

Task 1: Write a paragraph (120-140 words) about the rules and principles in a code of ethics in a technology company (list the rules/ principle, explain and give examples)

1. What are the rules and principles in a code of ethics?
2. How can you explain those?
3. What are examples of those?
4. How do the rules and principles influence your work?
5. Do you think they are important in your work?

All companies and businesses have a code of ethics to ensure professional behaviors for their employees. Each profession has its own ethical codes and so does Information Technology. Here are some rules and principles in a code of ethics that IT professionals should follow. First, respect intellectual property. This means you should apply for a patent, register for a trademark or copyright for your invention to protect your ownership of that work. In addition, you are not allowed to plagiarize, reproduce or duplicate others' source code or some other IT-related works. Second, respect privacy and confidentiality. Computers are not designed to invade people's privacy. Respecting others is respecting you so remember not to read your colleagues' emails and always withhold your customers' personal information. Finally, obey the law. Every companies have specific guidelines that require employees to follow. Violating the law means you will be fined or even fired. Therefore, obey the law and be a responsible and exemplary employee. Code of ethics is really important for all companies because it can help employees work honestly and with integrity, which may create a more harmonious working environment.

Task 2: Write a brief instruction (120-140 words) to register copyright in IT

1. What are the files you need to have?
2. Where do you need to go to?
3. What steps do you do?
4. How much do you pay?
5. Do you think it is important to register copyright in IT? Why (not)?

Nowadays, technologies are growing rapidly, followed by the appearance of series of applications and software everyday. It is advisable to register a copyright for your invention as soon as your creative product is completed to protect the ownership of your work. To register a copyright, you need prepare some files including: an application form with your signature, certified copies of ID or passport and three original works,... Then, you bring all the documents to the copyright office of Vietnam and follow these steps. First, you fill in the register application form and file it with fee. The official fee for registration of copyrights depends on your specific work type. Once the payment is completed, your application form is attached to an application number which is also called diary number. Next, you will have to wait for 30 days for no objections. If there is no objection, the examiners of the copyright office examine your registration carefully. If there is no similarity found, your registration is approved. Finally, you are received an extract from Register Office and now everything is done. Copyright registration is really important because it not only helps prevent your work from dishonest behaviors such as plagiarizing or duplicating but protects your right and intellectual property.

Task 3: Describe the steps to develop a piece of software you know well (120-140 words)

1. What software do you want to describe?
2. What is this software used for?
3. How many steps are there?

4. What are the steps?
5. What notes do you need to consider? (if necessary)

Google chrome is a cross-platform web browser developed by Google used to access web pages on the Internet. There are 6 main steps to develop Google Chrome including planning, analysis, design, development, testing, maintenance. In the first step - planning, the developer gathers information from clients and built an overview of the software. The second step is analysis wherein the software is analyzed carefully to ensure that it would function properly at the end. Design is a super-important part of developing the software which basically builds the architecture of the software such as layout, interface, navigation,... The next step is development which is about writing code and converting design documentation into the actual software within the software development process. The testing stage assesses the software for errors and bugs if there were any. Once the software passed through all the stages without any issues, a maintenance process is followed wherein it would be maintained and upgraded from time to time to adapt to changes. Google Chrome is the browser with billions of users. What should we do to make our software more accessible to users like Chrome does? Therefore, when developing software, developers should consider the usefulness and impression that the software brings to users, how to make it useful, outstanding and different from an ocean of software nowadays.

Task 4: Write a paragraph (120-140 words) to give instruction to install computer software or hardware

1. What computer software/ hardware do you want to install?
2. What is computer software/ hardware used for?
3. How many steps are there?
4. What are done in each step?
5. What notes/ cautions do you need to consider? (if necessary)

Google Chrome is a fast, free, and one of the most best-reviewed web browsers nowadays. It allows you to access the World Wide Web and run Web-based applications. You can easily install Google Chrome by just following four simple steps below. In the first step, open your computer's default web browser, go to 'google.com/chrome' to access the Google Chrome website. Once there, click on the blue box that says "Download Chrome." When the executable file has been downloaded, double click on this file to make the installation run. Now, you just need click on 'Next' and follow the onscreen instructions to complete the installation. Finally, reboot your PC if prompted. Before you start to install Chrome, you must check if Chrome supports your operating system and your computer meets the minimum system requirement of the software. In addition, an Internet connection is compulsorily required during Google chrome installation, so always keep your computer stay connected to the Internet.

Task 5: Write a paragraph (120-140 words) to describe a computer maintenance procedure (at least two components).

1. What computer components are maintained?
2. How often is each component maintained?
3. What activities are done in each component's maintenance?
4. What is the most important step in maintenance procedure?
5. Why is the maintenance necessary?

Computer maintenance is very important for keeping your computer running smoothly and in top-tip shape. There are varieties of components that should be maintained including power supply, fan, heat sink, motherboard, hard drive, mouse, keyboard, monitor, ... Maintaining software is also crucial. The frequency of how often to clean your computer varies on the types of components. For internal components, every 6 to 12 months, you should use a compressed air to blow the dust out of the case or use a vacuum or a dry cloth to clean vents, power supply, hard drive, motherboard, heat sink and fan. For external components, every month, you should use a damp cloth to clean your monitor screen and remove dust/skin flakes from your keyboard and mouse. Remember to always keep the monitor, keyboard and mouse clean and away from liquids. For software, you must always have your firewall run. Additionally, it's recommended to run antivirus and spyware scan, update the operating system, defragment the hard drive and run disk cleanup to delete unneeded files on a regular basis. The average life span of a computer is from 5 to 6 years; however, it can last 7 to 8 years when maintained properly. Therefore, it's really important to maintain your computer frequently to lengthen the lifespan of your devices and help you browse the web faster and more safely.

Task 6: As a member of a testing team, write a review (120-140 words) on a new IT product that is going to be launched.

1. What is the name of the product?
2. What do you think of its features (design, color, size, shape, durability, image quality,)?
3. What is your opinion on its performance?
4. What are its pros and cons?
5. What is your recommendation to improve this product?

Now, I would like to review one of our upcoming phones named S21 Plus. The S21 Plus features a new flat-sided design, which makes it look more industrial and brings a solid feel. However, compared to the previous versions, it is a bit less comfortable to hold. Besides the traditional colors such as black, white and gold, the S21 is also available in four more colors: Graphite, Gold, Silver and Pacific Blue providing users with various color choices. When it comes to performance, the S21 is powered by A14 Bionic chip, the fastest chip inside a smartphone for both GPU and CPU performance and can supposedly complete 11 trillion operations per second. Additionally, it has 8GB of Ram with the starting storage of 128GB and supports 5G connectivity allowing users to browse, upload and download faster. In terms of battery life, the phone supports for 65W fast-charging and its battery goes from 0 to 100 percents in just 35 minutes, which is a seriously impressive achievement. Basing on the above features, it can be said that the S21 is really beautiful, has the longest battery life and top-notch performance; however, it still exists one downside that is it doesn't feature a high refresh rate, which makes it a bit less responsive than other phones at the same price. Therefore, it's recommended that the developers should upgrade its refresh rate to 90Hz or 120Hz to make it more perfect and attract more users.

Task 7: Write a paragraph (120-140 words) about the procedures for supporting customer through telephone based on the suggestions.

Explain what should a support technician should or shouldn't do in each step

- Greeting
- Active listening
- Gaining agreement
- Apologizing, empathizing and assuring
- Problem solving
- Confirmation

All support technician must follow this procedure for handling a customer's complaint. The first step is greeting the customer and identifying yourself. A good greeting should be concise and contain the information such as your name, position, company name. More importantly, be authentic, professional and friendly. The second step is active listening. In this step, you need to listen to the customer's complaint and collect necessary information, for example, customer's name, phone number and specifics of the problem. The third step is gaining agreement. You need to summarize the customer's issue and confirm that you have the correct information. The fourth step is apologizing, empathizing and assuring. Offer an apology if the problem is caused by the company or one of our products. In any case, an expression of empathy is always welcomed. Finally, assure the customer that we will do anything necessary to help them. The next step is problem solving. Ask the customer if he/she prefers to wait while you are working on the issue or want you to contact him/her later. If the customer decides to wait, handle the customer's problem quickly. If the customer wants you to call back later, end the conversation with a friendly tone and work on the issue. The final step is confirmation. In this step, you need to ensure that the issue has been resolved to customer's satisfaction.

Task 8: Write a paragraph (120-140 words) about codes of ethics, responsibilities, skills, qualifications/ degrees needed for your future job.

1. What is your major and your future job option?
2. What are your job responsibilities?
3. What degree/ qualifications do you need to have to get a good job?
4. What skills do you need to have for your future job?
5. What codes of ethics should you follow in your future job?

Now, I'm the third-year student majoring in Information Technology at HaUI. This major provides me a wide variety of job choices such as programmer, webmaster, computer security specialist ... After graduation, I would like to become a web designer who is responsible for designing and programming the structure of websites using HTML, CSS, JavaScript... Additionally, I am also in charge of testing websites and monitoring online traffic and conversions. Besides the bachelor's degree in Information Technology, I need to obtain some other international certificates such as IELTS, CCNA or CCNP which will help to beautify my CV and make it outstanding from other applicants. Furthermore, it's also necessary for me to equip myself with important skills such as teamworking, problem-solving, communication skill, especially coding skill. To become a professional web designer and make contribution to maximizing the company's value, I myself must follow a code of ethics. First, I must obey the laws and policies set by the company. Second, it's important to respect intellectual property by saying no to plagiarism or duplicating. Moreover, I mustn't spread malicious program code such as viruses or worms. Information Technology is a broad and hard field; therefore, from now on I'll have to try my best and make continuous effort to accumulate useful knowledge and work-related skills to become an excellent web designer in the future.

Task 9: Imagine you have taken part in a job interview recently. Write a paragraph (120-140 words) to retell it based on suggested questions.

1. What position and company did you apply for?
2. What questions were you asked?
3. What good/ bad things did you do?
4. What was the result of the interview?
5. What will you do to have a better job interview for the next time?

I have just graduated with a bachelor in Information Technology at HaUI. After graduation, I applied for the position of a web designer in FPT software, one of the largest ICT companies in Vietnam. I prepared all the necessary document such as CV, cover letter, bachelor's degree, English certificates, ... and attended a job interview with the manager and head of Human Resources. During the interview, I was asked some questions related to personal information, work experience, educational background, skills, ... Practising interview answers at home and equipping myself with major knowledge and job and company information, I could answer all the questions quite confidently and show the recruiters what my strengths were. However, I was quite nervous at the beginning of the interview; that's perhaps also the reason why I failed at that interview. Although I did not get an offer from the interview, it would be a great experience for me, which will help me perfect my self and be an excellent candidate for the next times.