Technical English

for Computer Science

Week 5

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44 You work for SoftwareHelp.com as a helpdesk technician. Listen to three phone calls and complete the second and third tickets.
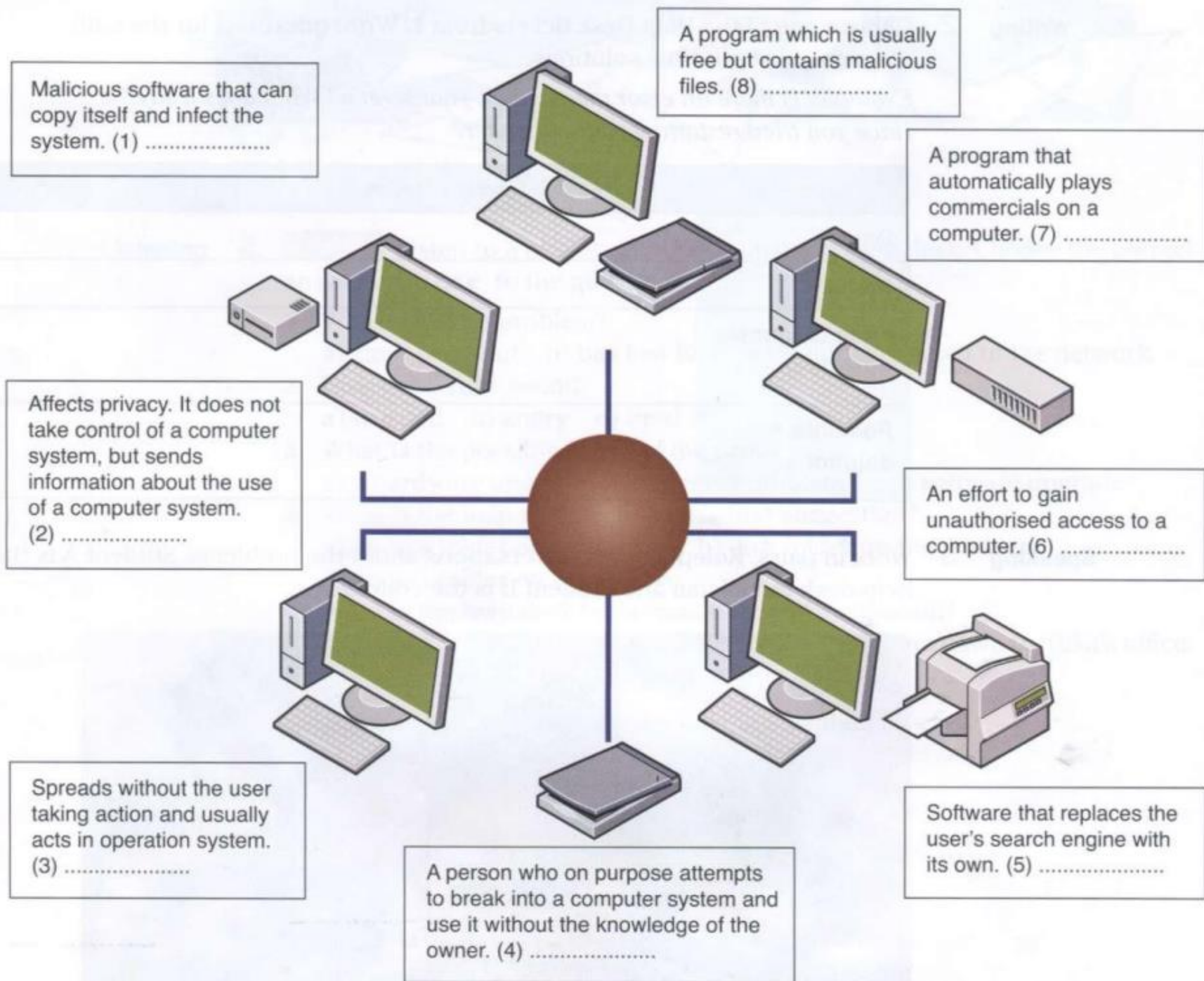
1

Help Desk ticket	
Date	5.05
Name	Bolek
Problem	Word file won't open in Office.
Contact	0504445553
Service Person	Alex

46 Listen to a phone call to a company IT help desk. Choose the correct answers a, b or c, to the questions.

1 What is Tuka's problem?
a) can't print out   b) has lost files   c) is not connected to the network

2 How does Tuka sound?
a) worried   b) angry   c) tired

3 What is the possible cause of the problem?
a) a hardware upgrade   b) a server problem   c) a software upgrade

4 What is the help desk technician's first suggestion?
a) go to a folder on the server   b) go a folder on the desktop
c) go to a folder on the C drive

5 What is the help desk technician's second suggestion?
a) He will call back in five minutes.   b) He will come down to Tuka's office.
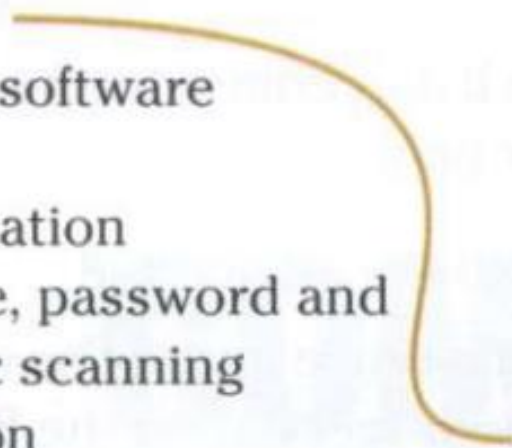c) He will get help from someone else.

Malicious software that can copy itself and infect the system. (1) ....

A program which is usually free but contains malicious files. (8) ....

A program that automatically plays commercials on a computer. (7) ....

Affects privacy. It does not take control of a computer system, but sends information about the use of a computer system. (2) ....

An effort to gain unauthorised access to a computer. (6) ....

Spreads without the user taking action and usually acts in operation system. (3) ....

A person who on purpose attempts to break into a computer system and use it without the knowledge of the owner. (4) ....

Software that replaces the user's search engine with its own. (5) ....

48 Listen to this dialogue and answer the questions. Ludek has asked his IT expert friend, Ales, for help.

1   Why does Ludek want Ales to check his laptop?
2   Why is Ludek worried that he may lose his project?
3   What does Ales think has happened to Ludek's laptop.
4   Why does he recommend Ludek installs an anti-spyware software?
5   Why is it important to have a network access password?
6   What will Ales do for Ludek?

Match the security solution 1–5 to its purpose a–e.

1 a firewall
2 antivirus software

3 authentication
4 username, password and
   biometric scanning
5 encryption

a) prevents damage that viruses might cause
b) make sure only authorised people access
   the network
c) checks the user is allowed to use system
d) blocks unauthorised access
   codes
e) protects the system from public access

Systems and network security

All employees must follow security and safety procedures approved by the management.

1 _____

Only install and use software that the management has approved. Install the latest antivirus and antispyware tools.

Keep current with security software updates and patches.

Follow office health and safety standards.

2 _____

Choose a password that is difficult to guess: use between 6 and 8 characters, have letters in upper and lower case and intermix letters, numbers, and punctuation marks. Keep your password private. Change your password every 9 weeks.

3 _____

Configure your email software to use secure protocols. Use company official e-mail software only. Always double check that you are sending your message to the right recipient. Do not send sensitive data over the network. Use mail encryption to send sensitive data. Do not download unknown files or files for private use, such as movies and music.

4 _____

Transfer files via a secure connection. Back up files regularly on the server in your homefolder. Do not use external drives.

5 _____

Employees must notify their supervisor or IT help desk about any damage, misuse, irregularities or security breaches.

Complete this manual with the words

A database has several parts. These are called (1) _____ . The simplest of these is a table; most databases have at least two. Tables look like a spreadsheet. Each row in the table is a(n) (2) _____, containing information about one item, such as a person or something that the company sells. Each of these contains several (3) _____ with information about the item. For example, in a company's employee database, these might be family name, given name, phone number and so on. One important point is that one field in each record must be (4) _____ – the same data must not be in any other record. We call this field the (5) _____ . It can be a staff ID number, for example, but it can't be a given name because many people have the same given name.

Another type of object is a(n) (6) _____, which is used for entering data into tables. A third object type is a(n) (7) _____ . This can show data from more than one table at the same time, looks good and is suitable for printing.

There are several ways to get data out of a database. One is simply to (8) _____ – for example, if we want to check the data in a single record, such as an employee's phone number. If we want to combine information from several tables or to do something with the data such as add up financial information from several records, we can (9) _____ .

fields	form	objects	primary key	query the database
record	report	retrieve a record	unique	

20 Listen to a systems administrator asking a technician about the status of the company's computer systems. Is it a small company? How do you know?

Listen again and tick ✓ the correct column in this table. Were there any big problems?

	Worked fine	Problem found	Not mentioned
1 deploy new software upgrades			
2 deploy new software applications			
3 backup systems			
4 disk drives			
5 set permissions			
6 check logs			
7 reset passwords			

Complete these collocations and phrasal verbs from the conversation in 3 with the words in the box.

crash	out	out of	running again	smoothly (× 2)

1 run _____
2 disk _____
3 be up and _____

4 lock (someone) _____ (something)
5 check (something) _____
6 go _____

WRITING

- What do you know about open source software?
- How is it different from propreitary software?
- Think about cost, who writes it and how much people use it.