

# UNIT 10

## Security

### ▼ AGENDA

- ▶ Passives
- ▶ Easily confused words
- ▶ Phrasal verbs 2
- ▶ Note taking
- ▶ Wrapping up and reviewing a project
- ▶ Congratulating

### Language focus

1 What sort of problems are common with computers? Add your ideas to the list.

- problems booting up (turning on)
- the system freezes
- ...



2 Match the computing terms with their definitions.

- |                      |   |
|----------------------|---|
| 1 computer virus     | a when something that is normally protected is no longer secure   |
| 2 server             | b a computer system that provides services to other computing systems   |
| 3 security breach    | c computer programmes that identify and eliminate viruses   |
| 4 antivirus software | d a way of restricting the operations that computers inside a network can perform with systems that are outside the network |
| 5 proxy server       | e a computer programme designed to destroy computer systems   |
| 6 firewall           | f a system which works between a computer network and an outside server   |

3 1 What do you think is the missing part of this headline?

Computer viruses  
Industrial espionage  
Burglaries  
Human error  
Internet fraud  
Terrorism

\_\_\_\_\_ – the main risk factor in information security

2 Read the first paragraph of this report and check your answer to 1.

Businesses too often concentrate on technological solutions and ignore the main cause of information security breaches – human error. The Computing Technology Industry Association (CompTIA), who produce an annual study of information security and the workforce, says that a level of complacency is setting in.

The study suggests that people are responsible for almost 60% of information security breaches, compared to 47% in the previous year.

Brian McCarthy, Chief Operating Officer at CompTIA, said that businesses need a strong commitment to information security awareness and training throughout every level of the organization.

'The primary cause of security breaches – human error – is not being adequately addressed. The person

behind the PC continues to be the primary area where weaknesses are exposed.'

Despite the prominent role that human behaviour plays in information security breaches, only 29% of the organizations feel their business needs security training. Only 36% offer end-user security awareness training.

The CompTIA study also revealed that the vast majority of businesses use firewalls and proxy servers (91%), and almost all (96%) use antivirus software. Disaster recovery plans, intrusion detection systems, and written information security policies are also becoming common.

**Around 40% of organizations said they had experienced at least one security attack in the past year.**

3 Read the rest of the article. What do these percentages refer to?

91%    60%    96%    29%    40%    36%

4 Look at the seven headlines from news reports. In groups discuss what you think the stories might be about.

- 1 MILLIONS LOST IN PASSWORD SABOTAGE
- 2 SCHOOLKIDS CHARGED IN MULTIMILLION ONLINE FRAUD
- 3 SECURITY ALERT AFTER GOVERNMENT PAPERS LEFT IN TAXI
- 4 SLEEP-TALKING BANK EMPLOYEE GIVES HIMSELF AWAY
- 5 JAPANESE COMPANY HIT BY MULTI-MILLION DOLLAR TYPING MISTAKE
- 6 THE ENEMY WITHIN: INSIDER KNOWLEDGE USED IN £220 MILLION FRAUD
- 7 PENSIONER FREED AFTER FBI BUNGLER OVER ID THEFT

5 Read the two news stories, A and B.

- 1 Decide which of the headlines in 4 they belong to.
- 2 How was each of the actual stories different to what you predicted?
- 3 Work in pairs. Choose a story, read it again, and then retell it to your partner without looking at the text. Ask each other questions for clarification.

A

Four Australian high school students, aged 15 to 17, have been charged with helping an organized criminal gang to steal millions of pounds from online bank accounts.

The criminals are said to have used bogus online adverts and spam emails to capture passwords and other bank details. The Australian teenagers were then recruited by the gang as 'mules' to aid the transfer of stolen funds into foreign bank accounts.

'Criminal gangs are getting more

and more sophisticated with their tricks to make millions of pounds out of innocent people – tempting naïve teenagers with the opportunity of making a quick buck is another one of their schemes,' said Graham Cluley, senior technology consultant of the anti-virus software firm Sophos.

'It's reassuring to all online bank customers that these criminals are being uncovered and charged'. He added that caution will always be needed when banking online.

## B

When police announced earlier this year that the London offices of a Japanese bank had been targeted by crooks trying to steal £220m, the case sent shockwaves across the City.

Certainly, the case qualified as one of the biggest attempted frauds of all time. But what really caught everyone's attention was that it was the bank's computers and networks which had been compromised. Hackers, the headlines screamed, were burrowing their way in past firewalls and security systems.

But the warnings were directed at the wrong threat. The bank had been threatened not from the outside, but from

within. The attack was being carried out by insiders exploiting knowledge of the bank's practices to enable the crooks to install keyloggers on the right machines.

The keyloggers – software which records every keypress to record passwords and map networks – were targeted on the bank's SWIFT systems, set up to control transactions across the universal bank transfer network.

The plan was only foiled by a suspicious employee at an Israeli bank who queried one of the transactions. That allowed the bank to lock down its systems, prevent the transfers, and equip police to make arrests.

### 6 10.1 Listen to two other news stories, C and D.

- 1 Decide which of the headlines in 4 they belong to.
- 2 Compare the actual story to what you predicted.
- 3 Work in pairs. Read listening script 10.1 on page 130. Student A reads story C and Student B reads story D. Then retell the story to your partner without looking at the script. Ask each other questions for clarification.



## Passives

Look at the examples. Which verbs are in the Passive or Active? How do we form the Passive?

- a The primary cause of security breaches is not being adequately addressed.
- b Disaster recovery plans, intrusion detection systems, and written information security policies are also becoming common.
- c Four Australian high school students have been charged with helping an organized criminal gang to steal millions of pounds...
- d The Australian teenagers were then recruited by the gang as 'mules'.
- e We have noticed a lot more attempts recently.

- f Caution will always be needed when banking online.
- g When police announced earlier this year that the London offices of a Japanese bank had been targeted by crooks trying to steal £220m, the case sent shockwaves across the City.
- h The attack was being carried out by insiders exploiting knowledge of the bank's practices ...
  - 1 Which of the passive sentences can be easily changed to active? Why?
  - 2 Why is the agent not mentioned in the other sentences?



Pocket Book p.10

## Practice

- 1 Here are four more headlines with ambiguous meanings. Expand them in two ways: first to indicate the intended meaning, then to indicate the unintended ambiguous meaning.
  - 1 POLICE FOUND SAFE UNDER BLANKET
  - 2 PASSENGERS HIT BY CANCELLED TRAINS
  - 3 RED TAPE HOLDS UP NEW BRIDGE
  - 4 POLICE SHOOT MAN WITH KNIFE
- 2 Work in pairs. Choose one of the three headlines for news reports you discussed in 4 which were not used in 5 and 6. Write a news report for the headline. Try to use as many of the verb forms (Active and Passive) as possible. Then tell your story to another student.
- 3 1 Decide whether the verbs in **bold** in the following sentences can be changed into the Passive. If the verbs can be changed, is the sentence better in the Passive or the Active?
  - a Criminals **carry out** most bank robberies not with a gun and a mask, but with a computer and a keyboard.
  - b Security concerns **didn't worry** our parents' generation as much as they do us.
  - c They **will use** more and more sophisticated technology to counter ID theft.
  - d In fifty years' time **we'll be using** computer systems that are completely secure.
  - e Always make certain that you **back up** computer files on a separate and removable computer drive.
  - f In recent years travelling by air **has become** more dangerous.
  - g Governments and others **have used** concerns over security to increase their control over the public.
  - h Over the last few years governments **have been introducing** more and more serious security measures.
- 2 Work in pairs. Do you agree with the views expressed in the sentences?

## Easily confused words. Phrasal verbs 2

- 1 There are several reasons why words can be easily confused in English. Work in pairs. Can you think of words in these five categories that you have difficulty with?
  - words which are the same or similar in your language, but which have a different meaning in English (e.g. agenda)
  - words with slightly different meanings (e.g. opportunity/possibility)
  - words with the same sound but a different spelling and meaning (e.g. saw/sore)
  - phrasal verbs (e.g. put up)
  - spelling mistakes (e.g. misspell misspell)
- 2
  - 1 Choose the correct word in these sentences.
    - a I'm always very *excited/nervous* when I get on a plane, because I'm worried that something might happen.
    - b There were long queues at the check-in desk, but the officials *checked/controlled/inspected* things very well.
    - c The police monitored the *actions/activities* of the suspects twenty-four hours a day.
    - d Cities rely on *surveillance/surveys* to maintain security, but at the same time try to *avoid/prevent* limiting people's *personal/personnel* freedom.
    - e The IT department have tried to stop *hackers/hijackers* on a number of *events/occasions*, but *actually/currently* there is no 100% *effective/efficient* system available – although maybe there will be in the future.
  - 2 Write sentences using the words that were **not** correct in the sentences above.
- 3 Read the story *False alarm leads to tube shutdown*.
  - 1 What was the misunderstanding that led to the emergency?
  - 2 Find examples of words from 2.
  - 3 Can you find eight phrasal verbs in the headline and article? Some of them are used more than once – do they always have the same meaning?

## FALSE ALARM LEADS TO TUBE SHUTDOWN



Public-spirited pensioner George Wilkes set off a major security alert yesterday on the London Underground. George was suspicious when two men with rucksacks got on at Piccadilly Circus and sat next to him, talking in hushed tones.

At one point he heard one of them say, 'But I don't want to be a terrorist'. The other replied, 'Nor do I, so the only answer is to hijack.' This was enough for an increasingly nervous George. He got off at the next station and reported what he had heard to the station attendant.

In a very efficient operation, the two men were picked up on a video surveillance camera as they got off the train a few stops down the line and were immediately arrested. The whole area

was closed off. The men were told to take off their rucksacks and turn out the contents. When the police inspected them, they found only jumpers, bottles of water, and personal stereos.

It turned out that the two students were about to set off on a trip around Europe and had actually been discussing how they didn't want to be tourists, but travellers, and as they had very little money they would need to hitch-hike.

An embarrassed George later apologized for his over-zealous actions. 'I'm getting on a bit nowadays, and my hearing isn't as good as it used to be. My wife gave me a good telling-off, I can tell you!' But officials said that events like this, though inconvenient, showed that the public were being vigilant.


- 4 The words *shutdown* and *telling-off* from the headline and article are examples of phrasal verbs that have become compound nouns.
- Can you rewrite the sentences with *shutdown* and *telling-off* using the phrasal verb?
  - Choose the correct nouns in these sentences.
    - Several *bystanders/standersby* were hurt when the bomb **exploded**.
    - This new anti-virus software represents a *breakthrough/throughbreak* in IT security and will **reduce** online corporate fraud.
    - The airport had to increase security whilst also trying to **manage with** government *backcuts/cutbacks*.
    - He **blamed** his life of crime **on** his *bringingup/upbringing*.
  - Change these sentences using a noun derived from the phrasal verb in italics. You may need to make other changes to the sentence.
    - There have been a number of houses which *have been broken into* in our street in recent weeks, but the police have refused to **investigate** them.
    - I'm sorry we **arrived** so late. The traffic *was held up* because of a security alert.
    - Several people who were *passing by* just ignored the victim's cries for help and **continued** as if nothing was happening.
    - The crime was very well-planned and the gang thought they had **escaped capture** for it, but after the police *had been tipped off*, they were arrested in a series of dawn raids.
  - What do you notice about the spelling of the phrasal verb nouns?
- 5 Look at sentences a–d in questions 2 and 3 in 4. Can you substitute a verb in **bold** in each sentence with one of the following phrasal verbs? Make any other changes that are necessary.

carry on	cut down	deal with	get away with	go off
look into	put down to	get in		

- 6 Work in pairs and discuss the questions.
- When do you get nervous?
  - When do you get excited?
  - What are your favourite leisure-time activities?
  - Has your computer, or the computer of anyone you know, ever been hacked into?
  - Have you ever hitch-hiked anywhere?
  - Have you ever set off on a journey and realized you have left something really important behind?
  - Have you ever been really worried about something, but then it turned out to be a great experience? Or the reverse?
  - Have you ever given away your password or PIN by mistake?
  - Have you ever been caught by a speed camera?
  - Do you feel more or less secure in your daily life than you did five years ago?



## Note taking

- 1 Work in pairs. Discuss the questions.
  - At a lecture or presentation is it best to take notes in English or my own language? What preparation can I do?
  - When English speakers take notes, what abbreviations do they use?
  - How do I know when a speaker is moving on to a new point?
- 2  **10.2** Listen to what the experts say. Are their ideas the same as yours?
- 3 Work in pairs. What do they mean by *tuning in*? What techniques for note taking do you use in your own language? Could these be easily transferred to English? Do you use any English abbreviations in your text messages?

- 2 1 Match the photos with the names.

CCTV (closed circuit television)

iris identification

phone tapping

fingerprinting

credit rating

airport security checks






- 2 Discuss these questions in pairs or small groups.

- How often do you think you are monitored by CCTV?
- Would/Do identity cards help prevent terrorism?
- In which cases is phone tapping acceptable?
- Which institutions are allowed to know your credit rating?
- Are lengthy airport security checks worth the inconvenience caused to passengers?

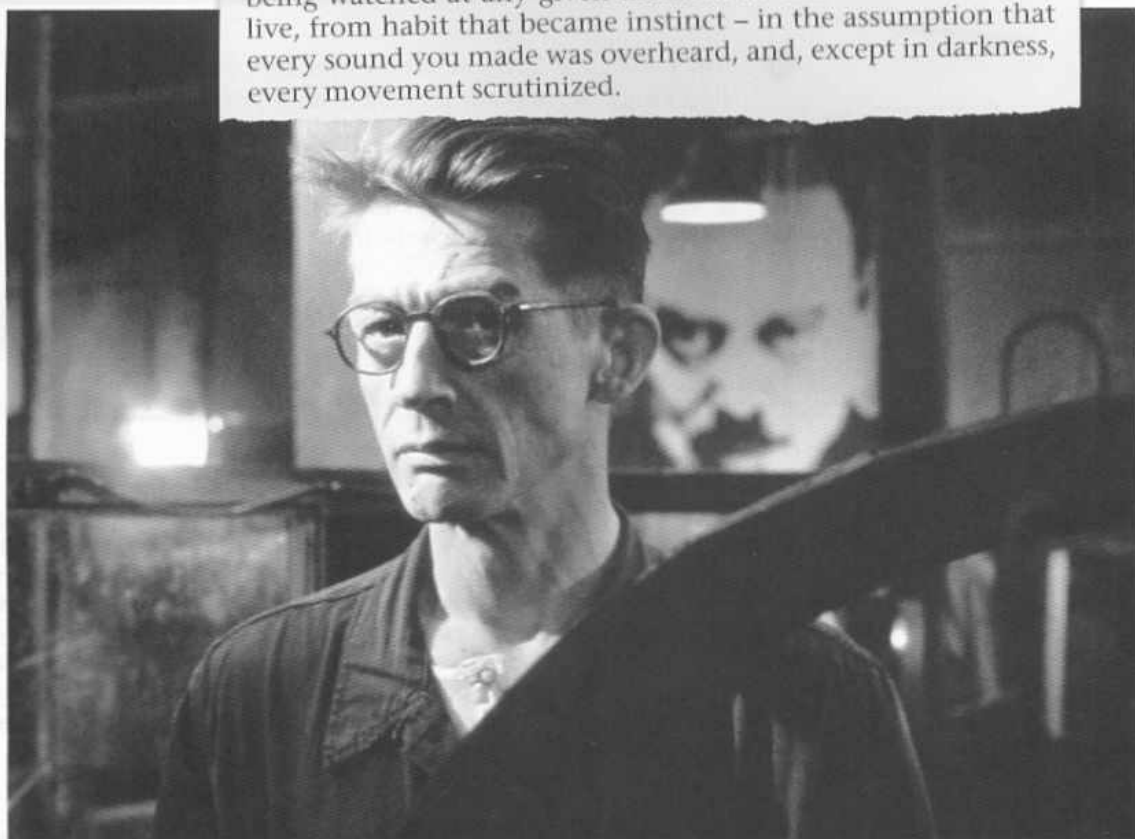
- 3 What limits, if any, do you think there should be on the use of security?

- 4 1  10.3 Listen to the first part of the lecture. Make notes under these two headings:

The definition of privacy	What is private information?

- 2 Work in pairs and compare your notes. Did you note down the same information? Did you use the same abbreviations?
- 3  10.3 Listen again. Did you miss much information the first time?
- 4 How much privacy do you think people in the public eye are entitled to?
- 5 1  10.4 Listen to another extract from the lecture. Note down how many times the speaker's voice changes tone significantly in order to introduce a new topic or highlight a key idea.
- 2  10.4 Listen again and take notes. Then use the notes to write a short summary.
- 6 Read this extract from *Nineteen Eighty-Four* by George Orwell. How soon, if ever, do you think this situation will become a reality?

There was of course no way of knowing whether you were being watched at any given moment ... You had to live – did live, from habit that became instinct – in the assumption that every sound you made was overheard, and, except in darkness, every movement scrutinized.

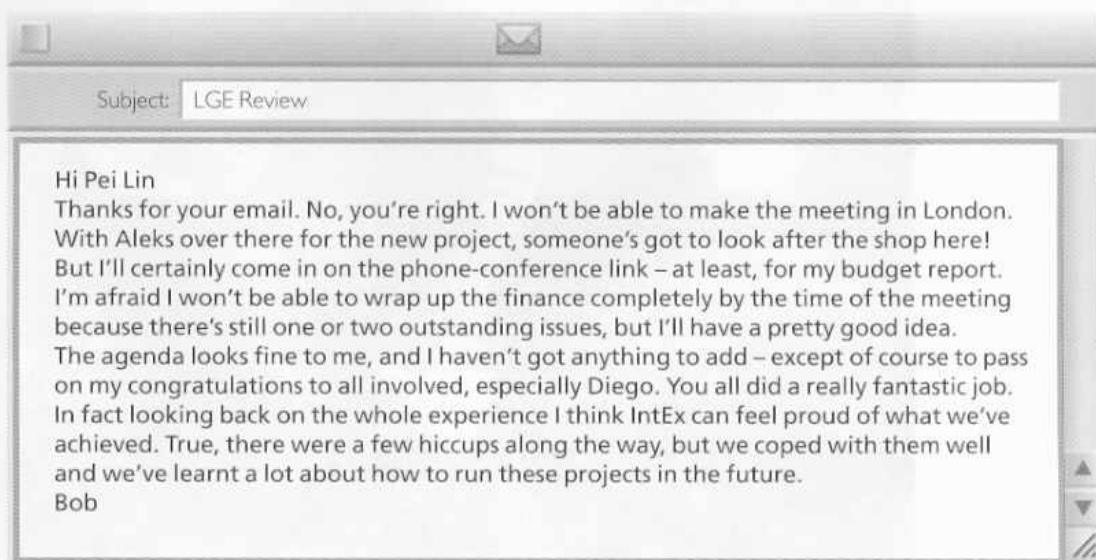






1 The *Latin Goes East* tour is now over. IntEx is in the process of carrying out its Post Project Review and is going to hold a Review Meeting in London. Read the email from Bob to Pei Lin.

- 1 Is he going to participate in the Review Meeting?
- 2 What does he mean by *a few hiccups*?
- 3 How positive is he about the tour?



2 10.5 Listen to the first extract from the Project Review Meeting.

- 1 Does Pei Lin think that the tour was 100% successful?
- 2 What is the new project that Aleks is helping with?
- 3 What two things is Diego congratulated for?
- 4 How did Diego solve the final problem?

3 10.5 Listen again and complete the extracts.

I wanted to use this meeting to \_\_\_\_\_<sup>1</sup> the whole tour. This was a large and new project for us, and I think that it's very important that we \_\_\_\_\_<sup>2</sup>. My personal feeling is that \_\_\_\_\_<sup>3</sup> it went very well and we can all feel \_\_\_\_\_<sup>4</sup>. At the same time, however, we shouldn't be too complacent – there are definitely \_\_\_\_\_<sup>5</sup>. You've all seen the reports and \_\_\_\_\_<sup>6</sup>, which is the first main item on the agenda, and we'll \_\_\_\_\_<sup>7</sup> that soon.

I also \_\_\_\_\_<sup>8</sup> by giving special thanks to Diego, who, as you all know, came out \_\_\_\_\_<sup>9</sup> and saved the day. Thanks Diego, and \_\_\_\_\_<sup>10</sup> doing such a great job: \_\_\_\_\_<sup>11</sup> to take over the Tour Manager role at a tricky time, \_\_\_\_\_<sup>12</sup> the difficulty we had with the angry venue manager after the last night concert in Hanoi. \_\_\_\_\_<sup>13</sup>!

4 10.6 Listen to a later extract from the meeting, when Bob is concluding his budget review. In which order do you hear these words and phrases?

in a nutshell	well done!	going to leave us now
over-budget	take care	taking all things into account
the bottom line is	bear this out	to do with reviewing details
I'd like to congratulate		



Pocket Book p.29

5 Work in groups. Role-play a Project Review Meeting for a project related to your work.

- 1 Use these notes to help you.
  - What was the project? What were its objectives?
  - Was it over-budget or under-budget, and what were the possible reasons for this?
  - Think of a crisis that occurred on the project and how you dealt with it.
  - What communication channels did you use? Were they effective?
  - Is there anyone who should be especially congratulated?
- 2 Write the agenda for the Project Review Meeting. Use the example of the *Latin Goes East* agenda to help you.
- 3 Discuss each of the issues in the meeting, and remember to consider lessons to be learnt for next time.

# REVIEW UNIT E

## ▼ AGENDA

- ▶ Grammar 1–3
- ▶ Skills focus 4
- ▶ Focus on functions 5
- ▶ Vocabulary 6

This unit reviews all the main language points from Units 9–10. Complete the exercises. Use the Pocket Book for the areas that you need to review again.

### 1 Defining and non-defining relative clauses

Complete the sentences by writing *that* where possible. Otherwise, complete the sentences with *which*, *who*, *whom*, or *whose*.

Subject: Concert feedback

Dear Diego  
 Thanks for your ideas for the next tour \_\_\_\_\_<sup>1</sup> were really useful. I just wanted to give you some feedback on the concerts done so far, most of \_\_\_\_\_<sup>2</sup> seem to have gone really well. The one \_\_\_\_\_<sup>3</sup> was the most successful was the third, \_\_\_\_\_<sup>4</sup> I think was probably down to the venue – it was such a great location. I'm a bit worried about the first and fourth \_\_\_\_\_<sup>5</sup> only a few people came to, half of \_\_\_\_\_<sup>6</sup> actually left in the interval. Could you investigate this?  
 Cheers  
 Pei Lin

PS I've remembered the name of the band \_\_\_\_\_<sup>7</sup> song was on the radio: it's *Los Vasos Llenos*. It was the song \_\_\_\_\_<sup>8</sup> they play as their encore. Amazing!

### 2 Regrets and wishes

- 1 I wish I *started/had started* learning English when I was younger.
- 2 I wish it *rained/would rain*; all the grass is going brown.
- 3 I wish I *didn't/wouldn't* have to go the meeting tomorrow.
- 4 If only you *told/had told/would tell* me you weren't coming to the meeting yesterday.
- 5 Today he came on time but I wish he *would come/had come* on time to every meeting.

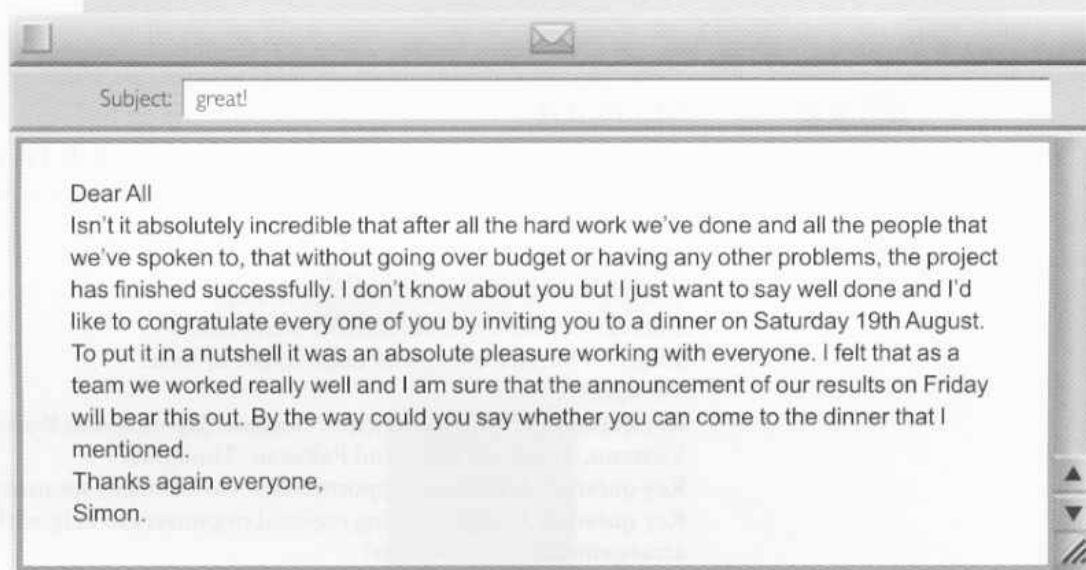
### 3 Passives

Where possible, convert these active sentences into the Passive. You don't need to add an agent.

- 1 We'll do it tomorrow.
- 2 They are working on it now.
- 3 She had already built it.
- 4 He has been studying it all morning.
- 5 They hired him last year.
- 6 Oh no! My computer's crashed!
- 7 They don't speak English there.

#### 4 Wrapping up and reviewing a project. Presenting key information

Simon is a team leader. His team have just finished a major project and he writes an email very quickly at 5.00 p.m. on Friday to congratulate them. Read the email and then rewrite it to present the key information better.



#### 5 Invitations. Expressing appreciation and disapproval

Write answers to the sentences below. Follow the instructions in *italics*. Make sure you respond with an appropriate level of formality.

- 1 Hey, fancy going to the cinema tonight? *decline invitation, give excuse*
- 2 Would you mind doing a presentation on how the tour has gone? *accept, ask for details*
- 3 We would like to have the pleasure of your company for dinner on ... *accept*
- 4 I was wondering whether you might be free next week to come over to our office to discuss the proposal. *accept and suggest a day and time*
- 5 Thank you for all your hard work. *express appreciation*
- 6 I would be interested in hearing your opinion of the venues for the concert. *express disapproval*

#### 6 Vocabulary

- 1 Write synonyms for each of the following verbs.

permit    preserve    restrict    outlaw

- 2 Write sentences that highlight the difference in meaning between these pairs of words:

check/control    avoid/prevent    actually/currently    personal/personnel

- 3 Match phrasal verbs 1–4 in A with the synonyms a–d in B.

##### A

- 1 carry on
- 2 put (something) down to
- 3 look into
- 4 get in

##### B

- a explain
- b investigate
- c continue
- d arrive