

**1.**

The internet is a network of computers connected to each other, usually using the phone lines. The internet allows you to send and receive email and talk with anybody so long as they have a computer and an internet connection.

**2.**

An organization can become more efficient or effective by:

1. Allowing people to work from home or some other remote location, but be able to function as if they were sitting at their desk.
2. They may have a website so people could find more information or get in contact with them.
3. They could use data storage facilities in an other location, so if something were to happen in Wellington (such as an earthquake), the data would be backed up. The data could be sent to the site rather than having to save it to some media and get it there by human.

**3.**

1. Viruses/spam/malware go hand-in-hand with the internet. It can be very expensive and time-consuming to both protect an organization and get rid of it when you have it.
2. If employees are given access to the internet for legitimate reasons such as email and research, it can be used for non-work purposes. Last year I read an article about how TradeMe was blocked by some companies because its a black hole for time!!!
3. If they are a small organization, and all of their business is dealt with face-to-face or over the phone, they could see the internet as taking away from the personal service that they provide. This is a very real concern, as people still respond to good customer service and are usually prepared to pay a premium for it.