

## Vocabulary

### Computer security

#### ① What's the difference between *security* and *safety*?

- a) *Security / Safety* refers to the prevention from external attacks usually in technology.
- b) *Security / Safety* refers to the protection of your life in order not to be harmed.



#### ② Complete the following sentences with *security* or *safety*:

- a) The security of your computer is weak. You should install a new antivirus.
- b) We are worried about my grandmother's house. The safety of her building seems weak since the walls have a lot of cracks.
- c) When you set up your new smartphone, you must follow the security tips provided in the instructions.
- d) One of the safety tips that I was given when I was a child was to use a comfortable and good chair when using the computer.

#### ③ Answer these questions in pairs. Then share your answers with the rest of the class.



- Why is security so important on the Internet?
- How do you protect your computer from external attacks?

#### ④ Read the following definitions and write the concept they refer to:

worm - hacker - spyware - trojan - cracker - malware - virus - adware

- a) A hacker is a person who breaks into a computer to obtain information.
- b) A cracker is a person who breaks into a computer for criminal aims.
- c) A virus is a program that enters your PC and infects your computer.
- d) A worm is a self-copying program that spreads and replicates itself.
- e) A trojan is a computer virus that looks like a useful program but it is not.
- f) malware refers to malicious software.
- g) spyware collects information from your PC without your consent.
- h) adware is software that shows popup advertisements on your screen.

Computer  
Security

Protected!

Antivirus

Firewall

Email Scan

Passwords

- 5) Read the following security tips and complete them with the missing words:

username - https - spyware - password - padlock - message



- a) A secure web shows https in the address bar and a padlock icon next to the website's address.  
 b) Create a username and password to have access to your computer system.  
 c) Some programs show a warning message when they detect spyware.

- 6) What is a cybercrime? Read the following text and learn about the most common ones:

Cybercrimes are a common threat for our computers. There are many of them but one could argue that the most widespread is piracy. Piracy is the illegal copy and distribution of copyrighted software, music or games. It is difficult to eradicate piracy because it has become one of the most common methods of downloading illegal material among common users. Plagiarism is another cybercrime that consists in pretending that someone's work is yours. One of the most dangerous cybercrimes today is phishing (password harvesting fishing). It is the attempt to get passwords for bank accounts or credit card numbers by using emails that look like they are from real organizations. People believe these messages and send private and personal information. IP spoofing is the creation of TCP/IP packets to make a computer look like another one in order to obtain unauthorized access. Finally, needless is to say that cyberstalking is the most worrying for parents and teenagers. It implies online harassment and abuse. This usually happens in chats or newsgroups and it is dangerous for young computer users that might be easily influenced.

- 7) Read the text again and answer these questions orally with your partner:



- In your opinion, what is the most serious and dangerous cybercrime?
- Tell your partner about your personal experience with cybercrimes. Have you ever committed any of them? Have you ever been a victim of any of them? Give examples.
- What measures can be taken to stop cybercrimes?

- 8) Make groups of three. You are going to discuss a topic in class. Prepare your ideas to share with your partners.

Have we lost our privacy to the internet?

SOCIAL NETWORKS

WEBSITES

BLOGS

CHATS

CAMERAS

VIDEOS

INSTANT MESSAGING

SMARTPHONES



## 1 Read the following text.

## AVOIDING RISKS

1 Security is one crucial aspect when sending information online. Consider ordinary and common situations such as buying a flight ticket or buying a book online. These online purchases imply the introduction of your most personal information such as name, address, ID number and what is even more dangerous, your credit card number. This confidential information passes from  
5 computer to computer on its way to the final destination, that is, the bookstore or the airline company. If one of the intermediary computers is infiltrated by **hackers**, your information can be stolen and copied.

What should ordinary users do to avoid these risks? **Malware** can damage your computer. **Viruses**, **trojans**, **worms** or **spyware** can enter your PC and destroy important information. It is recommended not to download **unknown programs** from the Internet which may end up being a risk for your PC and not to open **email attachments** unless you know the sender and the content of the message. Moreover, it is advisable to update your **anti-virus software** as often as possible since new viruses are created all the time.  
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It is also necessary to set security alerts to protect your browser. For instance, there are browsers that display a **lock** and allow the user to delete, disable **cookies** or prevent them from being created. A cookie is a small amount of data generated by a website and saved by your web browser. Therefore, disallowing cookies provides a higher level of privacy.  
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**SSL certificates** are also a way to identify secure websites. These certificates are files installed on a website. They verify the authenticity of a company so online shoppers can trust the web and know that it is secure and reliable. It is advisable that users make sure that banking services, above all, use these digital certificates.  
20

Email privacy should also be taken into account. Your email can be read by thousands of people who may have access to it illegally. To protect a message, it should be encoded with encryption. **Encryption** changes data into a secret code so it can only be **decoded** and read by someone who has the correct decoding key. It is one of the most used medium of data transfer. To guarantee network security, **firewalls** are also used to limit the data that can pass through them and protect a server from damage by unauthorized users. It is also known that using **passwords** is a must if you want to protect your computer. All systems must be accessed by a password which should not be shared with others and should be changed often.  
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## Reading comprehension

2 Read the text above and classify the words in bold into risks and security methods. You can add more examples. Then, say if you use any of these security methods to protect your computer.

RISKS	SECURITY

**3** Answer the following questions according to the information in the text.

- Why is it risky to buy a flight ticket online?
- How can you protect your PC from malware?
- Why is it advisable to disallow cookies?
- Why do online shoppers make sure that some websites use SSL certificates?
- Can messages be decoded by any user?

**4** Say if these sentences are true or false. Justify your answers.

- Buying online is always dangerous for online shoppers.
- Users can open email attachments provided that they know their sender.
- Ordinary users can disable cookies to protect their computers.
- SSL certificates are used by banking services to prove they exist and they are real.
- Decryption converts encrypted data back into its original form.
- Firewalls are used to transfer data.

**5** Look for words in the text that have these meanings.

- Acquisitions \_\_\_\_\_
- Prevent \_\_\_\_\_
- Install, apply \_\_\_\_\_
- Consequently \_\_\_\_\_
- To ensure \_\_\_\_\_

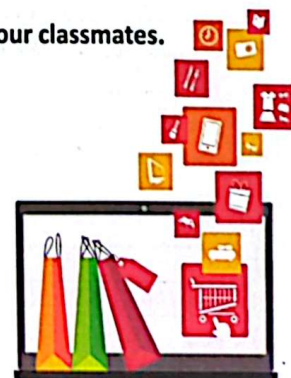
**6** Find words in the text that have opposite meanings.

- Irrelevant \_\_\_\_\_
- Safe \_\_\_\_\_
- Allowing \_\_\_\_\_
- Lower \_\_\_\_\_
- Mistrust \_\_\_\_\_
- Unreliable \_\_\_\_\_

**7** Answer the following questions in pairs and then share the ideas with your classmates.



- Are you an online shopper?
- How often do you buy online? What do you buy?
- Do you introduce personal details in any website?
- How do you know the websites you use are secure?
- Have you ever been lied about your purchases?





## Conditionals

① Read the following table about conditionals:

Zero Conditional	
▪ If you <u>heat</u> water to 100 degrees, it <u>boils</u> . If + present simple, present simple	We use the zero conditional to refer to facts and things that always happen.
First Conditional	
▪ If they <u>go</u> to China, we <u>will visit</u> them. If + present simple, will + infinitive	We use the first conditional to refer to things that might happen in the future.
Second Conditional	
▪ If I <u>won</u> the lottery, I <u>would buy</u> a car. If + past simple, would + infinitive	We use the second conditional to refer to things that are unlikely to happen.
Third conditional	
▪ If I <u>had studied</u> more, I <u>would have passed</u> the exam. If + past perfect, would have + past participle	We use the third conditional to refer to things that did not happen.

② Zero conditional: Complete the sentences with a suitable verb. There may be more than one correct answer.

- If you \_\_\_\_\_ to Prague, eat the traditional *goulash*.
- When I use the phone, don't \_\_\_\_\_ noise, please.
- If it \_\_\_\_\_, don't ride the bike.
- Unless you \_\_\_\_\_ money, don't come to my shop.
- If my mother \_\_\_\_\_ paella, my sister comes home.

③ Zero conditional: *If / When / Unless* can be used in the zero conditional. Complete the following sentences with the correct word.

- \_\_\_\_\_ you arrive in Paris, phone me.
- \_\_\_\_\_ you finish your work earlier, come home.
- \_\_\_\_\_ we are having lunch, we cannot use the phone.
- \_\_\_\_\_ you pay extra, you can only drink water.
- \_\_\_\_\_ you want to get there, take a taxi.
- \_\_\_\_\_ you need more space, don't pay the extra for first class.

④ First conditional: Complete the following sentences with the first conditional.

- If I \_\_\_\_\_ (study) today, I \_\_\_\_\_ (go) to the party tonight.
- We \_\_\_\_\_ (not celebrate) the festival if the weather \_\_\_\_\_ (not improve).
- She \_\_\_\_\_ (be) sick if she \_\_\_\_\_ (eat) all that cake.
- He \_\_\_\_\_ (not get) a job if he \_\_\_\_\_ (not send) curriculums.
- If you \_\_\_\_\_ (not hurry), we \_\_\_\_\_ (be) late.

5 Second conditional: Write second conditional sentences with these unlikely situations.

- a) to be fluent in English \_\_\_\_\_
- b) to be younger \_\_\_\_\_
- c) to do more exercise \_\_\_\_\_
- d) to have more free time \_\_\_\_\_
- e) to meet a famous person \_\_\_\_\_

6 Third conditional: Complete these sentences with the third conditional.

- a) If my grandmother \_\_\_\_\_ (go) to University, she \_\_\_\_\_ (study) Mathematics.
- b) My sister \_\_\_\_\_ (be) happier if she \_\_\_\_\_ (not marry) that boy.
- c) I \_\_\_\_\_ (not miss) the train if I \_\_\_\_\_ (wake up) earlier.
- d) If he \_\_\_\_\_ (continue) his studies, he \_\_\_\_\_ (be) a famous musician.
- e) She \_\_\_\_\_ (not meet) him if they \_\_\_\_\_ (not study) in the same school.

7 Suggest third conditional sentences for the following things that did not happen.

- a) I didn't save money so I couldn't buy flowers for my girlfriend.
- b) Teresa didn't practise a lot so she failed the driving test.
- c) The students didn't agree with the education policies so they went on strike.
- d) Michael cheated on Claire and she broke up with him.
- e) I lost your phone number so I couldn't phone you.

8 Complete these conditional sentences about you.

- a) If I had a car, \_\_\_\_\_
- b) If my teacher sets homework for tomorrow, \_\_\_\_\_
- c) If I won the lottery, \_\_\_\_\_
- d) If you mix water and oil, \_\_\_\_\_
- e) If it is cloudy, \_\_\_\_\_
- f) If I had followed my parents' advice, \_\_\_\_\_
- g) If I had more free time, \_\_\_\_\_
- h) If my father/mother gets angry, \_\_\_\_\_
- i) If I had chosen a different vocational training course, \_\_\_\_\_
- j) If I could travel anywhere, \_\_\_\_\_

9 Read the instructions and play the game.



The conditional chain

The teacher writes a conditional sentence on the blackboard and all the students contribute with their own sentences to create a story.

Teacher: "If I could buy that dress/suit, I would go the party."

Student 1 might say "If I went to the party, I would drink champagne."

Student 2 continues "If I drank champagne, I would get drunk."

Student 3: "If I got drunk, I would talk to that girl/boy."

If I could go...



## Cybercrimes



- ① Listen to four people talking about cybercrimes. Match the speakers to the crime they are talking about and the correct statement:

Speaker 1	a) Phishing	a) The speaker is worried about how this problem may affect his/her job.
Speaker 2	b) Cyberstalking	b) The speaker didn't know he/she was committing a crime.
Speaker 3	c) Piracy	c) The speaker felt scared and nervous.
Speaker 4	d) Plagiarism	d) The speaker talks about what happened to another person.



- ② Listen again and answer the following questions.

## Speaker 1

a) What did speaker 1 have to write about? How many words did she have to write?

b) What was the sanction for her crime?

## Speaker 2

c) What was the forum about?

d) What did spyagent98 do to harass him?

## Speaker 3

e) What confidential information did the speaker's mother send to the bank?

f) Why did his mother trust the email from the bank?

## Speaker 4

g) Why is she so worried about this crime?

h) What is the main excuse for downloading books instead of buying them?

- ③ In pairs answer the following questions



- What would you advise speaker 2 to do?
- What would you do if you were speaker 3?
- Do you think plagiarism and piracy should be sanctioned hard? Why? Why not?



# Speaking

## A discussion

### 1 Read about discussions and the language used in them.

A discussion is the consideration and examination of a topic by a group. When we discuss a topic we do not only provide information about the subject but also give our opinion about it. That is why language is important when carrying out a discussion or debate.

#### Introduction

- Let's begin/start with

#### Opinion

- I think / I consider...
- The way I see it...
- It seems to me that...
- From my point of view...
- As far as I'm concerned...
- I don't think...
- On the one hand,...
- On the other hand,...

#### Agree / Disagree

- I agree/don't agree with you.
- I agree up to a point.
- I don't agree at all.
- I totally/strongly agree with you.
- Exactly! / That's true.
- Yes, you're right.
- Perhaps, but...
- I can understand, however...

#### Clarification

- What do you think?
- What's your opinion?
- What do you mean?

#### Interrupting

- Sorry to interrupt, but...
- I'm sorry, but...



### 2 You are going to have a discussion about the following topic:

**What do you think about illegal downloading?**

Make four groups:



**Group 1:** You are singers, actors and writers. You earn a living with your albums, films and books.

**Group 2:** You are ordinary people that represent society: students, adults, old people, unemployed people...

**Group 3:** You are the owners of shops and libraries where albums, books and films are sold.

**Group 4:** You are producers and publishers that make the launch of books, films and albums possible.



Each group has to write down ideas according to their roles. Then start the discussion with all the groups and do not forget to use the expressions in the table above.



## 1 Read the following email of complaint:

From: christyuk@hotmail.cs  
 To: IT4U  
 Subject: problem with computer

Dear Sir or Madam,

I am writing to **complain about** the computer that I bought last week. Its reference number is XC459863.

The technician that sold me the laptop said that it had an antivirus installed so that I did not have to worry about protecting my PC from malware. He also installed some programs in the new PC that I often use at work.

Two days ago, my boss **called a meeting** to inform us about a virus that had appeared in some computers of the office. He was very angry because one of the most important points of our **policy** is to protect our computers from viruses. **To my surprise**, I found out later that the virus had come from my new PC and that I did not have any antivirus installed.

I am **disappointed** with your service and I am therefore **looking for compensation** for the inconvenience.

Looking forward to hearing from you soon.

Yours faithfully,  
 Christina Carter

## 2 Answer the following questions about the previous email:

- What did Christina complain about?
- What is the purpose of her email?
- What is the meaning of the expressions in bold?
- If you were the manager at IT4U, which compensation would you offer her?
- What would you say if you had to reply to this email?

## 3 Write an email/letter of apology to Christina Carter. Explain what action you are going to take in response to her complaint.

## An email of apology

## Thank the person for bringing the matter to your attention

- *Thank you for bringing this matter to our attention.*

## Apologize

- *We feel sorry about...*
- *We are very/extremely sorry to hear that...*
- *I do apologize for the inconvenience.*
- *Please accept our apologies.*
- *We apologise for...*

## Provide an explanation

- *What seems to have happened...*
- *I am afraid there has been a misunderstanding.*

## Take action

- *Be assured that we will...*
- *We will do everything we can.*
- *I will look into it right away.*

## Offer a compensation

- *Please find enclosed a voucher.* → coupon
- *Your satisfaction is our priority.*
- *We will offer you...*