's drop it.
- I think we're going to have to agree to disagree.
- **(sarcastic)** Whatever you say./If you say so.

### Task 11. Answer the questions:

- Which of these phrases for agreeing and disagreeing are your favourite?
- Which do you use most often?

- Which are new for you?

## **Task 12. Read the rules of Present Simple and complete the exercise.**

### **The Present Simple Tense**

In the present simple 3rd person singular (he, she, it), add s, es, or ies to the base form of the verb.

- To regular verbs just add an s – Ex: travel – travels, give – gives, play – plays
- To verbs that end in s, ss, sh, ch, x, and o, add an es – Ex: wash – washes, mix – mixes,
- To verbs end in y after a consonant (any letter that isn't a vowel), change the y to i and add es. Ex: study – studies, fly – flies

### **Forming the Present Simple**

I / You / We / They sleep late on Saturdays

He / She / It goes to the beach every weekend

### **Time Expressions in the Present Simple**

The most common time expressions in the present simple are: usually, always, never, on Wednesdays, every Wednesday, twice a week, once a month, in general, every other day.

Time expressions made up of one word are placed between the subject and the verb in positive sentences and questions and between the auxiliary verb and main verb in negative sentences.

1. I always study hard for exams.
2. Do you usually speak to him like that?

Time expressions made up of two or more words are placed either at the beginning or the end of a sentence and usually at the end of questions.

1. Ben goes to football practice every Tuesday.
2. In general, I believe that all people can live in peace.
3. Do you go to the supermarket every week?

### **Negative Sentences in the Present Simple Tense**

#### **Spelling Tip**

When shortening the 3rd person (he, she, it) negative, just remove the o in not and add an apostrophe (') does not – doesn't

When creating negative sentences, we usually use the auxiliary verbs don't and doesn't + the base form of the verb.

1. I don't like the food they serve at that restaurant.
2. Jim doesn't work on Fridays.
3. My friends don't usually leave so early.

4. I do not want to go with you!

### **Yes/No Questions in the Present Simple**

To create a question that will be answered with a yes or no, start the question with Do or Does, then add a subject (the person or thing that does the action) followed by the base form of the verb and only then add the rest of the sentence.

1. Do you surf the Internet every day?
2. Does your boss give you positive feedback?
3. Does Jonathan always turn off the lights?
4. Don't you ever clean your room?

### **Wh-Questions in the Present Simple**

Wh- questions are questions that require more information in their answers. Typical wh- words are what, where, when, why, who, how, how many, how much. To create a wh-question, start with the wh-word, then add do or does, then the subject (a person or thing that does the action), followed by the base form of the verb and only then add the rest of the sentence.

1. When do you want to meet me?
2. Why does Beth always complain so much?
3. How much does the ticket cost?
4. Why don't you ever go on vacation?

### **Fill in the correct form of the verb.**

1. Every year his family \_\_\_\_\_ to Europe for two weeks. (go)
2. Tammy and Jen \_\_\_\_\_ a Pilates class on Wednesday mornings. (take)
3. \_\_\_\_\_ that airline \_\_\_\_\_ to Paris? (fly)
4. The semester \_\_\_\_\_ until the end of June. (not finish)
5. Tony usually \_\_\_\_\_ to call his mother in the mornings. (try)
6. \_\_\_\_\_ for your car expenses? (Who/pay)
7. The shops \_\_\_\_\_ until 21:00. (not close)
8. Gerard \_\_\_\_\_ the ball and \_\_\_\_\_ it into the net. (receive/kick)
9. \_\_\_\_\_ times a day \_\_\_\_\_ you \_\_\_\_\_ your dogs for a walk? (take)

## CHAPTER II

**Task 1. Warming up. Having your general skills and knowledge answer these questions:**

1. What features of the website do you know?
2. What features should the website have to look attractive?
3. What website do you visit and why?
4. Name the feature that makes the website look unattractive.

**Task 2. Read the text and decide whether statements are True or False:**

### **To be or not to be on social media?**

It seems impossible to go anywhere nowadays without feeling the presence of some form of social media. At work or at play, when you meet someone new, the chances are they'll tell you to 'look them up' on their chosen social network before offering their telephone number. But what are the positives and negatives of social media?

Let's start with the positives. Social media has the ability to connect more people more quickly than any other means of communication in history. But what's so good about that? Well, for those people who have a strong social conscience and want to be outspoken about it, they can reach a large audience and hopefully gain support for their cause, for example through sharing a petition for people to sign.

People also use it to raise money for charitable causes or to fund new business ideas. It's also a great way to find out information about what's going on in your local area, for example, groups to join or new fitness classes to try. Again, it's all about bringing like-minded people together, not only virtually, but physically.

Now onto the negatives. Social media sites can be extremely addictive, and people waste a lot of time online, for example, looking at photos of people they hardly even know. While it can be a great way of arranging meet-ups in the real world, a lot of people also spend so much time talking to their online friends that their face-to-face relationships suffer. It is also thought that using social media increases anxiety in young people because they feel under so much pressure to maintain their online presence.

Love it or hate it, one thing is for sure: social media is here to stay ...

**Are the statements true (T) or false (F)?**

1. Connecting on social media is now more common than by telephone. T/F
2. Social media helps raise awareness of social issues. T/F
3. Social media can help people get money to start new companies. T/F
4. Some users of social media spend too much time online. T/F
5. People only look at pictures posted by people they know well. T/F
6. Social media is only used for meeting people online. T/F
7. It is negative when social media has the ability to connect more people. T/F
8. It is positive to get to know some information about what's going on in your local area. T/F



### Task 3. Read some paragraphs about features of websites. And answer the questions.



- Name features that attract online shoppers.
- Why should websites have mobile app?
- Why are negative reviews useful and important?

All websites are unique in their own way. We've seen trends in ecommerce website design like animation, 360-degree product previews, advanced filtering, and dynamic product search. However, trends don't guarantee conversion rates or robust user experiences. There are certain elements that every ecommerce site should have to stay relevant and competitive. Here is a list of some must-have features that attract online shoppers.

#### 1. User-Friendly

Simplicity should be a goal in good design and you don't have to sacrifice elegance to achieve it. As a matter of fact, studies show that 76% of consumers say the most important characteristic of a website is ease of use. The **objective** is to help shoppers get to what they want faster and without running into unnecessary complexity that can **clog up** the path to purchase.

#### 2. Mobile-Friendly Website

Mobile shopping accounts for 50% of online transactions. With a responsive website, content intuitively adapts to whatever device is accessing it to provide the most user-friendly experience. Walmart increased mobile sales by 98% after optimizing its mobile site. Creating a mobile-friendly experience for your shoppers will improve sales and potentially your **rankings**.

#### 3. High-Resolution Photos & Video

Shoppers want to see multiple angles and people using the product in different environments. They want to be able to zoom in and get a feel for the product. Technical considerations for images are **crucial**. Images that don't load or take too long to load will see a consumer **drop-off** rate of 39%, according to Adobe. And, we're not talking about just professional photos. Vanity Planet found that adding Instagram photos to their product pages increased checkouts by 24%. Images sell, not text. Ecommerce websites should display multiple photos per product. The photos need to be high-resolution and optimized for page load.

#### 4. User-Generated Reviews

Shoppers read reviews. About 95% of them, in fact. And 57% of consumers will only use a business if it has 4 or more stars. You might think that having negative reviews is a sale killer. The opposite is actually true. Having negative reviews can often be positive. It's shown that products without negative reviews are seen as censored and, in turn, shoppers will **assume** the positive reviews are **fake**.

Depending on website functionality, ecommerce sites can use plugins from the most popular review platforms including Yelp, Foursquare, and Facebook. Forward-thinking ecommerce sites, like Paiwen paddleboards, are using reviews as user-generated content to drive social proof and build **raving** fans.

**Task 4. Match the words with the definitions. And write sentences using these words.**

1. An objective	a) extremely important or necessary:
2. to clog up	b) something that you plan to do or achieve:
3. rankings	c) the position or level something or someone has in a list that compares their importance, quality, success,
4. crucial	d) when something is blocked so that little or nothing can pass through.
5. To drop-off	e) to accept something to be true without question or proof:
6. to assume	f) to become lower in level, value, price, etc.:
7. a fake	g) complete or extreme, or completely or extremely:
8. raving	h) an object that is made to look real or valuable in order to deceive people

**Task 5. Read the article again and complete sentences.**

1. The \_\_\_\_\_ is to help shoppers get to what they want faster.
2. Technical considerations for images are\_\_\_\_\_.
3. Creating a mobile-friendly experience for your shoppers will improve sales and potentially your \_\_\_\_\_.
4. Vanity Planet found that adding Instagram photos to their product pages \_\_\_\_\_ checkouts by 24%.
5. You might think that having negative \_\_\_\_\_ is a sale killer.
6. It's shown that products without negative reviews are seen as censored and, in turn, shoppers will assume the positive reviews are \_\_\_\_\_.

**Task 6. Look through the linking words and complete the task:**

Listing	
first, second, third	
firstly, secondly, thirdly	
first, furthermore, finally	
to begin, to conclude, in conclusion	
next, last, finally	
In addition, moreover	
Further, furthermore	

<b>Summary</b>	
in conclusion	
to conclude	
in brief	
to summarise	
overall	
therefore	
<b>Result/consequence</b>	
so	
therefore	
as a result/consequence	
accordingly	
consequently	
because of this/that	
thus	
hence	
for this/that reason	
so that	
in that case	
under these circumstances	

**Task 7. Choose the correct linking word.**

1. I have never been here before... (as/but/and) my friend has.
2. We took a taxi... (in short/but/because) we were late.
3. This house is beautiful... (In addition to/ However/ Because), it is in poor condition.
4. I was tired, ... (so/for example/since) I went to bed early.
5. Some foods, ... (moreover/as a result/such as) chocolate, are very fattening.
6. Is this the boy... (whose/which/ what) parents own the factory?

**Task 8. Having your general skills and knowledge answer these questions:**

1. How often do you buy online?
2. Why are you afraid of buying items online? Why is online shopping insecure?

**Task 9. Read the text and decide what title is the best for the text. Answer the questions.**



- a) Top 5 security threats
- b) Current e-commerce
- c) How to prevent security threats?

There's no doubt that online trade is booming, with worldwide eCommerce sales predicted to reach \$4.5 trillion by 2021. However, this success often attracts unwanted attention, and cyber-criminals have a sophisticated bunch of methods to exploit gaps in online store security.

However, as online are becoming more advanced, it's important to **keep up with** the significant security risks that come with it. In this blog we'll explore the different types of threats in eCommerce that you should be aware of, and the best methods to avoid them in 2020-2021.

### 1. Distributed Denial of Service (DDoS) Attacks

A DDoS attack involves your website's servers being flooded with requests from potentially thousands of untraceable IP addresses. Today's more sophisticated attacks can cause your entire site to go offline, leaving it open to more vicious attacks, such as a **malware** infection. This security threat can cost your business thousands in lost revenue. However, the damage done by DDoS attacks is often reputational – losing your customers' trust and confidence. That is, according to 78% of security professionals in a survey by Corero Network Security.

### 2. Credit card fraud

The old classic, credit card fraud, remains the most common security threat facing eCommerce sites, because it's difficult to trace. How can you spot credit card fraud? There are some ways when credit card can be occurred:

- A sale of a much higher cost than you paid
- An order preceded by a lot of unsuccessful
- An order shipped to another address

### 3. Malware

Malware is any piece of software that's been designed by cyber-criminals with the intention of gaining access, or causing damage, to a computer network. Malware files can allow hackers to fake (**spoof**) their identity, to take control of your computers and networks, send **malicious** emails on your behalf, and gain complete access to all the data on your system. To protect your site against security threats to your e-business, consider installing a firewall to monitor activity.

### 4. Bad bots

On the internet, there are good bots and bad bots. Bots are essentially automated programs designed to perform a specific task on the web. Good bots are **harmless** and help search engines provide useful results. However, bad bots are created to cause your business harm. In the past year they've developed to "behave" like real users.

### 5. E-skimming

E-skimming means that a hacker steals personal data, such as credit card information. Hackers capture shopper payment information in real-time, as soon as the customer accesses the payment page.

Answer the questions:

1. What is the text about?
2. What can the attacks cause to e-commerce?

3. What security threat is the hardest to track? When can we track it?
4. What is malware?
5. How can we protect our site against security threats?
6. Are bots harmless?
7. What is e-skimming?

**Task 10. Give definitions to the words below:**

to keep up with, malware, to fake, to spoof, malicious, harmless.

**Task 11. Look through the table below and do the exercise**

**Future Simple** is used to describe future actions in the future.

Affirmative	Negative	Questions
Hackers <b>will</b> gain access to the website	Hackers <b>won't</b> gain access to the website	<b>Will</b> hackers gain access to the website?
The company will use a firewall to protect their data	The company won't use a firewall to protect their data	Will the company use a firewall to protect their data.

1. Cyber-criminals \_\_\_\_\_ the network. (to attack)
2. \_\_\_\_\_ The company \_\_\_\_\_ revenues? (to lose)
3. Attacks \_\_\_\_\_ your entire site to go offline (not to cause).
4. Malware files \_\_\_\_\_ hackers to fake their identity, to take control of your computers and networks, send malicious emails on your behalf. (to allow)
5. Good bots \_\_\_\_\_ your business harm. (not to cause)
6. \_\_\_\_\_ you \_\_\_\_\_ hacker's attack? (to prevent)
7. We \_\_\_\_\_ to the new security system. (to change)

**Task 12. Having your general skills and knowledge answer these questions:**

1. What is an online transaction?
2. Why are people afraid of online shopping?

**Task 13. Watch the video "Understanding online payments" and define whether the statement is true or false.**



1. There are 3 players in the online payment system.
2. The seller needs to have an Internet merchant account and the payment gateway.
3. It's possible to use an alternative payment solution: PayPal.
4. The customer doesn't need to submit payment information while ordering the item.
5. The information is sent to the payment gateway.

6. The payment gateway doesn't encrypt payment information.
7. The next step of processing the info is authorization.
8. It takes 5 minutes to process the data.
9. The final step is settlement.
10. For choosing the best payment system, we need to know some solid answers to questions whether it's secure, reliable and safe, and to find the payment solution that is PCI compliant.

**Task 14. Match the words with the definitions. And write sentences using these words.**

1. Pitfalls
2. to decline
3. A settlement
  - a) politely refuse (an invitation or offer)
  - b) a hidden or unsuspected danger or difficulty.
  - c) an official agreement that finishes an argument

**Task 15. Look through the vocabulary material and make 5 sentences using these patterns.**

**transaction** *noun*

**cross-border, international | domestic | profitable | fraudulent, illegal** *The president had entered into fraudulent property transactions.* | **credit, credit/debit card | cash, cheque | online | over-the-counter** *Electronic banking may make over-the-counter transactions obsolete.* | **banking, business, commercial, consumer, economic, financial, market, trade | foreign currency, foreign exchange | property, share**

**VERB + TRANSACTION** *carry out, conduct, enter into, make | effect, handle*

*to effect a transaction for a client | close, complete*

**TRANSACTION + VERB** *proceed, take place* *to ensure the transaction proceeds smoothly*

**TRANSACTION + NOUN** *charges, costs*

**PREP. ~ between** *The system records all transactions between the firm and its suppliers.* | **~ in** *Transactions in land are frequently handled by an estate agent.* >

**Task 16. Read the text and make up 8 questions to the text.**

### **E-commerce: Online transactions**

After you find the perfect ecommerce product and understand your target market, there are still several steps needing implementation before you sell. Does your ecommerce solution calculate tax, determine shipping and handling charges, and process the customers preferred payment method in a secure environment? Which ecommerce provider will best suite your company? And which steps should you take?

#### **Taxes**

Keeping track of tax rules and regulations can be complicated. Certain states have different rules about what and who should be taxed. Within California alone, for example, there are hundreds of different sales tax rates. First you have state tax. Then different counties have taxes and some cities even add percentages on top of that. If you are doing business internationally, more

confusion enters the picture with tariffs, custom fees and other potential charges. In addition to taxes, you have to contend with nexus, a legal term meaning, "Where you have a presence doing business". In the United States, you must collect, pay and report sales tax in the states where you have the nexus. It might be worth contacting an attorney since this is a legal term associated with doing business. However you handle the tax hurdle, the next step is getting your products to the customers and being knowledgeable about what to charge for the transaction.

### **Shipping Charges**

One important thing to remember about shipping is that the cost of sending your product might not necessarily be the cost you want to charge the customer. It is sometimes a good idea to offer free shipping (similar to this past Christmas's Amazon.com campaign) for large purchases to provide purchasing incentives. Free shipping often times increases the size and costs of orders. Many ecommerce solutions provide fixed amounts for shipping and handling based on the dollar amounts of orders and limiting delivery options. Again, you will have to strategize the approach you wish to take. Another factor to consider is weight. You must find a way to provide weight information on products since shipping costs vary by weight. So make sure your product database has a place to store a weight value. But before you start shipping products, you must collect the payment. The Network Solutions ecommerce solution provides UPS, FedEx, and USPS shipping calculation by weight, zone and dimensions. The shopping cart also calculates taxes based on zip code in real-time!

### **Payment Options**

95% of online transactions are made with credit cards. In order to accept online payments via the Internet a credit card merchant account is needed. Network Solutions provides a one-stop merchant account solution to save you time and the hassle of working with multiple vendors. Basically, here is how the process works on for accepting credit cards via the Internet:

Credit Card Authentication: this process ensures that the credit card provided is a valid one.

Credit Card Authorization: this system checks whether funds are available.

Settlement: Once the product is shipped the bank will release the funds and place them into your bank account.

Another payment option that has become very popular is paypal.com. This payment method allows people to draw money from their bank accounts or credit cards and send via email. Paypal is ultimately free, but businesses are charged to send and receive funds.

### **Security**

128 bit SSL security is a popular way for businesses to provide security to customers. It is encrypted technology that mixes up messages so that only the recipient can read it. When a website start with https, that means they are using SSL site security. This is great for online ecommerce shopping carts because it reduces risk and increases customer confidence. Most shopping cart solutions will provide this technology at no extra charge. Once you are secure, you are about business and ready to sell!

#### **Task 17. Answer the question:**

- a) What company would you like to work for? And why?
- b) How will you improve the company's work?

**Task 18. Imagine that you work for the company which is losing the budget and clients. The company has an old system of payment. Think about the technology the company can use, how they can protect the company from security attacks and what features and tools the website should have.**

**Task 19. Look through the useful phrases for presentation and make a presentation on the issue in Task 17.**

#### *Introduction*

- ✓ Good morning/afternoon everyone and welcome to my presentation. First of all, let me thank you all for coming here today.
- ✓ Let me start by saying a few words about my own background.
- ✓ As you can see on the screen, our topic today is.....
- ✓ This morning/ afternoon I'm going to take a look at the recent developments in.....

#### *Presentation structure*

- ✓ In my presentation I'll focus on three major issues.
- ✓ This presentation is structured as follows....
- ✓ The subject can be looked at under the following headings.....

#### *Timing*

- ✓ It will take about X minutes to cover these questions.

#### *Handouts*

- ✓ Does everybody have a handout / copy of my report?
- ✓ I'll be handing out copies of the slides at the end of my talk.
- ✓ I can email the PowerPoint presentation to anyone who would like it.
- ✓ Don't worry about taking notes, I've put all the relevant statistics on a handout for you

#### *Questions*

- ✓ If you have any questions, I am happy to answer them
- ✓ If you don't mind, I'd like to leave questions until the end of my talk /there will be time for a questions -answers part at the end...

#### *Sequencing phrases*

- ✓ First of all, I'd like to give you an overview of....
- ✓ Next, I'll focus on.....and then we'll consider....
- ✓ Then I'll go on to highlight what I see as the main points of....
- ✓ Finally, I'd like to raise briefly the issue of....

#### *Highlighting information*

- ✓ I'd like to put the situation into some kind of perspective
- ✓ I'd like to make more detailed recommendations regarding....
- ✓ I'd like you to think about the significance of this point here

#### *Conclusion*

- ✓ I'd just like to finish with the words of a famous scientist/ politician/ author.....
- ✓ To conclude...
- ✓ Thank you very much for listening to me.

**Task 20. Complete the sentences with the appropriate words.**

1. Let me \_\_\_\_\_ by saying a few words about my own background.
2. I'm going to take \_\_\_\_\_ at the recent developments in the IT sphere.



3. In my presentation I'll \_\_\_\_\_ on 3 issues: features of the website, payment system and security.
4. Does everybody have \_\_\_\_\_ of my report?
5. Next, I'll focus \_\_\_\_ security and then we'll \_\_\_\_\_ ways of increasing the number of clients.
6. Then I'll go on to \_\_\_\_\_ what I see as the main points of online transactions.
7. Thank you very much for \_\_\_\_\_ me.

## CHAPTER III

### Task 1. Answer the questions:

1. Do you use wireless or wired connection at home?
2. Do you use VPN for visiting VK or other websites?
3. How often do you surf the internet?

### Task 2. Read the text “Types of Network” and answer the questions.



A computer network is a group of computers linked to each other that allows the computer to communicate with another computer and share their resources, files, and programs. There are 4 types of network:

- LAN(Local Area Network)
- PAN(Personal Area Network)
- MAN(Metropolitan Area Network)
- WAN(Wide Area Network)

#### LAN – Local Area Network

Local Area Network is a group of computers connected to each other in a small area such as a building. LAN is used to connect two or more personal computers through a communication medium such as **twisted pair**, **coaxial cable**, etc. It is less costly as it is built with **inexpensive** hardware such as **hubs**, network adapters, and ethernet cables. The data is transferred at an extremely faster rate in the Local Area Network. Local Area Network provides higher security.

#### PAN – Personal Area Network

Personal Area Network is a network arranged within an individual person, typically within a range of 10 meters. People use smartphones, laptops, mp3 players and PlayStation.

There are two types of Personal Area Network:

- **Wireless Personal Area Network:** Wireless Personal Area Network is developed by using **wireless** technologies such as WiFi, Bluetooth. It is a low range network.
- **Wired Personal Area Network:** Wired Personal Area Network is created by using the USB.

#### MAN – Metropolitan Area Network

Government agencies use MAN to connect to the citizens and private industries. In MAN, various LANs are connected to each other through a telephone exchange line. It can be used in a college within a city.

### WAN – Wide Area Network

A Wide Area Network is a network that covers a large geographical area such as state or country. The internet is one of the biggest WAN in the world. A Wide Area Network is widely used in the field of Business, government, and education.

1. What type of network is used over small areas?
2. How many types are mentioned in the text?
3. What hardware does LAN use?
4. Does LAN provide high security?
5. Is PAN wireless or wired?
6. What network does the government use to connect to private industries?
7. What network covers a large area such as a country?

### Task 3. Match items to the photos.

- a) Twisted pair
- b) Coaxial cable
- c) Hub
- d) Network adapters



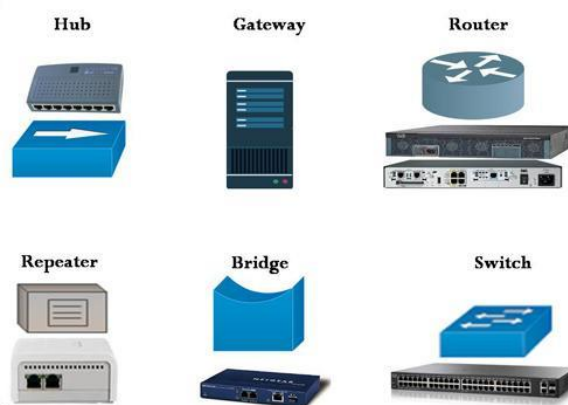
### Task 4. Find the antonyms to the words: wireless, inexpensive, connect.

### Task 5. Translate sentences:

1. Комп'ютерна мережа дозволяє комп'ютеру з'єднуватися з іншим комп'ютером та ділитися своїми ресурсами, файлами та програмами.
2. Дані передаються надзвичайно швидко в локальній мережі.
3. Державні установи використовують MAN для зв'язку з громадянами та приватними галузями.
4. WAN – це мережа, яка охоплює велику географічну область, таку як штат чи країна.
5. Широкосмугова мережа використовується у сферах бізнесу, політики (уряду) та освіти.

**Task 6. Having your general skills and knowledge answer these questions:**

a) Look at the photo. What are these devices used for?



b) What is the difference between a router and a modem?

**Task 7. Translate sentences into English.**

1. Багато користувачів не розуміють, що таке модем, роутер і маршрутизатор.
2. Модем завжди відповідає за інтернет-з'єднання для одного гаджета, тому що це технічно найпростіший пристрій.
3. Існує два основних типи модемів: 3G / 4G і ADSL.
4. Роутер забезпечує з'єднання між декількома пристроями, вміє привласнювати унікальний IP-адреса для кожного підключення та регулювати швидкість передачі даних.
5. Точка доступу – звичайний концентратор, який забезпечує бездротовий доступ до вже існуючої мережі або створення нової бездротової мережі.

**Task 8. Read the grammar point and make your own examples**

**Suggestions**

There are a lot of expressions which we can use to make suggestions.

- How about/what about + -ing?  
How about buying a new router to have better internet connection?  
What about calling the internet provider?
- We can use why don't ...? to make a specific suggestion:  
Why don't you change the modem?
- Could  
Could we connect to your Wi-Fi access point?

**Task 9. Having your general skills and knowledge answer these questions:**

1. What social network do you use?
2. Do you know when Facebook or Twitter were created?
3. Do you know some successful people in IT sphere?

**Task 10. Look through the grammar point, complete the gaps in the text and answer the questions.**

# Past Simple Forms

Positive	Negative	Questions	Short answers	
I <b>went</b> .	I <b>did not go</b> . I <b>didn't go</b> .	Did I <b>go</b> ?	Yes, I <b>did</b> .	No, I <b>did not</b> . No, I <b>didn't</b> .
You <b>went</b> .	You <b>did not go</b> . You <b>didn't go</b> .	Did you <b>go</b> ?	Yes, you <b>did</b> .	No, you <b>did not</b> . No, you <b>didn't</b> .
He/She/It <b>went</b> .	He/She/It <b>did not go</b> . He/She/It <b>didn't go</b> .	Did he/she/it <b>go</b> ?	Yes, he/she/it <b>did</b> .	No, he/she/it <b>did not</b> . No, he/she/it <b>didn't</b> .
We <b>went</b> .	We <b>did not go</b> . We <b>didn't go</b> .	Did we <b>go</b> ?	Yes, we <b>did</b> .	No, we <b>did not</b> . No, we <b>didn't</b> .
They <b>went</b> .	They <b>did not go</b> . They <b>didn't go</b> .	Did they <b>go</b> ?	Yes, they <b>did</b> .	No, they <b>did not</b> . No, they <b>didn't</b> .



Mark Zuckerberg, 23, \_\_\_\_\_ (find) Facebook while studying psychology at Harvard University. In February 2004 Mr Zuckerberg \_\_\_\_\_ (launch) "The Facebook". It \_\_\_\_\_ (become) Facebook.com in August 2005 after the address was purchased for \$200,000. US high schools \_\_\_\_\_ (can) sign up from September 2005, then it \_\_\_\_\_ (begin) to spread worldwide, reaching UK universities the following month. Yahoo and Google are among companies which \_\_\_\_\_ (have) an interest in a buy-out, with rumoured figures of around \$2bn (£975m). Mr Zuckerberg \_\_\_\_\_ (refuse) to sell. The company \_\_\_\_\_ (announce) that the number of registered users had reached 30 million, making it the largest social-networking site with an education focus.

After a while, Divya Narendra, and the brothers Cameron and Tyler Winklevoss, who \_\_\_\_\_ (find) the social-networking site ConnectU, \_\_\_\_\_ (accuse) Mr Zuckerberg of copying their ideas and coding. Mr Zuckerberg had worked as a computer programmer for them when they \_\_\_\_\_ (be) all at Harvard before Facebook was created.

Answer the questions.

1. When did Mark Zuckerberg find Facebook?
2. What companies had an interest in buying Facebook?
3. Did Mark Zuckerberg refuse to sell Facebook?
4. Why did Divya Narendra and the brothers Winklevoss accuse Mark?

**Task 11. Watch and listen the video "Bill Gates biography" and write at least 5 questions:**



- Date, place of birth
- His family
- his education
- his work before Microsoft times and there

#### Task 12. Match dates and Bill Gate's life

1995	He graduated from High school
1973	Bill was born in Seattle
1985	He stepped down as Chairman of Microsoft
1990	He married Melinda
1994	Microsoft released the 1st version of Windows
2014	Microsoft launched the 1st retail version of Microsoft Office

#### Task 13. Having general knowledge, answer the questions:

- A) Do you have wireless or wired network at home?
- B) What is a good internet speed?

#### Task 14. Read the text and answer the questions.



Internet speed is measured in megabits per second (Mbps). There's no such thing as one perfect internet speed, but in general, the higher your Mbps, the better internet you have. The speed you want will depend on what you use the internet for, and how many gadgets will be using the internet at once.

For example, checking your email takes up less internet bandwidth (in other words, needs less speed) than downloading files or streaming a video.

You probably don't use the internet for just one activity at a time — in fact, you probably don't even use one device at a time.

To help you know what speeds you'll need, here's a guide:

The average internet download speed is from 12 to 25 Mbps.

There are 3 options: "Basic" service will go from 3 to 8 Mbps download speed, while "advanced" service will exceed 25 Mbps. Research both download and upload speeds to figure out your best option. Be aware of how you're using the internet, and how that breaks down in the grand scheme of things.

Light use: You only use the internet for basic things like email, reading news, basic video, voice calls, and music streaming.

Moderate use: You use all the things included in the "Light" use category, as well as one of the following — streaming HD video, multi-party video conferencing, online gaming, or telecommuting.

High use: You do all of the things included in the "Light" use category, and more than one of the "Moderate" uses.

If you plan on moderate use, you're likely going to want to go with those average speeds in the 12 to 25 Mbps range. If your household consists of a single user on one device at a time, and you fall into the moderate use category, you could probably get away with basic service speeds. On the other hand, if you have four or more users or devices at a time, or you frequently stream 4K video or transfer large files, you'd probably want to upgrade to advanced service speeds.

1. What is the average internet download speed?
2. How many options are there for the internet speed?
3. What should we do to know the best option?
4. What does “moderate use” mean?

**Task 15. Write 8 sentences with the highlighted words from the text:** *to measure, to depend on, bandwidth, to figure out, to exceed, telecommuting, to fall into, to get away.*

**Task 16. Watch the video “Understanding internet speed” and answer the questions below.**



1. What is bandwidth?
2. Why can the Internet be slow?
3. What thing can interrupt the bandwidth?
4. What can we do when we have more bandwidth?
5. Translate the words “buffered” and “choppy”.

**Task 17. Warming-up. Answer the questions below:**

- 1) What did you do at home/work yesterday?
- 2) What did you read on the weekends?

**Task 18. Look at the table and discuss the tasks employees did during the week.**

	Monday	Tuesday	Wednesday	Thursday	Friday
Olga	checked emails	attended the secretary training	had a corporate meeting (tea, coffee and	went to the conference meeting	day off

			cakes)		
Den	set up routers in the office	went to fix printers	had a corporate meeting (tea, coffee and cakes)	installed Windows 7	gave a workshop on programming

**Task 19. Write a report to your boss what you did at work during the week. Mention these issues:**

- Supervise technical support staff
- Provide technical service-related support for an organization
- Assist with customer support.

## Chapter IV.

**Task 1. Answer the questions:**

- 1) Have you ever had a hardware problem?
- 2) How can we solve the hardware problems?

**Task 2. Read the article and answer the questions:**



Excerpt from “*15 Common PC Problems and How to Troubleshoot Them*”

By Karrar Haider on the Internet. Updated on June 23, 2020.

You don’t have to run to the *repair shop* every time your PC ends up with an issue. Many of the common PC problems have a rather simple *solution*, and you can fix them yourself with a few simple steps.

To help you *troubleshoot* common PC problems yourself, I have listed 15 most common PC hardware problems and what your options are if you face any of them.

### 1. PC Overheating

A heating PC slows down the whole system and leads to frequent *crashes*. Additionally, PC components may also get permanently damaged due to constant *exposure* to heat. There are two main reasons your PC heats up, i.e. either the cooling system isn’t working properly or the PC is heating to the point your cooling system can’t *handle* it anymore. In either case, I have written a comprehensive article on different solutions to handle an overheating PC.

### 2. Dysfunctional USB Port

If your USB port stops working, it’s not necessary that it’s broken. Below are some *solutions* that can fix this issue:

### Method 1: Restart the PC

Restarting the PC is the answer to many problems, and it is a common solution to USB port problem as well.

### Method 2: Uninstall USB port driver

Uninstalling the driver of the USB port will force Windows to reinstall it when you restart the PC. This may fix the problem. Here is how to do it:

- Press Windows + R keys and enter devmgmt.msc in the Run dialog to open the Device Manager.
- Here, expand Universal Serial Bus controllers option.
- Now right-click the entry USB Host Controller and then click on Uninstall.
- Repeat this for all entries with USB Host Controller to uninstall drivers for all the USB ports.
- Once deleted, restart the PC and Windows will automatically reinstall the drivers and fix any driver issues.

### 3. PC keeps disconnecting from WiFi

If your Wi-Fi is working fine but your PC keeps disconnecting from it, then your PC's network card may not be receiving full power. Windows has a built-in power saver option that gives less power to the network card. You need to disable this feature:

- Go to Advanced settings in the Power Options.
- Here expand Wireless Adaptor Settings and then expand Power Saving Mode.
- Set this to Maximum Performance.

### 4. PC Fans not working

If you notice one or more fans in your PC aren't working, then it could be due to the dirt inside. You will have to open up the PC and use a compressed air can or a leaf blower to clean up the fans and other components. If dirt wasn't the problem, then you can also use the SpeedFan app to see what is the problem. The app will let you control the fans to make them work again. Although your PC motherboard must support fan control to use this app.

### 5. Noisy PC

If you hear a lot of extra noise while using the PC, then most probably it is a plea to clean it up. Get it cleaned or use a can of compressed air or leaf blower to clean it up yourself. If you have overclocked your PC GPU and CPU, then they could be the reason for the noise as well.

### 6. Blue Screen of Death

The dreaded Blue Screen of Death (BSOD) can occur due to both software and hardware problems, but usually, it's a hardware problem. Whatever the cause, BSOD requires immediate attention as it's a sign of a big problem.

### 7. Blank monitor

If your monitor isn't showing anything, then this could be a problem with the monitor itself or the graphics card. You should connect the monitor to another PC to see whether the problem is with the PC or the monitor.

1. How many problems are mentioned in the article excerpt?
2. What does heating PC cause?
3. Why does the PC overheat?
4. How can we fix the USB port?



5. What do we need to do when PC keeps disconnecting from Wi-Fi?
6. Why can't the PC fans work?
7. Why can the Blue Screen of death occur?
8. Why can the monitor become blank?

**Task 3. Translate words and write 7 sentences with them in Present Perfect.**

- Repair shop
- Crash
- Handle
- Exposure
- Troubleshoot
- Solution
- Slow down

**Task 4. Reread the text and complete sentences:**

1. To help you \_\_\_\_\_ common PC problems yourself, I have listed 15 most common PC hardware problems and what your options are if you face any of them.
2. Additionally, PC components may also get permanently \_\_\_\_\_ due to constant exposure to heat.
3. Windows has a built-in power saver option that \_\_\_\_\_ less power to the network card.
4. If dirt wasn't the problem, then you can also \_\_\_\_\_ the SpeedFan app to see what is the problem.
5. If your monitor \_\_\_\_\_ anything, then this could be a problem with the monitor itself or the graphics card.

**Task 5. Having general knowledge, answer the questions:**

1. Have you ever had some problems with the software?
2. How did you manage to repair it?

**Task 6. Read the text and answer the questions.**



The best system utilities and repair software will help your business computers run more smoothly and faster. As soon as you take your new business PC out of the box and switch the machine on, it starts saving temporary files, caching pages and populating the hard disk. Over time all of this stuff has an impact on the system as the disk becomes fragmented. It's no surprise that your fast PC can start to run worse. There are a number of tuning tools available that can clean things up and make your PC work better.

There are the best system utilities and repair software products for business computers:

1. CCleaner Business Edition



This is the business version of the popular free consumer CCleaner clean-up tool. On first use it scans your machine for **cookies**, history and temporary files related to popular browsers, as well as files from other popular applications. There's a drive wiper for cleaning up old systems before **disposal** too. The software also gives you an option to monitor the system in the background and run a clean automatically when a previously specified amount of space can be saved.

## 2. Restoro

It scans a lot of problems and repairs them with the powerful system repair tool. All Restoro scans include built-in **malware** detection. Any **suspicious** files will be immediately identified, and you can decide whether or not they need to be removed. If you have one of the two unlimited use plans, you will benefit from the power of Restoro's excellent real-time monitoring tools. These are designed to help you keep tabs on your computer, identifying potentially dangerous apps or security **breaches** before any damage can be caused.

## 3. AVG TuneUp

A good choice for non-technical users. It cleans up system logs and caches, looks for registry problems and broken **shortcuts**, helps manage startup and shutdown, and checks for disk fragmentation. It also speeds up the system by disabling background tasks.

## 4. Iolo System Mechanic



Iolo System Mechanic is one of the most popular tuning tools around. It has the ability to optimize your CPU, memory and internet connection. It also allows you to manage startup programs.

## 5. Avast Ultimate



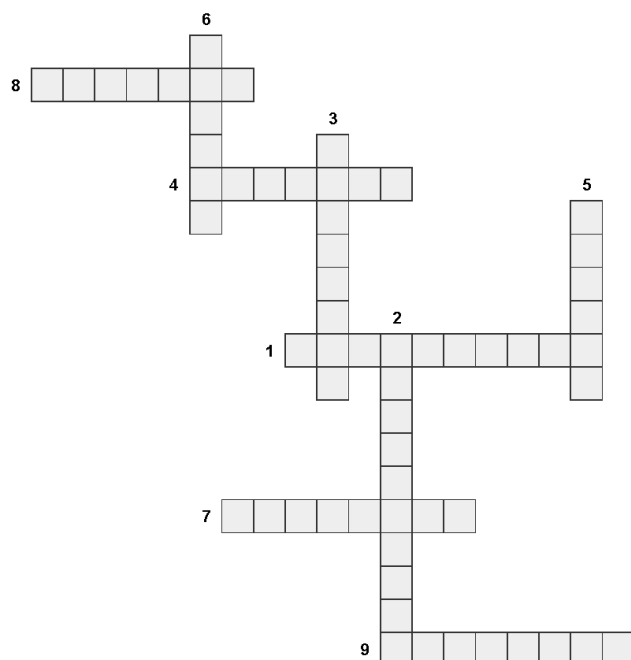
Avast Ultimate is one of the most comprehensive internet security **suites** around. While it includes anti-virus software at its heart, it also provides additional features you'd face to find. The package is really a combination of four of Avast's main products: Avast Antivirus Premier, Avast SecureLine VPN, Avast Cleanup, and Avast Passwords for Windows. This means you also get an automatic updater for your software, a file **shredder** to ensure data is properly

deleted from your hard drive, as well as **ransomware** protection. There are privacy protections included, too, not least via the SecureLine VPN, and a password manager manager, too.

The fragment taken from “Best system utilities and repair software for business computers in 2021” by Ian Barker, Brian hTurner

1. How many software are mentioned to improve PC work?
2. What software scans for cookies, temporary files related to browsers?
3. What software has the option of automatically running a clean?
4. What application detects malwares?
5. Is AVG TuneUp a good option for non-IT users?
6. How does AVG Tune Up speed up the system?
7. Does Iolo optimize the CPU and memory?
8. Does Avast include anti-virus software? What functions does Avast have got?

### Task 7. Do the crossword



1. a type of malicious software designed to block access to a computer system until a sum of money is paid.
2. feeling doubt or no trust in someone or something
3. the act of getting rid of something
4. information stored on your computer about internet documents that you have looked at
5. a set of related software (= computer program) products
6. an act of breaking a law, promise, agreement, or relationship
7. a quick way to start or use a computer program
8. computer software that is designed to damage the way a computer works
9. a machine for cutting documents into small pieces so that they cannot be read

### Task 8. Write sentences with the words in the bold from the text.

**Task 9. Having general knowledge, answer the questions.**

1. Look at the image. What is the set used for?



2. Have you ever repaired your PC? What tools did you use to repair your PC?

**Task 10. Read the list of repair tools.**

*Tools used by computer repairing experts:*

- Screwdrivers (Non-magnetic) – open the hardware components of a PC.
- Multi-tester – tests voltage resistance and continuity to measure the power functions of the motherboard of the PC.
- Cable testers – help in substituting cables and repair the plug point or wires connected to the different parts of a computer.
- Tweezers – retrieve the lost screw inside of a computer case.
- Lint-Free Cloth – wipe down the case or components from the dust.
- Wire cutters – strip and cut wires.

**Task 11. Look at the grammar point and tell about what tools are used for repairing a PC using the language point.**

- Used/use for+ verb with -ing  
Pliers are used for holding objects, cutting or bending tough materials.  
We use pliers for holding, cutting or bending tough materials.
- Used/use to + verb  
We use a reversible ratchet driver to drive screws.  
A reversible ratchet driver is used to drive screws.

**Task 12. Read the passage and answer the questions.**



**Five Best Computer Diagnostic Tools**

What are computer diagnostic tools? Computer diagnostics tools are pieces of software that give you the knowledge you need to be able to potentially repair your own computer. Computer diagnostic tools can be used to scan your computer's hard drive, to check your RAM for errors, check CPU and give you information about any other devices connected to your computer.

Here are our top 5 favorite computer diagnostic tools:

1. Windows Performance Monitor

The first one on our list is built right in to Windows operating systems. The performance monitor gives you a quick view of vital information related to your computer's hardware. You can also check out your CPU, Memory, Disk info and Ethernet information.

2. Windows Resource Monitor

Windows Resource Monitor is more robust than Windows Performance Monitor. It is better suited for tracking individual aspects of CPU, Network, memory and disk usage. This tool gives you an in depth look at what processes are affecting your CPU, how much memory is being used and what is using it.

3. Open Hardware Monitor

Open Hardware Monitor is a free open source application that runs on Windows and Linux systems. This diagnostic tool monitors your computer's temperature sensors, fan speeds, voltages, load and clock speeds. If your computer is shutting down by itself, hanging or crashing, this tool can come in real handy by telling you that your system is overheating or the fans aren't working properly.

4. Speccy

Speccy is another great computer diagnostic tool which gives information on just about everything including software, hardware, peripherals, disk info, graphics and network data.

5. HD Tune

HD Tune Pro is a great tool for HDD and SSD diagnostics. This utility allows you to benchmark your storage device showing you the minimum, maximum and average transfer rates. The other features of HD Tune include detailed drive info, error scanning and drive health.

1. What are diagnostic tools used for?
2. What can we diagnose using Windows Performance Monitor?
3. What can Windows Resource Monitor track?
4. Is Open hardware monitor free? Does Open Hardware Monitor run only on Windows?
5. What does Open Hardware Monitor monitor?
6. What are the functions of Speccy?
7. What does HD Tune allow us to benchmark?

**Task 13. Answer the questions:**

1. What do you feel when you find some problems with your electronic device?
2. What do you do to troubleshoot it?



**Task 14. Look at the image and answer the questions.**

1. What is their profession?
2. What skills should we have if we work in customer service?
3. How can customer service be improved?

**Task 15. Watch the video “Dynamics 365 for Customer Service Empowers Agents” and answer the questions.**



1. What is Microsoft Dynamic 365 used for?
2. What does Dynamics 365 enable companies?
3. Can the company predict future cases that customers can have?
4. What functions does Dynamic 365 have?

**Task 16. Read the passage and answer the questions**

Customer service is the act of supporting and advocating for customers in their discovery, use, optimization, and troubleshooting of a product or service. It's also the processes that support the teams making good customer service happen. The goal of customer service is to foster better customer relationships.

The primary objective of customer service is to be the customer's champion. This means answering customer questions quickly and effectively, resolving issues with empathy and care, documenting pain points to share with internal teams, nurturing relationships, and improving brand credibility.

Customer service skills or characteristics represent the qualities and abilities a customer service representative needs to deliver good customer service. Customer service managers tend to hire for technical skill sets. Technical skills are important, but soft skills matter, too.

Here are the top customer service skills your customer service representatives need:

- Language and tone: choose your words carefully, try to avoid puns or regional turns of phrase, use a gentle, informative tone.
  - Active listening: explain that you understand the reason for their call.
  - Clear communication
  - Interpersonal skills
  - Comfort multitasking: live chat agents are expected to handle more than one chat at a time.
  - Attention to detail
  - Attentiveness: providing speedy responses means being adept in addressing a customer's problem with a precise and polite tone
  - Collaboration skills: answering a customer's question often involves working with other teams or departments.
1. What is customer service?
  2. What duties does customer service have?
  3. Are technical skills important for customer service?
  4. What customer service skills does the representative need to have?

**Task 17. Answer the questions:**

1. Have you ever called the IT help desk?
2. What IT problems have you ever had?

**Task 18. Dwell on the picture.**



1. Look at the photo? What does she do? What is she doing now?

**Task 19. Look at the support ticket. Make a dialogue using the Help Desk ticket. Student A is a user and Student B is a Help desk technician. Discuss the problem and possible solutions.**

Great Game Products

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Ticket #96

Status	Pending ?
Email	throops@comcast.net
Department	Support Department
Subject	Configure Settings
Phone Number	999-999-9999
Operating System	Windows
Operating System Version	Windows Vista
Problem with what Product	Bridge Baron
Version of Product	18
Problem Category	General Help
Deal Number	Any
Suggested Features in Futures Versions	Include in message

guest (Thomas Throop)

2008-04-07 09:39:09

test

Print

Message editor

Legend: customer operator

Message

☐ **Markup** (Allows marking text as bold, italic, underline, code and inserting html links or images. Markup help.)

☐ **Confidential** (notification emails relating to this service request will not include message text)

☐ **Mark as solved** (Change ticket status to solved)

Send

Preview

Attach files



## Chapter V



**Task 1. Answer the questions:**

1. Have you ever been hacked?
2. What security threats and attacks do you know?

**Task 2. Listen, watch the video “Malware: Difference Between Computer Viruses, Worms and Trojans” and answer the questions.**



1. What is malware? Why is malware created?
2. What can the malware be used for?
3. How can the malware get into the PC?
4. What common types of malware are mentioned in the video?
5. Where can we find viruses?
6. Will the virus spread before the user opens?
7. When does the virus spread on the PC?
8. What is a Trojan? How does he trap the user?

**Task 3. Listen, read the parts of TED talk by Nick Espinosa and do the tasks after.**



But what our internet culture tends to lack is a common understanding, to foster true, true understanding about cybersecurity and threats online.

So, without further ado, here are my five laws of cybersecurity that are designed to do just that. Law number 1: If there is a vulnerability, it will **be exploited**. No exceptions. Consider for a moment that when the first bank was conceived of and built, there was at least

one person out there who thought, "I want to rob that." In the more modern era, since the first computer bug was discovered, hackers good and bad have been looking for ways **to get around the laws and framework** that govern a computer system, a program, or even our society in general. Now, think about this for a second. There are those out there who will literally try and hack absolutely everything within their capability. Now, this could be the more basic exploit, like the person who figured out how to cover their car's license plate to go through an automatic tollbooth for free, or this could be a more obscure, such as **infecting** a complex computer network **to derail** an entire illegal nuclear weapons program, which actually happened in the mid-2000s. Finding ways around everything for both good and bad purposes is so ubiquitous today, we even have a term for it: b. And with this, we'll move on to the second law: Everything is vulnerable in some way. We cannot assume that anything is safe, nor is anything off the table for hacking anymore. We've seen a series of massive **breaches** by corporations that literally spend millions annually on cyber defense strategies. From enormous retailers to gigantic health insurance providers, these corporations hold millions of records on virtually everyone in the United States and fall under multiple government-compliance laws for data security - yet here we are. And we can go straight out of left field or even more obscure for examples of this law. So, for decades we've just assumed our computer processors are safe and harmless, just doing the job that they were meant to do. In the beginning of 2018, it was discovered that these technological workhorses are carrying a serious mass of vulnerability that would allow a malicious hacker to wreak havoc on all of us. From minor to major, law number 2 is really **inescapable**. Before we go on to law number 3, I'd like everybody in the audience to look under your seat for something that my team put there....

I want to go on to law number 3: Humans trust even when they shouldn't. And I'm sorry to make you all part of this talk, but it really helps to underscore my point here: trust, quite frankly... Now, we need trust in our lives. We can't have a society without it. And we have positive expectations of our technology and those people that help us with it. We expect the light switch is going to flip on the light when we turn it on. We expect the mechanic we pay to fix our car to actually fix it and not **rip us off**. But we have to question the technological infrastructure and online people around us. This is our greatest vulnerability in cybersecurity. Now, because of trust, people fall for **phishing** scams. They believe the \$20 anti-virus they bought for their computer will turn it into Fort Knox; it will not. They also believe that the form they're filling out online is legitimate; it sometimes isn't. And it sounds weird to say that we have to combat trust, but we have to if we're going to survive the nonstop hacking that takes place. And with this, we can move on to law number 4: With innovation comes opportunity for exploitation. The world is full of brilliant people: Alexander Graham Bell invented the telephone that made the world a whole lot smaller. Bill Gates created a global computer operating system that got humanity on the same technological page. Mark Zuckerberg created a social media platform used by billions daily to share our lives. However, with these evolutions in innovation and our technology come certain exploits. Now we live in the age of IoT, or Internet of Things, and by virtue of this, our lives have hopefully been made a little easier. New, unique, innovative products are constantly being made to help us live in our homes or drive our cars or even improve our health. However, one of the biggest examples of innovation exploitation is IoT hacking. In 2016, a virus known as **Mirai** infected millions of IoT devices worldwide and then weaponized them against targets, creating some of the largest bandwidth attacks the Internet has ever seen. As the world continues to develop and create amazing new technologies, we cannot forget the lesson of law number 4. And finally, law number 5: When in doubt, see law number 1: If there is

vulnerability, it will be exploited. No exceptions. Now, this one isn't a cop out; it's really not. Every single issue with cybersecurity and our technology stems from a vulnerability of some kind. If we ever forget this, we are doing nothing but asking for trouble. Our ability to properly defend ourselves comes from understanding that human nature itself makes these laws immutable. And when we start thinking like a hacker is when we can actually stop them.

1. Do you agree with the statement that “Everything is vulnerable in some way”? We cannot assume that anything is safe, nor is anything off the table for hacking anymore.”
2. Discuss the opinion “Humans trust even when they shouldn't. Now, we need trust in our lives. We can't have a society without it. And we have positive expectations of our technology and those people that help us with it. We expect the light switch.”

**Task 4. Translate the words and phrases in bold and write sentences: to exploit, to get around the laws and framework, to infect, to derail, a breach, inescapable, to rip off, phishing, Mirai.**

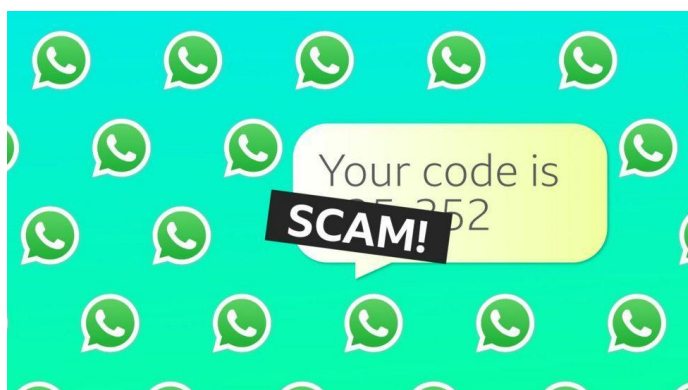
**Task 5. Look through the grammar point and do the exercise.**

- We use *may* and *might* to say that something is possible, but not certain.  
The hacker **may** get into your PC.  
You **might** get a virus.

Put words in the correct order to make sentences.

1. I/lose/my/may/project.
2. You/have/spyware/might/computer/on/your.
3. An/antivirus/not/may/everything/catch.
4. The/computer/might not/work.
5. The/password/protect/may/hackers/from.
6. Encryption/protect/might/the/public/from/system/access.
7. Malicious/infect/may/the/system/program.

**Task 6. Read the article “WhatsApp hijack scam continues to spread” from BBC.com and define whether statements are true or false.**



**Scammers are continuing to target WhatsApp users and hijack their accounts, by posing as a friend and asking for SMS security codes.**

The scam has existed for years but has continued to catch people out, with victims sharing their stories on social media. WhatsApp says users should never hand over their security codes to anybody, even if they appear to be a friend. One victim said he was embarrassed to have fallen for the "simple" scam.

What should you look out for?

You may be a target of the scam if you receive an SMS text message with a six-digit WhatsApp code that you were not expecting. Usually you would need this code when setting up a new account, or logging in to your existing account on a new device. However, if you have not initiated this request, it could be a scammer trying to log in to your account.

In the next step, the scammer sends you a WhatsApp message asking for the six-digit code. It appears to come from a genuine friend because that account has already been hijacked. "I got a WhatsApp message from my good friend Michelle, saying she was locked out of her account," one victim, called Charlie, told the BBC. "She said she accidentally sent the access code to my phone instead of hers, and could I just screenshot it and send it over."

In reality, Charlie had sent the access code for his own account to the scammer. "I think I fell for it because we all know how frustrating tech can be and I was eager to help," he told the BBC.

"It took me a day to realize what had happened." Charlie said he had deleted WhatsApp and would not be using it again. He has switched to Apple's iMessage instead.

What do the scammers do with stolen accounts?

With a stolen account, the hijacker can message your friends and family, and pretend to be you. They may pretend you're having a crisis and ask your contacts for money.

It also gives them your contacts' phone numbers so they can try the six-digit code trick with new victims. By hijacking your account, the scammer will also remain in your group chats, where they could see sensitive information.

How can you protect yourself?

In a statement, WhatsApp said: "The safety and security of our users and their messages are really important to us. However, just like regular SMS or phone calls, it's possible for other WhatsApp users who have your phone number to contact you." It said users should:

- **never** give a password or SMS security code to anybody - not even friends or family
- **enable two-step verification** for an extra layer of protection
- **be vigilant** if you receive a message asking you for money. If in doubt, call your friend or family member to check
- WhatsApp has a **guide on its website** to help people keep their accounts safe.
  1. Scammers can hijack user accounts by asking for SMS security codes.
  2. You may not be a target of the scam if you receive an SMS text message with a six-digit WhatsApp code that you were not expecting.
  3. The scammer sends you a WhatsApp message asking for the 8-digit code.
  4. The victim of scamming didn't delete WhatsApp.
  5. With a stolen account, the hijacker can message your friends and family.
  6. You may not be protected against scammers.

**Task 7. Answer the questions:**



1. What risks can the incorrect posture cause?
2. What features should the desk have to prevent health disease?
3. What advice could you give for users?

**Task 8. Write each statement to the corresponding part.**

Should	Shouldn't

- Always shut down your laptop computer first if you need to move it.
- Do not move or lift your computer when it is on. Don't drop your laptop.
- Run Scandisk regularly to check and repair your file systems.
- Keep CDs and DVDs in covers and hold them by the edge.
- Don't turn your computer off for lunch breaks.
- Secure your hardware from sudden power surges.
- Connect all peripherals before you switch the computer on.
- Don't load unauthorized software.
- Keep your keyboard and screen clean.
- Don't clean your hardware with household polish or cleaner.
- Don't eat or drink near the computer.
- Don't disconnect any peripherals if the PC is on.

**Task 9. Fill the gaps with the words below in the passage: to prevent, to ensure, forearms, to allow, tilt, to arrange, stable**

**Posture when using a computer**

Adopting the right **posture** when working at a computer is very important in order to \_\_\_\_\_ health problems. You must \_\_\_\_\_ that employees are aware of good posture and technique, including the importance of:

- avoiding sitting in the same position for long periods
- keeping their \_\_\_\_\_ roughly horizontal, and their eyes at the same height as the top of the display screen equipment
- ensuring items that are regularly used are within easy reach

- positioning a mouse or other pointing device close by so they can use it with a relaxed arm and a straight wrist

Workstation **chairs** should:

- be stable and \_\_\_\_\_ the user to work comfortably
- be adjustable in height
- have a seatback adjustable in height and \_\_\_\_\_

The work **desk** or work **surface** should:

- be big enough to allow the user \_\_\_\_\_ the screen, keyboard, documents, etc in a flexible way
- have a matt surface
- be big enough to let the user work comfortably and to change position
- be \_\_\_\_\_ and positioned so that it's comfortable and easy to use where an employee uses a document holder

**Task 11. Watch, listen to “Getting your office space to work for you: How to set up your workstation” and complete the gaps.**



1. The most common case of poor posture at a computer workstation is known as ‘\_\_\_\_\_’ - sitting forward with a hunched back, bent neck and poked out chin.
2. Set monitor height to your \_\_\_\_\_ or just below and about arms distance away.
3. The keyboard and mouse should be on the same level and directly in front of you, \_\_\_\_\_ centimetres away from the edge of the desk.
4. If you have a \_\_\_\_\_, make sure you use it!
5. If you’re moving from sitting to standing, you may need to make some \_\_\_\_\_ like the monitor height.



**Task 12. Having general knowledge, answer the questions.**

1. What do you do to protect your account?
2. How often do you back up files?

**Task 13. Read the passage and answer the questions.**

Security procedures are detailed step-by-step instructions on how to implement, enable, or enforce security controls as enumerated from your organization's security policies. Procedures are used to ensure consistent application of security policies and standards. Companies need to protect their systems and data from unauthorized use.

Computers, printers, or other devices connected to the network must meet at least very basic minimum standards for security. Users are expected to be aware of and adhere to the security procedures of computers and networks which they access. It is important for users to understand and practice safe computing to prevent compromising our systems and network.

The following minimum standards are required for any devices connected to or accessing networks and systems:

1. Software patch updates

Devices must install all currently available security patches in a timely fashion. Exceptions may be made for patches that compromise the usability of critical applications.

2. Anti-virus software

Anti-virus software must be running and up-to-date on devices connected to the network.

3. Host-based firewall software

Host-based firewall software such as Windows Firewall must be running and configured to block unnecessary and unwelcome connections.

4. Passwords

Systems or services must identify users and authenticate access by means of passwords which meet the minimum password complexity standards and be changed on a regular basis.

5. Encrypted communications

Traffic across the Internet may be surreptitiously monitored, rendering information vulnerable to compromise. Encryption shall be used when possible and at all times for communications containing personal information.

1. What are security procedures?
2. Why is it important for users to understand and practice safe computing?
3. What must devices install?
4. Is an antivirus software an example of security procedures?
5. How does the system identify users?

**Task 14. Match the words with the definitions and write 6 sentences using the words.**

- |                    |  |
|--------------------|--|
| 1.to implement     | a) to stick firmly   |
| 2. to adhere       | b) put (a decision, plan, agreement, etc.) into effect   |
| 3.patch            | c) a small computer program that can be added to an existing program in order to make the existing program work as it should |
| 4.authenticate     | d) secretly, without anyone seeing or knowing  |
| 5. surreptitiously | e) to prove that something is real, true, or what people say it is   |
| 6.vulnerable       | f) able to be easily hurt, influenced, or attacked   |

**Task 15. Read the grammar point and write sentences with *mustn't*, *be allowed to* and *it's not permitted*.**

Mustn't	We use <i>must not</i> to talk about what is not permitted.	You mustn't download apps from unauthorized websites.
Be allowed to	We use <i>be allowed to</i> to express permission.	You are allowed to install patches to upgrade programs.
It is (not) permitted to	We can use <i>it is (not) permitted</i> to talk about permission or prohibition in formal situations.	It's not permitted to visit unauthorized websites.



**Task 16. Answer the questions.**

1. Have you ever reported a security incident? If yes, what incident have you had?

**Task 17. Read the text and choose the headlines for each paragraph.**

1. Timeline
2. Root causes
3. Corrective and Preventative Measures
4. Resolution and recovery
5. Summary

An IT incident report is documentation of an event that has disrupted the normal operation of some IT system and how that situation was handled. Most often, an incident is an interruption of an IT service, such as a login failure, due to a problem like a corrupted database table. The incidents that receive the most attention tend to be security-related events, such as data breaches. Here's a basic example of what should be included in the report:

A) This section describes the incident briefly and identifies when it happened and when it was resolved, along with the impact, such as the number of requests that resulted in errors and the problem that was the root cause of the incident.

B) This section identifies the precise times of all related events and list the time zone, if relevant. These events include the first report of the incident, all actions taken to resolve the issue and consequent events and the time that the incident was resolved.

C) This section describes the problem that caused the incident in as much detail as possible.



D) This section describes all the actions taken, along with the times when they were implemented, in detail. Any results of actions taken should also be described, even if the measures were not effective.

E) This section discusses what measures should be taken to prevent a similar incident in the future, including any changes to systems or procedures that are recommended. The section also includes any recommended improvements to the incident response system.

### Task 18. Translate the sentences into English.

1. Інциденти, яким приділяють найбільшу увагу, як правило, пов'язані з безпекою, наприклад, "витік даних".
2. Технічна підтримка описує інцидент та визначає, коли він стався та коли був вирішений.
3. Ця частина описує проблему, яка спричинила інцидент, якомога детальніше.
4. У цій частині обговорюється, які заходи слід вжити для запобігання подібному інциденту в майбутньому.

**Task 19. Look at the spreadsheets and in pairs make a dialogue. One is a help desk technician who has to enter the data into the table. Another one is a user who has a problem with hardware and software.**

**Curtin IT Services**



### Information Security Incident Report

This form should be used to report Information Security incidents, such as:

- Suspended virus/worm/Trojan infection;
- ICT hardware or software theft, damage or loss;
- Inappropriate use of Curtin's ICT facilities or services;
- Loss of sensitive or valuable information, i.e. student records, exam papers, financial records;
- Suspected breach of Information Security or ICT Policies.

Details of Person Reporting Incident	
Staff ID:	
Full Name:	
Phone:	
Email:	
Faculty/Department/Area:	

Details of Incident		
Date of Incident:		
Time of Incident:		
Is Incident still in progress?	Yes	No
Do you need assistance from Information Security?	Yes	No
Has this Incident already been reported to CITS Service Desk?	Yes	No
If Yes, provide Service Call number:		

Comments

Please forward to [CITS Service Desk](#) for records

**Task 20. Look at the image and describe the situation in the office answering the questions.**



1. What are the employees doing?
2. What problems do they have?
3. What rules could you create for the workstation?

**Task 21. Read the passage and answer the questions.**

#### Space

Every room where people work should have sufficient floor area, height and unoccupied space for purposes of health, safety and welfare.

#### Temperature

The regulations do not specify a maximum temperature but, as a guide, a minimum comfortable working temperature for indoor sedentary workers is reckoned to be 16° Centigrade within one hour from the start of work with the maximum comfortable working temperature at 27° Centigrade.

#### Fire

Every workplace must have clear evacuation procedures in place and carry out regular fire drills to ensure employees are aware of the procedures.

#### Slips, trips and falls

The main causes of slips, trips and falls in the workplace are:

- uneven floor surfaces;
- unsuitable floor coverings;
- wet floors;
- trailing cables;
- poor lighting;
- poor housekeeping.

If you fall, seek medical assistance if required; notify your employer about the incident; ensure a report is filed if necessary; and demand that the hazard is removed.

1. What is the minimum working temperature?
2. What are the causes of slips, trips and falls?
3. What should every workplace have?

## THE FINAL TEST

**1. It really ... you.**

- a) help
- b) helps
- c) do help

**2. They ... it very well.**

- a) know
- b) knows
- c) can knows

**3. I see they ... this city.**

- a) like
- b) likes
- c) liking

**4. Unfortunately, it sometimes ... .**

- a) happens
- b) happen
- c) hapens

**5. She ... there.**

- a) live
- b) lifes
- c) lives

**6. She ... English fluently.**

- a) speaks
- b) speak
- c) spokes

**7. My sister ... to university.**

- a) goes
- b) go
- c) gone

**8. She ... want to do it again.**

- a) don't
- b) doesn't
- c) isn't

**9. I ... believe her.**

- a) doesn't
- b) don't
- c) am not

**10. We ... know what to say.**

- a) don't
- b) doesn't
- c) not

**11. Most students ... learn French effectively.**

- a) doesn't
- b) don't
- c) haven't

**12. She ... a small house on that land.**

- a) build
- b) built
- c) have built

**13. I ... a glass of milk before going to bed.**

- a) drunk
- b) drank
- c) drinks

**14. ... she become so famous?**

- a) Did
- b) Was
- c) Have

**15. Did he ... all these new words?**

- a) learned
- b) learn

c) learnt

**16. Did you ... tired after doing so much work?**

a) got

b) get

c) became

**17. The sun ... shining brightly now.**

a) is

b) does

c) are

**18. My boyfriend ... practicing speaking English now.**

a) are

b) does

c) is

**19. We can ... Spanish quite fast if we use the right method.**

a) to learn

b) learn

c) learning

**20. Please, think about it. This project can ... you more money than you think.**

a) bring

b) to bring

c) bringing

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