

PART 2. PRACTICE EXERCISES

8.1 Complete these sentences with the words in the box.

call code crashed escalate experience guide organisational shock
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- 1 Oh no! That's the sixth time today my computer has _____!
- 2 I work in a(n) _____ centre.
- 3 Don't touch that! You'll get an electric _____.
- 4 Please tell me about your work _____.
- 5 Did the software give an error _____ when it crashed?
- 6 I have great _____ skills.
- 7 Please check the troubleshooting _____.
- 8 If I can't solve your problem, I'll _____ it to the next support level.

8.2 Correct the mistakes in these sentences. Underline one incorrect word and write the correct word on the line.

- 9 We've have a few problems with the network this week. _____
- 10 The problem can't get a fault in the hard drive – I tested it yesterday! _____
- 11 Let's try restart the computer. _____
- 12 I hope at work as a software developer. _____
- 13 The computer is hang. The screen goes kind of grey and I can't type anything in!

- 14 Let the printer cooled down. _____
- 15 Have you finished repairing the server already? You were due to finish two hours ago. _____
- 16 If we replace the memory, the computer should working faster. _____

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8.3 Use the words in brackets to complete these sentences. You may need to change or add some words.

- 17 What have you _____ this morning? (do)
- 18 The problem _____. (might / virus)
- 19 If you don't sit straight, you _____. (might / backache)
- 20 I _____ for three years. (expect / work / here)
- 21 The server _____. (might / not / work)
- 22 He plans _____. (work / until 7 p.m. today)
- 23 The NAS _____. (might / not / plug in)

8.4 Write the words that match these definitions.

- 24 a word that has the same meaning as 'level' in a technical support centre _____
- 25 the problem that happens when you spill water over a computer and it causes electricity to go the wrong way _____
- 26 a problem with a piece of software when it stops working and you can't type anything into it but it doesn't close _____
- 27 a book or document that tells you how to use something _____
- 28 software that can spread by itself between computers and that causes problems _____
- 29 If you have this, you have passed an exam or a course to show that you have particular knowledge and/or skills. _____
- 30 a document showing how much you have to pay for something _____

8.5 Read the text and do the tasks below

Computer viruses are small software programs that are designed to spread from one computer to another and to interfere with computer operation.

A computer virus has two parts: the infector and the detonator. They have two different jobs. One of the features of a computer virus that separates it from other kinds of computer program is that it replicates itself, so that it can spread to other computers. After

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the infector has copied the virus elsewhere, the detonator performs the virus's main work. Generally, that work is either damaging data on your disks, altering what you see on your computer display, or doing something else that interferes with the normal use of your computer. A virus might corrupt or delete data on your computer, use your e-mail program to spread itself to other computers, or even erase everything on your hard disk.

Traditional computer viruses emerged in the 1980s, driven by the spread of personal computers and the resultant increase in BBS, modem use, and software sharing. Viruses can increase their chances of spreading to other computers by infecting files on a network file system or a file system that is accessed by another computer.

Viruses are most easily spread by attachments in e-mail messages or instant messaging messages. That is why it is essential that you never open e-mail attachments unless you know who it's from and you are expecting it. Viruses can be disguised as attachments of funny images, greeting cards, or audio and video files. Viruses also spread through downloads on the Internet. They can be hidden in illicit software or other files or programs you might download.

To help avoid viruses, it's essential that you keep your computer current with the latest updates and antivirus tools, stay informed about recent threats, and that you follow a few basic rules when you surf the Internet, download files, and open attachments.

Once a virus is on your computer, its type or the method it used to get there is not as important as removing it and preventing further infection.

There are actually two kinds of anti-virus program: virus shields, which detect viruses as they are infecting your PC, and virus scanners, which detect viruses once they've infected you. Viruses are something to worry about, but not a lot. A little common sense and the occasional virus scan will keep you virus-free.

Answer the following questions.

- 31 What is the feature of a computer virus that makes it different from other kind of computer program?

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- 32 What might a computer virus do with the infected computer?
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- 33 What were the sources of virus spreading when they appeared in 1980s?
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- 34 How can viruses increase their chances of spreading to other computers?
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- 35 When is it safe to open e-mail attachments? What should we do to avoid viruses?
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Decide whether the following statements are true (T) or false (F) based on the information given in the text.

- 36 _____ 2 parts of a computer virus do different work at the same time.
- 37 _____ The infector can damage and alter data, and interfere with the normal use of the computer.
- 38 _____ Most viruses are spread by attachments in e-mail messages or instant messaging messages.
- 39 _____ It is safe to open the open e-mail attachments if you know who it's from.
- 40 _____ Virus shields are more effective than virus scanners when viruses have infected the computer.

8.6 *Translate the following sentences in to Vietnamese.*

- 41 Depend on the nature of a virus, it may cause damage of your hard disk contents, and/or interfere normal operation of your computer.
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- 42 Today, most personal computers have enough memory to be used for word processing and business applications.
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8.7 Translate the following sentences in to English.

- 43 Việc sử dụng đĩa lậu là một trong những nguyên nhân tạo điều kiện cho virút thâm nhập vào máy tính cá nhân của bạn.
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- 44 Nhiều vi rút lây lan qua các trò chơi sao chép lậu hoặc phá mã.
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- 45 Máy tính của tôi cứ liên tục tự tắt nguồn mà tôi không thể nào tìm ra nguyên nhân gây ra hiện tượng này.
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8.8 ▶ 45 Listen to a conversation between a telephone helpdesk technician and a customer. Write the answers of NO MORE THAN THREE WORDS to these questions.

- 46 What is the customer's name?

- 47 What is the version of Account Office?

- 48 What did the error message say?

- 49 How many times did the customer try to download and install it?

- 50 Who will callback and solve the problem?
