

## The Impersonal Passive Voice structure is used for:

Things that are thought, believed, said, or reported.

We form it like this:

It + be + past participle of reporting verb + that + clause

“It is believed that the tests have produced false positives.”

## With Personal Passive sentences:

We often use verbs like *believe*, *expect*, *find*, *know*, *report*, *say*, *think*, or *understand*.

We form it like this:

Subject + Passive Verb + to-Infinitive

“The tests are known to produce false positives.”

[https://youtu.be/hekx7qv7JnY?si=B58mhEK4vBk\\_oNQI](https://youtu.be/hekx7qv7JnY?si=B58mhEK4vBk_oNQI)

## 2/Grammar: Relative Pronouns

### Relative Pronouns THAT, WHICH, WHO, WHOM & WHOSE

They are used for Relative Clauses, which tell us more about people and things.

WHAT, WHEN, WHERE, HOW, WHO & WHY are used for Nominal Relative Clauses, where we talk about the thing that.

“The beta test which we ran recently has been very useful.”

“That's what I was talking about during the meeting.”

“That's who I'm talking about. She's going to run the new project.”

“It's not my team whose data is being questioned.”

The relative pronoun which we use the most is what.

### 3/Listening: UX experience

#### Do you know what the following terms mean?

##### **Net Promoter Score (NPS):**

An NPS survey is a key indicator of customer satisfaction. It measures how satisfied the customers are and also their loyalty to a company.

##### **User Experience (UX):**

This is the personal experience that a user has when using a product's interface. For example, a positive experience on an e-commerce site will encourage the user to buy from this online store.

##### **Detractors:**

Customers who give feedback stating they are unhappy with a particular brand or have had a negative user experience.

### 4/Grammar: The Past Simple with "as if" & "as though"

#### As If and As Though are used for hypothetical situations

Like the second conditional, they are used with the past simple because the situations are not real.

"You're asking us to do more work, as if we didn't have enough already."

It is similar to saying like this or like that.

"They're talking as though we didn't need to worry about expanding."

We can also use them with the subjunctive mood.

"They're treating me as if I were responsible for the entire problem."

<https://www.youtube.com/watch?v=jq3-o2uSqms>

### 5/Reading: Supplier Evaluation Modules

#### Do you know what the following terms mean?

Supplier evaluation

Supplier evaluation refers to the process of analyzing and approving potential suppliers.

Scope creep

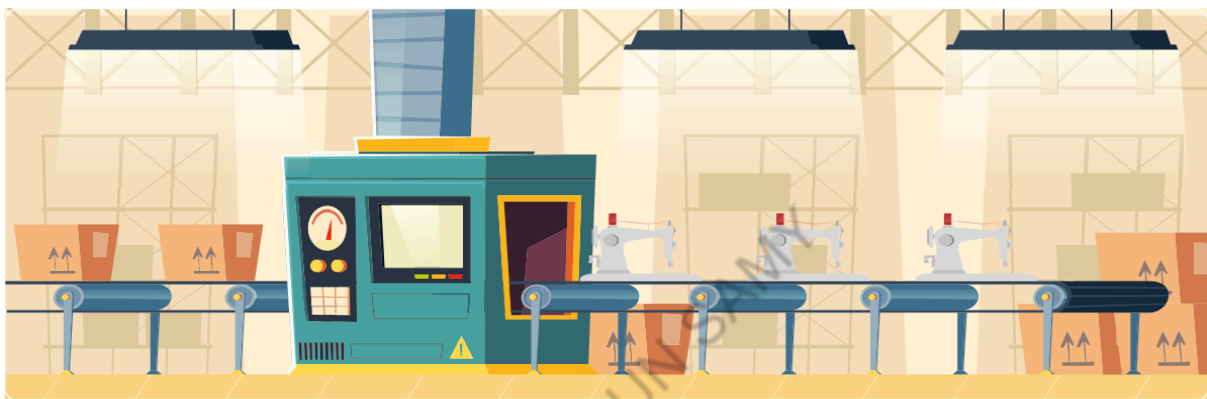
A term used when a project's original scope (objective) changes and goes over what was originally intended.

Incremental value delivery

Incremental Delivery means breaking large projects into the small working units, which you release to your customers as soon as they are complete. By releasing small units, you get customer feedback early and at every stage.

## Supplier Evaluation Module

In March, we started developing the supplier evaluation module for one of the biggest sewing machine manufacturers in the country. The goal was to deliver the module by the end of the year. The customer needs the module in order to analyze last year's collaboration with all their suppliers, reveal unreliable suppliers, and re-evaluate supplier ratings before renewing the contracts. Last year, our customer almost went out of business because they signed up a supplier that delayed their supply chain. They can't afford to have similar failures. After the pandemic, the market became much more competitive and as a result, they now need to have predictable delivery dates and trusted suppliers. That's why meeting the deadline for the supplier evaluation module is so important.



During development, however, we realized that the pandemic situation has had a considerable impact on our resources. In the last two months, more than half of the team has been absent due to sick leave or issues with childcare. Additionally, we've noticed a decrease in average team velocity. Reduced on-site collaboration seems to be causing problems with knowledge sharing and solution brainstorming. Luckily, we haven't faced any scope creep until now.

Therefore we've re-estimated the project according to the current capacity. Our current delivery dates target the release by the middle of the next year. To mitigate the risks of not delivering the project on time, we have started looking for other ways to move forward.

The first option we considered was secondments from other teams. We've researched other teams' capacity, but it seems as if we can count only on manpower from the Rabbits and Eagles teams. Unfortunately, the secondment process would only be viable during the last quarter of the year.

The second option could be renegotiating the deal with the customer and trying to obtain funds for new contractors. However, this possibility seems as if it could be the worst-case scenario, and we would like to avoid it if we can. As we learned from the sales team, they spent more than three months closing the deal, and the customer

was very strict about exceeding their budget. Additionally, finding new hires and onboarding them to the project may take longer than waiting for internal resources.

Our initial research showed that the customer needs only a few features to start evaluating suppliers. The rest can be delivered piece by piece. Therefore, a third option could be cutting the scope and incremental value delivery. With this approach, we can deliver a minimum viable product within the expected timeframes.

We recommend the last option, since it mitigates the risks of not delivering the required functionality on time. It also meets the customer's critical need, which is to start evaluating suppliers by the end of the year. If we decide to proceed with the third option, then the next step should include informing our customer about the plan. We should also speak with the customer-field teams to confirm the scope for a minimum viable product.

## **Module 2 :Network Engineer:Interpret & Implement Instructions**

### **1/Grammar: The Emphatic "do"**

**Sometimes we add "do" before the main verb of the sentence.**

This is called the Emphatic do, and it is very common in spoken English when we want to add emphasis to affirmative sentences.

"I did follow the instructions to the letter."

This example suggests there was a problem and the speaker emphasises that they did everything they were supposed to do.

**With *really* or *absolutely*, the Emphatic "do" is also common.**

"I really did follow every instruction to the letter."

**For questions or confirmation, also:**

"They do understand the gravity of missing this deadline, don't they?"

### **2/Listening: Manager and Junior Network Engineer**

**Handled:**taken care of

**Omitted:**overlooked

**Nevertheless:**however

**Analyze:**examine

**Risks:**dangers

**Eliminated:**excluded

**Performance:**execution

**Right away:**directly

### **3/Grammar: Dependent Prepositions**

**Certain verbs, nouns, or adjectives are always followed by specific prepositions.**

We say *listen to, depend on, incapable of, rely on, impact on, increase in*.

The following sentences would be incorrect without the prepositions.

"You should listen to the instructions carefully."

"The preposition depends on the verb, noun or adjective that comes before it."

"You are not incapable of learning."

"You can rely on the firewall to catch threats."

"The impact on productivity has to be addressed."

"The increase in threats has to be considered seriously."

You should try to learn the dependent preposition with the verb, noun, or adjective in order to remember they are necessary.

<https://youtu.be/7UakvsIQkGw?si=UVvpC3M6q1lnSo0R>

#### **4/Reading: Job roles and responsibilities**

##### **I'm reaching out to you regarding + subject:**

"I'm reaching out to you regarding the last events that took place."

##### **Let me remind you of + noun:**

"First, let me remind you of the duties that go together with your position."

##### **I don't want to discourage you from + gerund:**

"I don't want to discourage you from providing as much involvement as you did."

##### **What I have in mind is that + rest of the sentence:**

"What I have in mind is that all the user-access layer cabling should be handled by the IT Helpdesk."

##### **Please do not hesitate to + verb:**

"Please do not hesitate to ask a colleague to do their job."

## **Job Roles and Responsibilities**

Dear Mark,

I'm reaching out to you regarding the last events that took place while resolving the problems reported by the Marketing department. All the raised issues were isolated and removed, yet I have some suggestions that will improve your performance and make your work simpler.

First, let me remind you of the duties that go together with your position. As a network engineer you are obliged to handle the network-related topics. When dealing with the more complicated problems or the ones that expand beyond your scope of duties, you will definitely encounter a need to include colleagues from other departments. Such a situation took place recently. I don't want to discourage you from becoming as involved as you did, but some of the work you did should be done by other people involved in the troubleshooting process. What I have in mind is that all the user-access layer cabling should be handled by the IT Helpdesk, not the networking team. The only exception here is the optical cabling, which is hardly ever used for that purpose. This basically means that all UTP copper patch cords are ordered, stored, and installed by this team. This also means troubleshooting tasks involving usage of cable testers or analyzers are not conducted by you.

Some of the tasks which did need to be done were verifying and, where necessary, fixing the cabling. Both of those tasks were conducted by you and you only. However, they are not your responsibilities, as they are jobs for the IT Helpdesk. Dominic, a person from the IT Helpdesk who was working with you on that problem, didn't do anything. You said it was because he asked you to do his job, but he says it was because you didn't tell him he was needed.



And now the important part - please do not hesitate to ask a colleague to do their job. It's not rude and you're not doing anyone a favor here by doing this work yourself. In fact, it's the opposite. The other person is not able to do their job if they don't know that they are required to, but they are responsible for doing it all the same. This person is trained and qualified to do such tasks, so the quality of this work should be good. The only thing that comes to my mind that may go against this approach is that this could make the whole process longer. This is the cost that we must accept.

You might, however, encounter a different situation where your request to a colleague would go unanswered, be denied, or be sent back to you. Your job role doesn't allow you to enforce your request, so the option here is to report this behavior to me, your direct manager. I'll contact the direct manager of this person or, if necessary, escalate this to the person above in the organization chart.

I hope this is a useful piece of advice that will make your work easier and less stressful.

Regards,

Jim

### **Module 3 :Software Engineer:Analyze Factual Information**

#### **1/Grammar: Starting a Sentence with a Conjunction**

**We can remember the most common conjunctions with the mnemonic FANBOYS:**

- For,And,Nor,But,Or,Yet,So

Conjunctions usually connect two phrases, so we normally find them in the middle of the sentence.

However, we can sometimes start a sentence with a **conjunction**.

“**For** you, this bottleneck issue should be easier to solve.”

“**For** me, it was too complicated.”

People often do this in conversation. After a pause, they continue, adding more information.

“I wasn’t able to resolve the timeouts issue.... **So**, anyway, the problem continues to be disruptive.”

In informal conversation, it doesn’t always sound like a new sentence.....Nor do people pay much attention....Or really care one way or another.

## 2/Grammar: Inversion

**We normally use inversion to ask a question or add emphasis to our point.**

### **Inversion with questions**

- The most common form of inversion.
- The auxiliary or modal verb comes before the subject.

“Can you fix this bug?”

### **Inversions with expressions beginning with *not***

- We normally use them to add emphasis or express annoyance.
- The subject and auxiliary verb are inverted after not + the initial clause:

“Not for one moment did they think to report the API failure rates.”

“Not only does the issue happen when a player moves up a level but also during scene changes.”

### **Inversion with adverbial phrases**

We use inversion with a negative adverb or adverbial phrase at the beginning of the sentence.

“No sooner had we thought the problem was fixed than we started having issues with the threading model.”

“Under no circumstances should new software be released before testing.”

## Negative clauses with *neither* or *nor*

- The inversion comes in the second clause.

“They didn't fix the bugs, nor did they try.”

## Inversions can be used with conditionals

- replace *if* with the auxiliary or modal verb in formal situations.

“Had I known the deadline was next week, I would have spent more time working on it.”

“Were I you, I would pay attention to this video!”

## 3/Listening: The Benefit of Experience

### What is a `def` Statement?

`def` is the keyword for defining a function. The function name is followed by parameter(s) in (). The colon : signals the start of the function body, which is marked by indentation. Inside the function body, the return statement determines the value to be returned.

Here is an example:

```
def function_name(parameters):  
    """docstring"""  
    statement1  
    statement2  
    ...  
    ...  
    return [expr]
```

## 4/Grammar: Modal Verbs (Suggest & Advise)

### The modal verb **OUGHT TO** is similar to *should*.

We use it for formal and serious things: professional suggestions or advice, for example.

“The urgency of the situation ought to have been considered earlier.”

*Ought to* and *should* are usually interchangeable. *Ought to* is appropriate for formal situations and does not sound as direct as *should*.

*Ought to* is probably the least used of all the modal verbs, but it still has a place in everyday English.



## 5/Reading: Compiler vs. Interpreter

### Do you know the meaning of the following terms?

A Compiler scans the entire program and translates the whole of it into machine code at once.

An Interpreter translates just one statement of the program at a time into machine code.

Interpreted code is slower to execute than compiled code.

### Compiler vs. Interpreter

When writing computer software, programmers use high-level programming languages to tell the computer, or any other programmable device, what is to be executed. These programming languages adopt a high number of words from our everyday communication: “if”, “then”, “else”, “while”, “end”, and “break” are some, to mention a few. The result of what is written by programmers is called source code. However, computers do not understand this type of high-level programming language. So, for the machine to run the code, it must first be translated into something computers can comprehend. This is called binary code, or machine code, which is a language composed of zeros and ones, and this is the only language computers can distinguish, so to convert source code to binary code, a compiler or an interpreter is used.

A compiler will first read the entire source code and analyze it. This process may take some time, although once the code is analyzed and compiled, the execution is a lot faster. If there is an error in the code, the compiler will output a message with information regarding the bug. Unfortunately, the compilation process will come to an end. But, if there are no mistakes, the result will be object code, also referred to as binary code, which can be executed right away by the machine for which it was generated. Because executable files don't work on every platform, they must be generated for each one. Examples of programming languages that use compilers are C and C++.

One of the most important advantages of compilers is that the source code is no longer needed after the executable file is built. This protects the source code from unauthorized developers or hackers, who may wish to tamper with and misuse it. The downside is that if any changes need to be made, the programmer necessarily needs the source files. As a result, regular backups are highly recommended in these scenarios.

An interpreter does things differently - it will not convert the source code into binary code all at once. Instead, it translates each statement at a time as the program is being executed, which makes interpretation faster when it comes to analyzing and processing the program. If an error is encountered, the code's execution will stop abruptly. This can be considered a benefit, since the bug can easily be found. Interpreters are used by programming languages like Ruby and Python, for example.

Interpreters are beneficial in that they are quite easy to use by new programmers, and there is no storing of



machine code. Nevertheless, the source code will always be required every time an execution is performed, so it must be shared with the end user. This makes the source code vulnerable. There is also a noticeable difference in speed. No matter the case, interpreted programs run slower than compiled ones. An example of how to get the best out of both worlds is Java. This programming language first compiles its source code into object code, which is an intermediary code that no processor can execute. Then, at runtime, the Java Virtual Machine interprets this code into machine code for the underlying platform in the specific targeted device. Fortunately, you won't have to decide which to implement. Depending on the programming language you choose to code in, the decision has already been made for you, since most languages have by now adopted one or the other. However, if you wish to keep your skills sharp, you should try programming in different languages: one that makes use of a compiler, and another that uses an interpreter.

## **Module 4 :Customer Support:Examine Key Information**

### **1/Grammar: Adverbs with Polite Requests**

**Adverbs add a level of formality which means our requests are serious and formal, but always polite.**

“Would you kindly explain why my operating system is not compatible?”

*Kindly* lets me make a polite request, but also suggests that there is some frustration. I want to say, *Tell me!*, but of course I need to be more polite.

*Urgently* can also be used to add seriousness when we want to say that something needs to be done ASAP.

“This issue should be prioritized. A solution is urgently needed if we want to keep their business.”

*Furthermore* is an adverb we sometimes use to start a sentence. It means *in addition to* and usually follows important information.

“We need to urgently address the issue of training standards.  
Furthermore, the politeness of team members should be assessed.  
Kindly place these issues at the top of the list of priorities for the next quarter.”

Something is urgently needed. Furthermore, we have more issues to address. We are then kindly asked to prioritize these issues.

We can ask for what we want in a polite way that shows seriousness and necessity.

### **2/Listening: Going the Extra Mile**

#### **Global Issue:**

A global issue is a type of problem with a service or application which negatively impacts many users in various countries.

#### **Local Issue:**

A local issue concerns a large group of users within the same region (e.g. all users who experience it are from the same country).

### 3/Grammar: Idioms

#### **Last but not least | In the long run | Hard to crack | Keep in mind | Go the extra mile | On a roll**

These phrases are idiomatic.

They are not literal, but figurative, and they are very common in everyday English.

##### **Last but not least:**

The last thing mentioned on the list is just as important as any of the things mentioned before it.

"Last but not least is Dynamic ARP Inspection."

##### **In the long run:**

A result that won't happen immediately, but much later in the future.

"It will take time to implement a key-based security system, but in the long run it will be much more secure and scalable."

##### **Hard to crack:**

Something that is difficult to understand, or a problem that is not easy to solve.

"A good encryption algorithm should be easy to use and hard to crack."

##### **Keep in mind:**

You should think about something before you act.

"Keep in mind that you should not rely only on one external consultant."

##### **Go the extra mile:**

Somebody makes an extra effort to complete a task more thoroughly.

"Let's go the extra mile and get a set of hardware keys for the process."

##### **On a roll:**

Someone is experiencing a period of success or good luck, or perhaps they have done several things that ended well or made a positive impact.

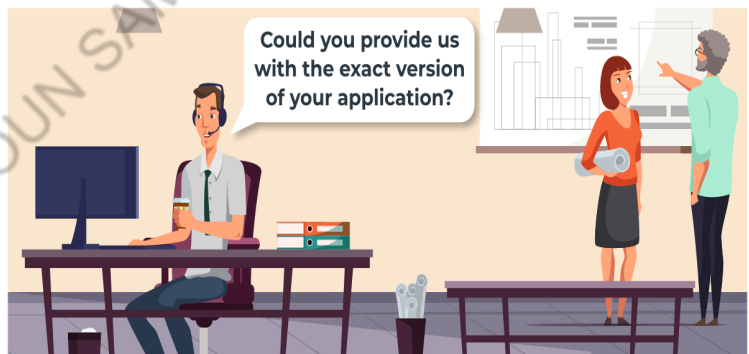
"You're on a roll! Key-based passwords would mean a lot of configuration changes, though. You could raise it at the weekly department meeting, if you wanted to."

### Asking Customers Questions

When picking up a call, it's best to think of at least a few questions which will be helpful later on, after the customer has disconnected, so that we can try to find a solution, if a solution has not already been found. When our customers call, the information they provide us with is not always enough for us to investigate the case. However, we shouldn't expect the customers to know what information we need. During each call, it's best for us to start with a set of universal questions, without which it might be impossible to begin the investigation.

What the customer will usually not tell you at the beginning of the conversation, but you need to know, are the application and system details. Make sure to include questions such as, "Could you provide us with the exact version of your application?", "Would you mind checking your operating system version?" or "On what device are you running this application?" Occasionally, it may happen that the customer's answers will lead you to believe that they have called the wrong support line, because they are not able to find the information you've asked for, or they claim that the options they are supposed to check don't seem to be available to them. If you suspect that a customer is contacting you about a problem with a different application, you may ask, "Are you sure that you are currently using application 'xxx'?" With this question, you need to be careful not to sound as if you are accusing the customer of being stupid. If that happens, you run the risk of dealing with an offended customer, and you are not likely to receive a definite answer concerning the application.

It is essential for us to know the exact moment the client notices the issue. We can ask, "Could you tell us when you first experienced this issue?" Only then will we know if this is a temporary problem related to our company's recent activities, or an issue the customer has neglected for some time, and is possibly linked solely to their account. It is also important to check whether the issue can be replicated, so questions like, "Do you experience this issue each time?" or "Can you reproduce this issue?" should also be included in the basic questions list.



It often happens that just listening to the customer describing the problem is not enough. Seeing exactly what happens might be indispensable in order to fully understand the problem and find a solution. In this case, we should ask, "Would you mind giving me remote access? I would like to reproduce the problem you're experiencing." Sometimes the customer will refuse - after all, it is never a comfortable situation when someone can do whatever they want on our computer, even if they are doing it to help us. If the client refuses to grant access, it's best to simply ask them, "Could you try to reproduce this issue on your computer and send us the recording?" or "I would really appreciate it if you would send us the recording of each step you take before experiencing this issue."

In any case, the most important thing is to get all the information necessary in order to solve the problem, though of course not at the expense of customer satisfaction. And the sooner we can solve the problem, the happier the customer will be.

## Module 5 :Security Engineer:Incorporate Goals and Objectives

### 1/Grammar: The Imperative Instruction

**We form the imperative by using the infinitive form of the verb without "to".**

"Switch off your computer every day before leaving the office."

We can form a negative imperative with don't or do not.

"Do not leave your computer switched on at the end of the day."

The imperative is very direct, and doesn't always sound polite.

The imperative doesn't usually require a pronoun - it's usually obvious who is being addressed.

The imperative is very normal with instructions.

"Use letters and numbers."

"Keep your password safe."

"Don't show your password to anyone."

In this context, it would not sound natural to use full, formal sentences. Use the imperative.

### 2/Grammar: Adverbs of Possibility

**We can use maybe or perhaps to express possibility, sometimes at the start of the sentence.**

"Perhaps the threat is greater than we imagined."

If we are more convinced or sure, we can use certainly or definitely, often before the main verb of the sentence.

"They are definitely going to address this issue at the next scheduled meeting."

You can use supposedly to express doubt, either at the start or in the middle of the sentence.

"Supposedly, this deadline is achievable."

"This new system is supposedly more secure."

Supposedly is also used to express frustration, because we may feel unenthusiastic about a situation or deadline that is unrealistic.

### 3/Listening: Fraudulent Calls

1. To promise something will be done or happen. → Guarantee ✓
2. To make something clear. → Clarify ✓
3. To check that something is true or correct. → Verify ✓
4. To tell someone with a high level of confidence that something is true. → Assure ✗
5. To divide things into groups according to their type. → Classify ✗
6. To stop something from happening. → Block ✓
7. To encourage someone strongly to do something. → Urge ✗
8. To notice something hidden or not obvious. → Detect ✗
9. To perform a task. → Carry out ✓

### 4/Grammar: Adverbs of Probability

#### Adverbs of probability

##### Obviously

We are convinced something is true, necessary or definitely going to happen.

"This issue obviously needs more consideration before we make a decision."

##### Likely

It will probably happen. We often use it with more or most.

"These issues would most likely be caught sooner if we implement the changes."

##### Surely

Similar to obviously. It means we believe something is logical and true, but there are perhaps other possibilities.

"Our team would surely have resolved the issue faster with better communication."

#### These adverbs can go at the start of the sentence.

Obviously is followed by a comma. Surely is not. Adverbs usually go before the main verb, but usually follow the verb "be".

### 5/Reading: Information Security Policy

#### Regulator:

A person or organization appointed by a government to control an area of activity such as banking or industry (using rules and regulations).

#### Audit:

An official inspection of an organization's accounts or procedures. These are typically carried out by an external audit company.

**Human Resources (HR):**

The department of a company that deals with the hiring, administration, and training of staff.

**Cryptography:**

The secure communication method that allows just the person who sends the message and the recipient of a message to see its contents.

**Compliance:**

The act of following a set of rules or an agreement.

**Password policy:**

A set of rules which are meant to guide and encourage users to create strong passwords and keep those passwords safe.

## Information Security Policy

One of the basic documents related to information security within the company is the Information Security Policy. Depending on the scale and market in which the company operates, this paper could be either compact, or extensive and very detailed. In any case, this document should certainly be addressed to every recipient: internal, such as users and employees; and external, such as customers, partners, or regulators.

The Information Security Policy is a standard document, so there are numerous examples of its content, layout, and structure. When creating the policy, several sources could be taken into consideration, such as ISO 27001 (published by the International Organization for Standardization), guidelines or best practices issued by IT security organizations, or requirements prepared by local or international regulators in the market where your company is operating. Templates of the document could also be purchased or obtained free-of-charge on the Internet. In the case of a very complicated business, the policy's creation could be connected with information security audits offered by recognized consulting and auditing companies.

The Information Security Policy should contain a standard set of information regarding the security requirements of the company. The typical information outlined in the document would be the security objectives of the business and the methods of achieving these objectives. These definitions should incorporate: the security of human resources; asset management; access control; the use of cryptography; physical and environmental security; operations and communication security; controls related to purchases and the development of the software and systems; management of the supplier relationship, incidents and business continuity; and the approach to auditing and compliance.



Information published in the IS Policy could be of a sensitive nature. For example, it could contain the password policies used within your environment, or describe internal roles participating in the incident management process. Care should be taken if publicly disclosing your policy. On the other hand, access to this document definitely assures your customers or third parties with whom you are working that your policies are firm and solid. A common approach to this dilemma is to publish an extract of your full IS policy to be made available to a wide range of recipients, which will contain basic information from each area included in your policy, indicating that this area has been examined and covered by your company. The other option is to include the basic information in the IS policy and indicate which procedure contains detailed information. No matter which approach you use, a well prepared and understandable Information Security Policy will allow you to demonstrate that security is addressed in your company.

## Module 6 :Security Engineer: Incorporate Goals and Objectives

### 1/Grammar: The Future Perfect Tense

#### The Future Perfect Simple and the Future Perfect Continuous

##### The future perfect simple

- actions that will finish before a certain point in the future.

“By tomorrow, **we will have completed** the reconfigurations.”

- We often use **passive structures** for the future perfect simple.
- “The report **will have been started** when you return.”

##### The future perfect continuous

- is used to talk about something that began in the past and continues into the future.

“When you arrive back from holiday, we will have been planning the report, so you’ll be able to join in.”

- The future perfect continuous generally sounds better in the active form.

~~“The report will have been being planned”~~

- this does not sound good.

We will have been planning sounds much better.

### 2/Interview: Security Officer Part 1

#### Life Cycle:

These are all the changes that happen to something. In the case of a product, its life cycle begins when somebody thinks of the idea, then continues through development and manufacture, and then implementation, and ends when the product is no longer used.



"Information security is involved in the whole lifecycle of the products."

**On-board:**

The adjective on-board means "already existing".

"You need to comply with the information security requirements you have on-board."

This means that you need to comply with the information security requirements that already exist.

**Avoid misunderstandings:**

To avoid misunderstandings means to make sure that everybody understands everything. I know what you mean, and you know what I mean.

"We need to have regular meetings in order to avoid any misunderstandings."

**Day-to-day:**

This means "regularly". It is something that happens a lot.

They are using this in their day-to-day life.

**3/Grammar: "Was" or "Were On The Point Of"**

***TO BE ON THE POINT OF DOING SOMETHING* is a common phrase**

- commonly used in the **past tense** followed by a verb in the **gerund** form.

"We **were** on the point of **signing off** on the design when more adjustments were suggested."

- The phrasal verb signing off, meaning to give final approval, is used in the continuous form.

- used when we talk about something that almost happened but was then interrupted or prevented. You are at that point but something happens to change the situation.
- very similar to *was/were about to*, although that phrase is not followed by a gerund.

"I was about to sign off on the design when we realized some elements had been overlooked."

**4/Interview: Security Officer, Part 2**

**Keep in the back of your mind/head:**

This means that you should never forget about something. You don't have to think about it all the time, but you should remember it when you need it.

"So even if you are working from your office then you have to always keep in the back of your head that something not good, something strange might happen."

**To cut corners:**

This means that somebody is trying to do something faster by ignoring some important things. You can do the job faster, but there will be problems later.

"You will also quite often learn that people are trying to cut corners with some procedures."

**Virus:**

A piece of code that can copy itself and perform unwanted actions on a person's computer.

**Malware:**

Software that is designed to do something that the user doesn't want, e.g. steal data, delete data etc. A virus is a type of malware.

**Infrastructure:**

The physical and organizational systems that help a business to run.

"The most common incidents are incidents happening because of a virus or because of some malware which is located, or which is getting into your infrastructure."

## 5/Reading: Pegasus

### **Spyware:**

Spyware is a malicious software designed to gather information about a person or organization and send that information to other entities.

### **Keylogger:**

A keylogger is a computer program that records every key pressed on a keyboard, and is normally used to get access to passwords and other confidential information.

### **Zero-day Exploit:**

A zero-day exploit is when hackers use a software security weakness to carry out a cyberattack. Normally, only the hackers know of the security weakness, which means that software developers don't know that it exists, and have no patch to fix it.

## Pegasus

### Paragraph A

Until a few months ago, Pegasus software was relatively unknown. However, it recently hit the headlines, as concerns mounted regarding its suspected use for malicious purposes. The original intention was to sell the software to governments and law enforcement agencies in order to assist them with combating organized crime. However, it has come to light that the software might also have been obtained by certain governments and agencies suspected of intending to gather information against individuals, such as political opponents and journalists.

### Paragraph B

Pegasus software is a spyware tool that can extract information from our phones. It works by installing itself into the system core, giving it access to all the operations performed on that smartphone, such as GPS, microphone, camera, etc. The software can also be used as a keylogger, and is even able to access encrypted communication, either during transmission before it is encrypted, or after decryption when it is received from the network. The fact is that it potentially has access to more information about you and your phone than you do.

### Paragraph C

It works by using zero-day exploits, vulnerabilities in applications, or loopholes in the software or infrastructure to "infect" a phone. Distribution channels vary and are often changed. The easiest way to install the software is by having you click a link that you see on the web or via a text message. A software agent is then installed without your permission and is used to extract all data. Other channels include phone calls (including missed calls), push messages, or modification of the traffic by setting up a false base station. In all of these cases, detection of Pegasus is complicated, as it is designed to remain hidden when someone is searching for it. The use of standard antivirus tools is not very effective, since signatures are scarcely available and often change.

### Paragraph D

Should you be afraid? While there is no guarantee that every proven customer (such as a government agency) will be using it altruistically, the reality is that you are unlikely to be affected by it. Not only this, but it is very costly to buy and operate. In all likelihood, it will not be used against everyday people. In addition, despite the alarming features of the software, it is not alien technology. Some companies claim to have countermeasures for this threat.

There is also research that suggests restarting your phone could remove the software. Ultimately, we do have ways to respond to the risk, but we should also monitor and question our governments to make sure they are using software like this for its original purpose.



## **PART ONE :Appendix A- Extra Grammar & Glossary**

### **I/Extra Grammar:Tenses**

Let's Review the Tenses

English has three main tenses, past, present and future.

We can divide them into four categories: Simple tenses, Continuous tenses, Perfect tenses and Perfect Continuous tenses. Here are some formulas.

#### **Simple Tenses:**

Present Simple = Subject + infinitive verb (-s/-es for he/she/it)

Gap Analysis allows companies to determine how to achieve their goals.

Past Simple = Subject + past tense verb

Gap Analysis allowed our company to determine how to achieve our goals.

Future Simple = Subject + will/shall + infinitive verb

Gap Analysis will allow our company to determine how to achieve our goals.

#### **Continuous Tenses:**

Present Continuous = Subject + is/am/are + verb + -ing

Our company is determining how to achieve its goals using Gap Analysis.

Past Continuous = Subject + was/were + verb + -ing

Our company was determining how to achieve its goals using Gap Analysis.

Future Continuous = Subject + will be / shall be + verb + -ing

Our company will be determining how to achieve its goals using Gap Analysis.

## Perfect Tenses:

Present Perfect = Subject + have/has + past participle

Our company has determined how to achieve its goals using Gap Analysis.

Past Perfect = Subject + had + past participle

Our company had determined how to achieve its goals using Gap Analysis.

Future Perfect = Subject + will have + past participle

Our company will have determined how to achieve its goals using Gap Analysis.

## Perfect Continuous Tenses:

Present Perfect Continuous = Subject + have/has + been + verb + -ing

Our company has been determining how to achieve its goals using Gap Analysis.

Past Perfect Continuous = Subject + had + been + verb + -ing

Our company had been determining how to achieve its goals using Gap Analysis.

Future Perfect Continuous = Subject + will have + been + verb + -ing

Our company will have been determining how to achieve its goals using Gap Analysis.

**That means we have twelve in total.**

Past Perfect Tense

We use the Past Perfect Tense to make it clear that one event happened before another, both of them happening in the past.

The tense is formed like this: HAD / HADN'T + PAST PARTICIPLE

We explained that we had thought about a comprehensive procedure on how to address security flaws, as it was certainly needed. However, they weren't keen on the idea, and it hasn't developed beyond the original suggestion.

We can see in this example that they had thought about the comprehensive procedure before they explained their idea. One past moment happens before another past moment. The first one uses the Past Perfect Tense.

This tense is often used with adverbs like ALREADY and JUST.

**Here are some more examples:**

When they suggested a comprehensive procedure on how to address security flaws, we explained that we had already considered that, and that we thought it was a priority.

In this example, we can see that *already* is placed between *had* and *considered*, and expresses the fact that they thought of the procedure, then somebody else mentioned it. Now the speaker is explaining how those things happened in a sequence. They had already considered it, before it was suggested.

**Here's one with JUST and ALREADY:**

We explained that even though they had just mentioned the idea of a comprehensive procedure on how to address security flaws, we had in fact already considered it and thought that it should be a priority.

Here we can see that the topic was considered a long time before it was later mentioned by the other person. It is like saying: we thought about this before, and you have only just mentioned it.

When this began, you had probably already used the past perfect many times. Remember, it is for one thing in the past that happens before something else in the past.

Past Perfect Continuous Tense

We use the Past Perfect Continuous tense when we want to talk about something that started in the past and continued until another point in the past.

The form of this tense is HAD + BEEN + PRESENT PARTICIPLE.

This tense is related to the Present Perfect Continuous. However, the Past Perfect Continuous is slightly different, as the continuous period does not continue until now, but instead it finishes before something else in the past.

Here's an example.

We had been waiting patiently for a decision when we were told that we should already have integrated with the new library.

In this sentence, we can see that the period of waiting starts and finishes in the past. The speaker was then given the information, also in the past. The Past Perfect Continuous goes before the Past Simple. *We had been waiting* followed by *we were told*.

If we want to make a question using this tense, then we simply invert the subject and HAD.

Had they been waiting long before they were told that they should already have integrated with the new library?

Here is another example.

The team had been dealing with delays throughout the project, so although they were frustrated, it meant they were prepared to handle this latest setback.

In this example, we can see that the function of the Past Perfect Continuous is to show cause and effect. The delays throughout the project are a cause of frustration, but they are also the reason why the team is prepared and ready to handle the latest setback.

So remember! When we use two different pasts together, one thing continuing for a period of time until the next thing happens, we need to use the Past Perfect Continuous. If we want to show cause and effect in the past, we use the Past Perfect Continuous.

### Softening Orders with the Past Tense

When we give instructions and orders in a formal setting, or when we express opinions or make suggestions, we sometimes need to soften what we say in order to be less direct and to sound polite. Direct orders usually use the imperative form; *Do this!*, for example, which is not always appropriate, and can sound rude.

To avoid these problems, we can start our sentences by using past tense verbs like, *I thought perhaps...*, or *I was wondering...*, or *We hoped you would...* etc.

Here is an example.

*I thought perhaps you should reconsider the authentication method for SSH CLI access.*

This sentence doesn't really sound like an order, but it does contain the idea that the speaker wants the listener to reconsider the authentication method. It has been softened by the past tense verb, *I thought*, and by the use of an adverb of possibility, *perhaps*, which makes the sentence even less direct.

Let's look at two more examples.

*I was wondering if we could enable client hardware address checks to avoid spoofed packets.*

In this example, the speaker wants this to happen, but softens the sentence, perhaps because it is just a suggestion at this point.

Here is the next example.

*We hoped you would reconsider addressing the security flaws in the default configuration.*

In this one, the speaker shows that they want something to happen, and that it has been discussed beforehand. *We hoped you would...* is like saying *we want you to....*

In all the examples, we see past tense verbs, which soften what comes next. Other typical softening phrases include: *Would you mind...?* *Do you think...?* *I'd like you to...?*

Sometimes we have to be polite. This is how we can do it.

### Future Continuous Tense

We can use the future continuous with reference to actions in progress at a specific time in the future. For example, we use it when we imagine things we might be doing on an upcoming holiday, but we can also use it more specifically for things that are more definite; things or events we know will be happening.

The basic form is SUBJECT + WILL/WON'T + BE + PRESENT PARTICIPLE

Take a look at this example.

We'll be discussing it tomorrow afternoon at the coding standards meeting.

Here we can see that a coding standards meeting will take place tomorrow afternoon, and the speaker will be discussing the matter at hand.

She will be highlighting the differences between dynamically typed and statically typed languages during next Tuesday's presentation.

A presentation will take place next Tuesday in which the presenter will be highlighting a specific topic.

Here are a few more examples to look at.

We can also use the future continuous tense when we want to say that we will not do something or will not participate in something.

I won't be covering dynamically typed language during Tuesday's presentation.

I won't be getting into arguments about tabs and spaces.

Of course, we can also ask questions about continuous events happening in the future.

Will you be giving next Tuesday's presentation at the usual time?

We can also use the future continuous to make predictions.

I imagine we'll be seeing benefits in no time after adding the new rules next week.

You will be speaking more fluently in no time with all these alternatives. Remember the future continuous.

#### Future with Going To

When we use GOING TO for future events, it usually means that there is a connection to the present. It can be used to talk about predictions based on present evidence, or it can be used to talk about plans or intentions.

We use subject + BE + going to + infinitive.

When we are making predictions, we can use both going to and will. However, if we see evidence in the present which makes the prediction seem more accurate, it is more common to use going to in our sentence. Here is an example:

This version of the software is not compatible. That's why you can't install it. But, it is going to be possible once you've upgraded.

Here we can see that the support tech has evidence in the present that the solution is possible. The software is going to be compatible after the customer has upgraded.

Here's another example.

Can you just give me a second, please. I'm going to sign into my account.

In this sentence, we can see an immediate intention. The customer is being helped by support and makes an immediate decision to do something. They are going to sign into their account.

It is very common in spoken English to contract going to and use **gonna** instead. In this case **gonna** includes both words going to, so **gonna** is followed by the verb. We sometimes use just beforehand, to emphasize that it is immediate.

Let's use these things in our final example.

*I'm just gonna sign into my account. Can you give me a second, please?*

Here the speaker is just **gonna** sign in. They are **gonna** do it immediately.

(\*\* **Gonna** is only for spoken English. Do not write it!\*\*)

## II/Extra Grammar:Modal Verbs

### Modal Verbs of Ability

The modal verbs of ability are CAN & COULD.

When we talk about general ability, we mean things we have learned to do, or things we can do. We have the ability to do them, sometimes because we have been taught or trained in a professional situation.

**We can format our code as we prefer, as we are all experienced engineers.**

This example suggests that the engineers can do as they prefer because of their experience and creative freedom. They have the ability to work in their own way.

**We agreed that we could revisit the idea of using a linter once we had established the potential benefits.**

In this example sentence, we are using indirect speech and expressing ability using *could* as the past of *can*.

**We could easily revisit the idea once we had established the potential benefits.**

In the future, revisiting the idea would be simple. We could easily do it. *Could* is used as the past of *can*, but also for conditional or future possibility.

Although it is not really a modal verb, we often include **BE ABLE TO** when we are talking about ability. This is because *can* is not always possible, for example, after another modal verb. Look at this example.

**We won't be able to revisit the idea until we've spent more time analysing the potential benefits.**

Here we are expressing a negative; we can't revisit the idea. Because we're using *won't*, we have to follow it with **be able to**. It is not possible to say *won't can*.

If you practise modal verbs of ability, you will be able to use them correctly. You can do it!

### Be Able To



As we have just seen, we use Be Able To in a similar way to can or could.

However, there are some important differences to remember. For example, because it is not possible to use can in the future tenses, we use Be Able To instead. Let's look at two examples.

Can you finish the system updates?

Will you be able to finish the system updates?

Is there a difference in meaning between these two sentences? They mean more or less the same thing. However, there are subtle differences. *Can you finish...?*, could simply be an instruction, but it could also mean *do you have the ability, do you know how to do it?*

*Will you be able to...?* means *is it possible, or do you have the time?* With this sentence, we assume that the person knows how to perform the system updates, so the question is only about possibility, rather than ability.

Can and could express aptitudes or capabilities acquired with time. Be Able To is used to refer to abilities or inabilities that are both temporary or precise. As we saw before, can you...? refers to capability, whereas will you be able to...? refers to a precise situation.

Let's look at another example.

You won't be able to use that particular software without upgrading your phone first.

Here, we use Be Able To to sound more polite. If we are talking to a customer, it doesn't sound polite enough if we say:

You can't use that particular software without upgrading your phone first.

It sounds too direct, like we are giving an order instead of offering a politely-worded solution to the problem. Can't always sounds more emphatic than be able to.

You can use be able to in many situations when politeness is necessary.

## Modal Verbs of Probability & Possibility

We can do so much with modal verbs. Let's focus on modal verbs of probability and possibility.

CAN, COULD, MAY, MIGHT, MUST, WILL & SHOULD.

These modal verbs cover a lot of options, so let's keep it simple. Here is an example:

IP address spoofing can be used by network intruders to overcome network security measures.

In this passive sentence, we are using can to show the ability of network intruders, but it also shows possibility. It can happen. It can be used for this purpose.

Now let's change our example a little.

IP address spoofing may be used by network intruders to overcome network security measures.

Here we're using may to suggest probability and possibility. It may happen, it's possible. They probably will do it.

Let's change our example again.

IP address spoofing might have been used by network intruders to overcome network security measures.

In this version, the modal verb is might. We're talking about something that was a possibility in the past. Spoofing might have been used. We're using a perfect tense with the modal verb to suggest that it was a possibility. We're using might as the past of may.

Here's another example:

We should be able to develop the necessary comprehensive procedure regarding security flaws and default configuration.

The modal verb in this example is should. We're using it to say that something should be possible, that there is no obvious reason to think it is not possible. The speaker is more or less sure about the possibility.

### Modal Verbs with the Passive Voice

As we know, modal verbs can do so many things, which sometimes means they can be difficult to learn. Let's look at something specific and start with the passive voice.

We can use the passive voice with different modal verbs to express likelihood, ability, or obligation. We might be talking about the past, present, or future.

We usually form passive sentences by focusing on the object and using the verb TO BE. By including a modal verb, we can convey further information. Perhaps we want to suggest necessity or possibility. Maybe we are talking about probability.

For example, we might say,

This report must be done by the end of this week.

We could reply to this by saying,

It could be done tomorrow.

Here, we are using must, followed by be done, which forms the passive structure, suggesting the report and its deadline are the priority.

We don't need to think about who the agent is (the person performing the action) as the focus is the object, in this case the report.

The response, it could be done tomorrow, uses the modal verb COULD, to show that this action is possible. It also reassures the other person that the intention is to complete the report as soon as possible. Let's look at some more passive modal sentences.

The proxy setting can't be bypassed.

It is not possible, it can't be done.

A good centralized log solution should have been found.

Something didn't happen, but it should have.

The window of opportunity for an attacker must be reduced.

This is vitally important. It must be done.

We expect the installation may have been finished by then.

It's a possibility. We expect it to happen.

Modal verbs are multi-use parts of everyday English. You should try them with the passive voice. It can be done.

## Modal Obligation

When we talk about Modal Obligation, we are usually talking about firm obligation or necessity, so we think of modal verbs such as MUST. We could also be speaking about a moral obligation, or something which expresses a recommendation, such as SHOULD or OUGHT TO.

Let's look at NEED, which is sometimes called a semi-modal, as it is often used as a main verb.

As a semi-modal verb, NEED is most commonly used in the negative form and it shows that there is no obligation. Let's take a look at an example.

The list is discarded after iterating, so it needn't be preserved.

Here we can see there is no obligation.

As a semi-modal, NEED has no past tense form, so then we would say that the *list didn't need to be preserved*. There was no obligation.

We can also use NEED to talk about unnecessary events, situations, or actions. In this case we can use a perfect construction.

You needn't have preserved the list, as it's usually discarded after iterating.

In this sentence we can see that somebody performed an action that wasn't necessary. There was no obligation. This could also be made into a passive construction.

The list needn't have been preserved, as it's usually discarded after iterating.

NEED can also be used with gerunds, both in positive and negative sentences, when there is or isn't necessity or obligation.

The memory usage needs reducing, that's why we have decided to make the change.

In this sentence, we can see the gerund follows NEED, expressing necessity. It needs reducing. This type of construction can be used when the speaker is giving instruction and when they believe that there is some obligation to do this.

You needn't worry too much about perfecting your modal verbs. Patience is all you need.

### **III/Extra Grammar:Adverbs & Adjectives**

#### **Adverbs for Comparison**

As we've seen before, an adverb is a word that is used to modify or qualify another word in a sentence. We may want to say how or when something happens, how much or where it happens. Sometimes we need to make comparisons. We can use adverbs to do all of these things. Let's take a look at some examples.

**Do you know if there is an easier way of disabling the hardware keys?**

In this sentence, easier is what we call a comparative adverb. We are talking about the ways of doing something and whether one way might be easier than another.

**I think that you may be able to finish the task faster using a dynamically typed language.**

In this sentence, faster is a comparative adverb. We are talking about one thing being faster than another.

If we want to say how something happens, we can use an adverb of manner.

**We have to take this threat seriously and perform some urgent updates.**

We can see in this sentence that seriously is an adverb of manner. We are saying how we are going to treat the threat. Seriously modifies the verb take. The adverb modifies the verb.

We can make this a comparative sentence if we use more seriously.

**We have to take this threat more seriously and perform some urgent updates.**

This suggests that the threat is not being treated as seriously as it should be.

We can also use comparative adverbs to talk about time. Let's take a look at another example.

**It would be beneficial to run these diagnostic tests sooner.**

The situation is urgent, so it would be beneficial to run the tests sooner. Run is modified by the adverb sooner. The verb is modified by the adverb.

Adverbs can be very useful when we are in a situation where we need to provide more information and they can make our sentences sound nicer.

If you practise, you can learn to use them easily, and lastly, you might speak more fluently.

#### **Adverbs of Frequency & Time**

Common adverbs of frequency are NEVER, RARELY, SELDOM, OCCASIONALLY, SOMETIMES, OFTEN, GENERALLY, USUALLY & ALWAYS.

These adverbs cover a range starting with a 0% frequency of NEVER to a 100% frequency of ALWAYS.

Let's use USUALLY for our first example.

Writing an infinite loop is usually simple.

Usually represents about 90% frequency, which means that writing an infinite loop is simple almost all the time; not quite always, but nearly.

We use usually to show that something is normal, typical, usual, and that most of the time it does not happen in a different way. If it did, we would be surprised.

There are many adverbs of time relating to past, present, and future. BEFORE, AGO, STILL, YET, WHILE, WHEN, SOON & THEN are just some of them.

Let's take a look at a specific example: ALREADY.

Already can show that something happened before it was expected. A good way to illustrate this is with the past perfect tense.

I received the error message that a redirect or render had already been issued.

In this example, the speaker sounds surprised. The situation was unexpected. We can also use already with the future perfect tense. Here is an example.

The infinite loop will already have been written by this afternoon.

In this type of example, it is common to use by and then a time or day, for example, as a future time reference, in this case, *by this afternoon*. It tells us that something will have happened before this time.

We usually need to use a lot of adverbs in everyday conversation. By the time you have read this, you will already have learned more.

## Comparative Adjectives

When we want to make complex comparisons between clauses of a sentence, we need to use comparative adjectives. Let's take a look at some examples, then we can see how to do this.

Ensuring the files containing customer data are encrypted beforehand is a much safer way of sharing them than just sending them directly to our support team.

In this sentence, we can see that the complex comparison between the two clauses is made by using **a much safer way than**.

In this type of complex comparison, the formula to follow is:

CLAUSE 1 + COMPARATIVE ADJECTIVE + THAN + CLAUSE 2

Here's another sentence.

Antivirus software installation should be much higher on the list of priorities than focusing on other software updates.

In this example, we can see that the complex comparison is made by separating the two clauses using **much higher than**.

Sometimes than is separated from the comparative adjective, as in both our examples:

...a much safer way of sharing them than...

...much higher on the list of priorities than...

Here is another example to look at.

In the long run, refusing access because it wasn't compliant with our policies was less inconvenient than accommodating the company's requests, and just going ahead without considering the risks.

Here we can see that this example follows the same pattern as the other two.

CLAUSE 1 + COMPARATIVE ADJECTIVE + THAN + CLAUSE 2 = COMPLEX COMPARISON

We have two clauses which are separated by the comparative adjective, making a complex comparison. The little difference in the last example is that the full comparative phrase remains together without separation. We can see that one thing is **less convenient than** the other.

We can see that making complex comparisons like these involves using long sentences. Using them is usually harder than we expect.

#### IV/Extra Grammar: Grammar Tips

##### Passive Voice with Necessity

If you have studied the Passive Voice before, you will remember that it is used when the object receiving the action is more important than the agent performing the action. The object and the subject change places in the sentence like this:

##### Active:

We upgraded the system yesterday.

##### Passive:

The system was upgraded yesterday.

This is a classic example of a passive sentence. The object changes position to become the new subject and is followed by the verb BE and the past participle, in this case *was upgraded*.

But what if we want to do something different? What are the alternatives?

One option is to use NEED.

Let's look at some examples.

The library needed compiling in a certain way.

This sounds like an active sentence, but it has a passive meaning. We use the verb NEED followed by a gerund in an active construction to create a passive meaning. Just like in the classic BE + past participle passive voice construction, we are focused on the person or the thing that receives the action.

If we're going to avoid race conditions, the threads need processing in a consistent sequence.

Just like the previous example, this is an active construction forming a passive meaning. NEED is followed by the gerund **processing**.

The threads need processing is the same as the threads need to be processed, but the first one sounds more direct, as if the necessity is more urgent. This is because of the active construction. We can imagine somebody saying this in the moment, when the necessity occurs.

The second one sounds more formal, as if it is a written, general instruction.

So, the NEED + GERUND construction can be used as a very effective way of creating passive meaning whilst expressing necessity. It needs practising.

### Phrases with IF

IF is an important conjunction which we use in various ways, often for a conditional sentence or a polite request.

Here are some examples.

If you don't mind, could you explain how we're going to define the metrics ahead of the cohort analysis?

If you don't mind is used for polite requests when checking if it is okay before going ahead with something, or if it is okay to refuse something.

If it's all the same to you, could you take the lead in defining which specific cohorts are relevant?

If it's all the same to you is used in a similar way. We are asking if the other person has any problem taking the lead.

If you ask me, the gap analysis should lead to the broader knowledge we obviously need.

If you ask me is used to emphasise that what you are going to say is your personal opinion. It is usually said when the speaker hasn't been asked for their opinion.

We have one or two theories regarding the improved conversion, if nothing else. Repeating the analysis with clearer data is our only option.

If nothing else is used to say that what you are mentioning is the only good part of the situation. You have theories, but nothing else.

## So how else can we use IF?

It can be used as a plural noun in the phrase No ifs or buts.

This is used when we say that there is no way to argue with something. It is definitely happening with no conditions and no exceptions.

We're going to repeat the analysis - no ifs or buts.

In this sentence, the speaker is saying that there is no other option and the analysis will be repeated without question.

## I'd Like To + Infinitives

I'd like to is a polite way of saying I want to in English. The modal verb WOULD adds politeness to our sentence. We are being polite, but it is typical to use the contracted form I'd like.

We use I'd like to + an infinitive verb to express a request, a necessity, or a demand, or to make an offer.

Here is an example:

I'd like to remind you of the importance of encryption before sending files to our support team.

In this situation, the speaker is emphasizing the importance in a formal way which fits with the professional environment. I'd like to remind you of the importance of basically means don't forget!

The infinitive verb follows I'd like to: in this case remind.

If we are giving an order, we can address the person directly, putting them in the sentence before the infinitive verb, like this:

It seems that the antivirus software installation was overlooked. I'd like you to look into this issue, please.

This is an instruction. You are saying I want you to do this, but more politely and respectfully.

I'd like to know why this compliance problem wasn't addressed sooner. The company expects us to try to be more accommodating.

This one has the same pattern. You're saying I want to know why, but with the necessary politeness which fits the situation.

This can be changed to we'd like to know, or they'd like to know etc. depending on the situation.

We'd all like to know how to speak more politely, wouldn't we?



## Requests / Questions

There are many ways to make requests or ask questions. We always talk about the magic word PLEASE, and how PLEASE and THANK YOU go a long way, but sometimes we can make requests and ask questions without using please, and most importantly, without forgetting to be polite.

Here is an example.

Would you mind explaining your experience of data classification?

In this typical question, the format is easy: Would you mind + verb + -ing.

No need to say *please*, as the politeness is contained in the phrase **Would you mind..?**

If formality is not necessary, we could use How about..?

How about..? is an informal way to ask for information or an opinion. It's often used in small talk, when we ask how somebody is or how their work is going. It can also be used to make suggestions or offers.

How about the Critical Processes Management Procedure?

In this sentence, we're asking for information, but we could also be suggesting that we discuss this procedure. A typical way to follow up this question is with another question.

How about the Critical Processes Management Procedure? Shouldn't we be thinking about that?

We're asking a second question using shouldn't to begin the sentence. Perhaps the procedure in question is not going well and the speaker feels they should be thinking more about it. Starting a question with shouldn't adds more formality and balances the use of How about..?

Modal verbs are very common in requests and questions.

Shall we discuss the issue of Personal Data Security?

We use shall instead of will to be more formal when the subject of the sentence is I or we.

Remember, you can never really go wrong with PLEASE, but *how about* trying some different ways?

## Expressing Doubt and Uncertainty

In many everyday situations, we might be uncertain about what we're saying. We sometimes doubt what other people are saying, and we question the information we are given.

There are many ways in which we can express our doubts or uncertainty, and it is important to do this in a polite manner, especially in a professional environment.

Remember: we are looking for clarity, for the benefit of everyone.

I'm not absolutely sure that is going to work.

I'm afraid that doesn't sound entirely clear to me.

I have some doubts about this, to be honest.

In these examples, we can hear very typical phrases that are both direct and effective. We are basically saying, I'm sorry, I don't understand. Can you explain/confirm/clarify?

Let's look at two useful ways of telling people that you are not totally sure about something.

The first one is: As far as I am aware...

Here we are showing the listener that we think perhaps we are not fully aware of the situation. Maybe there is more recent information that we haven't heard or seen. We can offer only what we know so far.

So, how can we use this?

As far as I am aware, it is fully compliant with the configuration.

In this example, we are suggesting that our information may be limited, or maybe not.

Let's try another one: To the best of my knowledge...

This shows, again, that we accept the possibility that our knowledge may be limited. We can use this when a problem arises, sometimes to suggest we are not responsible, perhaps because we are surprised that the situation differs from what we already know.

To the best of my knowledge, the backup session went ahead as scheduled.

We are not totally sure why there is a problem, and we're worried that it doesn't make sense. As far as we know, everything was okay.

Politeness is always important, especially at work. So, if you're not completely sure, then express your doubt or uncertainty.

## **V/Extra Grammar:Glossary**

### **Glossary**

#### **802.1 x protocol**

[*noun*] A network authentication protocol that opens ports for network access when an organization authenticates a user's identity and authorizes them for access to the network.

#### **A**

#### **a lot on your plate**

[*idiom*] Expression that means somebody has a lot of things to do or to think about.

#### **abstraction**

[*noun*] The process used to hide all but the relevant data about an object in order to reduce complexity and increase efficiency.

#### **accessible**

[*adjective*] Can be viewed/edited easily.

### **accountability**

[*noun*] When an individual or department experiences consequences for their performance or actions.

### **Amazon Web Services (AWS)**

[*proper noun*] A cloud computing service offered by Amazon.

### **anti-fraud**

[*adjective*] A feature that prevents fraudulent action from happening.

### **antivirus**

[*adjective*] Designed to detect and destroy computer viruses.

### **application**

[*noun*] A program that performs a specific function.

### **approach**

[*noun*] The attitude a person has toward a project or activity.

### **as it is**

[*phrase*] In the current state or situation.

### **assure**

[*verb*] To tell someone with confidence that something is true.

### **audit**

[*noun*] An official inspection of an organization's accounts or procedures. These are typically carried out by an external audit company.

### **authenticate**

[*verb*] To prove the identity of a person or device.

## **B**

### **back-end**

[*noun*] A piece of software that is invisible to the end user.

### **backbone**

[*noun*] The main support structure of an organization.

**backup**

[*noun*] A stored copy of digital data.

**bad practice**

[*noun*] An undesirable or negative way of operation or behavior.

**binary code**

[*noun*] A system using the digits 0 and 1 to represent a letter, digit, or other character in a computer or other electronic device.

**block**

[*verb*] To stop something from happening.

**blur**

[*verb*] To make something become unclear or less distinct.

**bottleneck**

[*noun*] The part of a computer network that has the least bandwidth available.

**Boundary value analysis**

[*noun*] A software testing technique in which tests are designed to include representatives of boundary values in a range.

**breach**

[*noun*] A weakness in a security system's defences.

**breakdown**

[*noun*] A failure in a system.

**Bridge Protocol Data Unit (BPDU) protection**

[*proper noun*] A set of security measures for Spanning Tree Protocol-aware devices used for increasing this protocol's stability and security.

**brief**

[*noun*] A set of instructions relating to a task.

**built-in function**

[*noun*] Something which is already defined in a program or programming framework with a set of statements.

**burning issue**

[*phrase*] An issue that is very important and cannot be ignored.

## **but to no avail**

[*phrase*] The actions were unsuccessful.

## **C**

### **camel case**

[*noun*] When multiple words are used to form a variable, camel case joins those words together, without any white space, and indicates the start of each new word with an upper-case letter, e.g. SimpleVariable (see also snake case).

### **can't get a word in edgeways**

[*idiom*] Unable to speak because somebody else is speaking.

### **churn**

[*noun*] The "negative energy" within the project environment team, or a measurement of how many customers stop using a product.

### **cipher**

[*noun*] A secret way of writing so that others cannot read the message.

### **clarify**

[*verb*] To make clear.

### **class**

[*noun*] A part of a programming language used for defining objects, providing initial values for states and implementations of behavior.

### **classify**

[*verb*] To divide things into groups according to their type.

### **CLNP/CLNS protocol**

[*noun*] A legacy addressing protocol developed by ISO.

### **CLNP/CLNS protocol**

[*noun*] A legacy addressing protocol developed by ISO. Nowadays it's used only to implement ISI routing protocols, not for addressing hosts.

### **cloud**

[*noun*] A computer environment that offers high scalability and accessibility.

### **cloud computing**

[*noun*] The delivery of on-demand services and resources which are accessed remotely over the Internet.

**code editor**

[*noun*] Text-editing software used for editing the source code of computer programs.

**come to light**

[*idiom*] Become known to the public.

**come up with**

[*verb*] To suggest or think of something.

**Command Line Interface (CLI)**

[*proper noun*] A way of interacting with a computer by using text input commands and receiving text output.

**commit**

[*noun*] An operation which saves the latest changes of the source code to the repository.

**compiler**

[*noun*] A software oriented toward converting source code written in a programming language into machine code.

**compliance**

[*noun*] Following a set of rules or agreements.

**configuration**

[*noun*] The settings for a computer program.

**connection pool size**

[*noun*] The number of connections that can be simultaneously created to connect to a database.

**conventions**

[*noun*] A set of guidelines for a specific programming language that recommend programming style, practices, and methods for each aspect of a program written in that language.

**countermeasure**

[*noun*] Action taken to prevent something unwanted.

**cross-site scripting**

[*noun*] A type of security vulnerability found in some web applications.

**crypto currency**

[*noun*] A digital currency that has no physical form.

## **cryptography**

[*noun*] The secure communications techniques that allow only the sender and intended recipient of a message to view its contents.

## **customer advocate**

[*noun*] A person who tries to find out more about a company's customers and their needs in order to offer a product/service which meets their expectations.

## **customer friction**

[*noun*] A moment in the user experience that stops a customer from buying or seeing the value of a product.

## **cyber attack**

[*noun*] A set of unauthorized hostile actions toward a computer system.

## **D**

## **data disclosure**

[*noun*] The sharing of information that is considered relevant to a particular situation.

## **data redundancy**

[*noun*] A condition created within a database or data storage technology in which the same piece of data is held in two separate places.

## **decrypt**

[*verb*] Make a coded message readable.

## **def statement**

[*noun*] The keyword for defining a function.

## **deny policy**

[*noun*] A firewall security policy that prevents specific network traffic defined in it.

## **dependency**

[*noun*] A functionality, library, or piece of code that's essential for a different part of the code to work.

## **deploy a website**

[*phrase*] The process of publishing the content of a website to the Internet.

## **detractor**

[*noun*] Customers who give feedback stating they are unhappy with a particular brand or have had a negative user experience.

**device**

[*noun*] An appliance that is a computer system or a part of one.

**DHCP**

[*noun*] A protocol used in computer networking to dynamically provide end systems with configuration.

**diagnostic problem**

[*noun*] An issue that occurs in the diagnostic stage of software development.

**DMVPN**

[*noun*] A proprietary feature developed by Cisco that allows the creation and removal of dynamic, secure tunnels between routers on-demand.

**do the trick**

[*idiom*] Used when something achieves the desired result.

**Domain Name System (DNS)**

[*proper noun*] A hierarchical system used for resolving computers' human friendly names to numerical network addresses.

**dynamically typed language**

[*noun*] A high-level programming language where the type of variable is checked during runtime, such as Python or JavaScript.

**E****embedded**

[*adjective*] A fixed internal part of something.

**encapsulation**

[*noun*] A technique that allows the creator of a class to restrict what other programmers can do with it.

**encrypt**

[*verb*] Make a message unreadable with a code.

**end-user**

[*noun*] A person who is intended to make use of something once it is completed.

**endpoint licensing**

[*noun*] A licensing scheme for software installed on end-user computers.

**enhance**



[*verb*] Make something better.

### **Enhanced Interior Gateway Routing Protocol (EIGRP)**

[*proper noun*] An interior gateway routing protocol developed by Cisco.

### **ethernet**

[*noun*] The most popular protocol covering the rules of communication for computers inside one network.

### **evaluation module**

[*noun*] A step in which a project is assessed as systematically and objectively possible.

### **Extensible Authentication Protocol (EAP)**

[*noun*] Extensible Authentication Protocol (EAP) is an authentication framework frequently used in wireless networks and point-to-point connections. It provides some common functions and negotiation of authentication methods called EAP methods.

## **F**

### **false-positive**

[*noun*] A security alert that wrongly indicates malicious activity.

### **findings**

[*noun*] Information discovered as a result of an investigation.

### **firewall**

[*noun*] A system focused on security that controls incoming and outgoing traffic.

### **front-end**

[*noun*] A piece of software that is visible to the end user.

### **function**

[*noun*] A piece of software code that defines how to do something and can be reused.

### **functional regression**

[*noun*] A version of regression analysis when responses or covariates include functional data.

### **functionality**

[*noun*] The purpose which something is designed for.

## **G**

### **get a grasp of something**

[*idiom*] To get a good and proper understanding of something.

### **global issue**

[*noun*] A type of problem with a service or application which negatively impacts many users in various countries.

### **go the extra mile**

[*idiom*] Expression that means somebody makes an extra effort to complete a task more thoroughly.

### **granularity**

[*noun*] Granularity refers to how much or how little a system is composed of various parts. A system with a lot of granularity is made up of many different parts, while a system with little granularity is made up of very few parts.

### **guarantee**

[*verb*] To promise something will be done or happen.

## **H**

### **hack**

[*verb*] The process of finding and exploiting weaknesses in a computer system.

### **hacker**

[*noun*] A person focused on finding and exploiting weaknesses in a computer system.

### **hard to crack**

[*idiom*] Expression that means something that is difficult to understand, or a problem that is not easy to solve.

### **high-level programming language**

[*noun*] A language that enables development of a program in a more user-friendly programming context and is generally independent of the computer's hardware architecture.

### **hit the headlines**

[*idiom*] To get a lot of attention from the media.

### **Human Resources (HR)**

[*noun*] The department of a company that deals with the hiring, administration, and training of staff.

## **I**

### **implement**

[*verb*] To put something into action such as new policies.

## **in the long run**

[*idiom*] Expression that talks about a result that won't happen immediately, but much later in the future.

## **incremental value delivery**

[*noun*] Incremental Delivery means breaking large projects into the smallest possible units, which you release to your customers as soon as they are complete. By releasing small additions of value, you get customer feedback early and at every stage.

## **infrastructure**

[*noun*] The physical and organizational systems that help a business to run.

## **Infrastructure as a service (IaaS)**

[*noun*] A form of cloud computing that provides virtualized computing resources over the internet.

## **inheritance**

[*noun*] A process used to create classes that are built upon existing classes, to specify a new implementation while maintaining the same behaviors.

## **instance**

[*noun*] Any realized variation of an object.

## **insufficient**

[*adjective*] Not enough, inadequate.

## **intact**

[*adjective*] Not broken or damaged.

## **integration**

[*noun*] The process of bringing together various subsystems to create a unified system.

## **Intermediate System to Intermediate System (IS-IS)**

[*proper noun*] An interior gateway routing protocol developed by the ISO organization and used mostly by ISPs.

## **interpreter**

[*noun*] A computer program that executes code written in a programming language and does not require compilation.

## **IP address**

[*noun*] An ID given to every device connected to a network.

## **IPv4 network**

[*noun*] A network that uses IPv4 as its addressing protocol (i. e. the Internet).

## **J**

### **Java**

[*proper noun*] A general-purpose programming language that can run on any system.

### **JavaScript**

[*proper noun*] A scripting programming language most commonly used on websites.

## **K**

### **keep in mind**

[*idiom*] Expression that means you should think about something before you act.

### **kernel**

[*noun*] The central component of most operating systems.

### **keylogger**

[*noun*] A computer program that records every key pressed on a keyboard, and is normally used to get access to passwords and other confidential information.

## **L**

### **lambda**

[*noun*] A block of code that can be passed as an argument to a function call.

### **last but not least**

[*idiom*] Expression that means the last thing mentioned on the list is just as important as any of the things mentioned before it.

### **lawsuit**

[*noun*] A problem taken to a law court by an ordinary person or an organization.

### **layer 2 loop**

[*noun*] A network anomaly usually caused by human error that seriously disrupts normal operations of every device connected to it.

### **legacy**

[*noun*] Any software that has been around for a long period of time, and may or may not still be in use.

## **lethal**

[*adjective*] Destructive or harmful.

## **life cycle**

[*noun*] All the changes that happen to something.

## **linter**

[*noun*] A tool that analyzes source code looking for errors and potential problems.

## **Local Area Network (LAN)**

[*proper noun*] A network under one administration usually covering small geographical area.

## **local issue**

[*noun*] An issue that concerns a large group of users within the same region (e.g. all users who experience it are from the same country).

## **log**

[*noun*] A record of a conversation or action, for example, the conversation between a customer support agent and a customer, or the record of the actions an application performs.

## **M**

### **machine code**

[*noun*] Binary code: a language composed of zeros and ones. A translation of source code that computers can understand.

### **maintenance window**

[*noun*] A timeframe that usually covers several hours and is used by IT personnel to do tasks that will cause or pose a risk of services downtime.

### **malicious**

[*adjective*] Wanting to do harm.

### **malware**

[*noun*] Software that is designed to do something that the user doesn't want.

### **MD5 hash**

[*noun*] An effect of the mathematical function MD5 operation.

### **meet the minimum**

[*idiom*] Expression that means to do the least amount of work required, and no more.

## **Merge**

[*noun/verb*] The process of combining the various versions of a file or folder.

### **Minimal Viable Product (MVP)**

[*noun*] A version of a product with enough basic features to be usable for early customers who then provide feedback to help the development of the product.

### **mirrored**

[*adjective*] Copied or duplicated exactly.

### **misunderstanding**

[*noun*] When two people do not understand each other correctly.

### **mitigate risks**

[*phrase*] To reduce the chances of something bad happening.

### **Monthly Recurring Revenue (MRR)**

[*noun*] The guaranteed total revenue generated by your business from all the active subscriptions in a particular month.

## **N**

### **namespace**

[*noun*] A set of signs that are used to identify and refer to objects of various kinds.

### **Net Promoter Score (NPS)**

[*noun*] An NPS survey is a key indicator of customer satisfaction.

### **network convergence**

[*noun*] When one company provides voice, video, and data services, all inside the same network. Customers can have all their needs met by the same network, and do not need to look for alternatives. This allows them to focus on other tasks, such as growing their business.

### **network topology**

[*noun*] How the elements of a network are arranged, or the structure of a network.

## **O**

### **object code**

[*noun*] The product of a compiler. A sequence of statements or instructions in a computer language.

### **Object Oriented Programming**

[*noun/verb*] A computer programming model that organizes software design around data or objects, rather than functions and logic.

**obsolete**

[*adjective*] No longer produced or used.

**on a roll**

[*idiom*] Expression that means someone is experiencing a period of success or good luck, or perhaps they have done several things that ended well or made a positive impact.

**on our end**

[*phrase*] Phrase that means as far as we are concerned.

**on-board**

[*adjective*] Already existing.

**on-demand**

[*adjective*] At any time when someone wants or needs something.

**onboarding**

[*noun*] The process of orienting and training a new employee.

**Open Shortest Path First (OSPF) areas**

[*noun*] Routing protocol feature that provides prefix grouping in order to make routing processes more efficient.

**open source**

[*noun*] Source code that is free and open. Anybody can use it and modify it.

**OSPFv2 protocol**

[*noun*] The most popular interior gateway routing protocol for IPv4 that scales very well.

**outage**

[*noun*] A period of time when a service or piece of equipment is not available to use.

**outcome**

[*noun*] Result.

**P****packet**

[*noun*] A unit of organizing the computer data that is used for its transportation. It is labelled with addressing information that allows routers to redirect it towards the destination.

**password**

[*noun*] A text phrase that is used for authentication of an individual when accessing a computer system.

### **password policy**

[*noun*] A set of rules which are meant to guide and encourage users to create strong passwords and keep those passwords safe.

### **patches**

[*noun*] A patch is a set of changes to a computer program designed to update, fix, or improve it, for example, fixing security vulnerabilities.

### **penetration test**

[*noun*] A set of actions intended to find weaknesses in a computer system.

### **phishing**

[*adjective*] Sending messages to somebody to try to make them give up sensitive information.

### **PKI Infrastructure**

[*noun*] A set of roles, policies, hardware, software and procedures needed to create, manage, distribute, use, store and revoke digital certificates and manage public-key encryption.

### **Platform as a service (PaaS)**

[*noun*] A cloud computing model where a third-party provider delivers hardware and software tools to users over the internet.

### **polymorphism**

[*noun*] A concept in programming that refers to the ability of a variable, function, or object to take on multiple forms.

### **pre-shared key**

[*noun*] A shared secret which was previously shared between the two parties using some secure channel before it needs to be used.

### **prefix aggregation**

[*noun*] Combining many IP addresses into one summary IP address.

### **pressing**

[*adjective*] Need quick or immediate action.

### **proprietary software**

[*noun*] Software that is owned by a private individual or organization.

### **protocol**



[*noun*] A common set of rules.

### **prototype**

[*noun*] The first version of a device or application, from which other versions are developed.

### **put a finger on something**

[*idiom*] To discover an exact reason for a problem or issue.

### **Python**

[*proper noun*] An interpreted high-level, general-purpose programming language.

## **Q**

### **QA team**

[*noun*] A group who approves and signs off on quality, efficacy, and performance, consisting of a few members working to verify code created by a large number of developers.

## **R**

### **Rapid Spanning Tree Protocol (RSTP)**

[*proper noun*] A set of rules followed by the ethernet switches used to prevent layer 2 loops from happening. It's a faster version of a legacy protocol.

### **redundancy**

[*noun*] In IT, redundancy is when critical parts of a system are multiplied, in order to prevent the infrastructure from crashing. If one part of it crashes, the duplicate part will take over, and the user will not notice a change in the performance of the system.

### **refactoring**

[*noun*] The process of introducing changes to the project/program without changing its functionality very much.

### **regression testing**

[*noun*] Re-running functional and non-functional tests to ensure that previously developed and tested software still performs after a change.

### **regulator**

[*noun*] A person or organization appointed by a government to control an area of activity such as banking or industry (using rules and regulations).

### **reluctant**

[*adjective*] Not enthusiastic about something.

**remote access**

[*noun*] The ability to access another person's computer from a different location.

**remote repo**

[*noun*] A version of your project that is hosted on the Internet or network somewhere. You can have several of them, each of which generally is either read-only or read/write for you.

**replicate**

[*verb*] To reproduce; make an exact copy of something.

**repository**

[*noun*] A central file storage location.

**Research & Development (R&D)**

[*proper noun*] The department in an organization that is responsible for creating and testing new products and ideas.

**reversible**

[*adjective*] Do something in the opposite way.

**RIPv2**

[*noun*] A simple, but not easily scalable, distance vector, interior gateway routing protocol.

**risk assessment**

[*noun*] A process that involves evaluating the potential risks that could happen during a project or in a workplace.

**roadmap**

[*noun*] A structured plan to achieve an objective.

**root bridge**

[*noun*] A special function that is played by one of the Spanning Tree Protocol aware devices.

**root guard**

[*noun*] A security measure for Spanning Tree Protocol-aware devices used for increasing its stability.

**router**

[*noun*] A networking device used for sending packets towards their destination.

**Ruby**

[*proper noun*] A dynamic, open source programming language with a focus on simplicity and productivity.

**run out of**

[*verb*] To finish a supply of something.

**run something past someone**

[*idiom*] Tell someone of an intended plan so they can give an opinion.

**S****sandbox**

[*noun*] An isolated computer environment where potentially harmful incidents are allowed to happen.

**sandbox**

[*noun*] A tool for experimenting with the code in a safe manner, without making changes to the live version.

**scalability**

[*noun*] The ability to easily increase the size or scale of a system.

**scope**

[*noun*] Functions and features that characterize a product or service.

**scope creep**

[*noun*] A term used when a project's original scope (objective) changes or goes over what was originally intended.

**secondment**

[*noun*] A temporary transfer of an employee from their normal position to another project or department.

**secret sauce**

[*noun*] A unique and secret ingredient that explains why a product is so popular.

**shadowing**

[*noun*] When a variable declared within a certain scope has the same name as a variable declared in an outer scope.

**Shortest Path Faster (SPF) algorithm**

[*noun*] A mathematical function used by link-state routing protocols for selecting the optimal path to every destination.

**signup flow**

[*noun*] The first experience in a software system offered to a user in order to register.

## **Simple Network Management Protocol (SNMP) trap**

[*proper noun*] A message sent by an SNMP monitored system to management station, usually informing of an important event.

## **snake case**

[*noun*] Snake case joins two or more words together with an underscore to create a single word, e.g. simple\_variable (see also camel case).

## **snippet**

[*noun*] A small region of re-usable source code, machine code, or text. Brief extracts of text or speech, often a quotable passage.

## **Software as a service (SaaS)**

[*noun*] A method of software delivery and licensing in which software is accessed online via a subscription, rather than bought and installed on individual computers.

## **source code**

[*noun*] The result of languages created and used by programmers.

## **Spanning Tree Protocol (STP)**

[*proper noun*] A set of rules followed by the ethernet switches used to prevent layer 2 loops from happening.

## **SPF algorithm**

[*noun*] A mathematical algorithm used in OSPF routing protocol for optimization.

## **sprint**

[*noun*] A development team will break down large projects into manageable pieces and work to complete a set amount of work in a short period of time. This is known as a sprint.

## **spyware**

[*noun*] Software with malicious behavior that aims to gather information about a person or organization and send it to another entity in a way that harms them.

## **static routing**

[*noun*] A way to provide routers with routing information by issuing the commands manually.

## **Subject Matter Expert (SME)**

[*noun*] A person with in-depth knowledge of a particular area of work, who gives advice to people who lack this knowledge.

## **supplier evaluation**

[*noun*] The process of analyzing and approving potential suppliers.

## **supply chain**

[*noun*] All the businesses and contributors involved in creating a product.

## **support contract**

[*noun*] A contract which states that one company will supply support services to another company.

## **T**

## **tackle something**

[*verb*] To make an effort to solve a problem or complete a difficult task.

## **tamper**

[*verb*] Interfere with something in order to cause damage or make unauthorized alterations.

## **team player**

[*noun*] A person who values colleagues and plays or works well in a group.

## **the big picture**

[*idiom*] The overall idea or concept (not the specific details).

## **the bulk of something**

[*phrase*] The majority of something.

## **there's no harm in doing something**

[*idiom*] Used to say that doing a certain thing will not cause problems.

## **threat actor**

[*noun*] An individual or a group of people that have a hostile attitude toward a computer system.

## **timeout**

[*noun*] A timespan within which a desired action can happen.

## **to be on the same page**

[*idiom*] To agree with another person about a decision.

## **to be on the same wavelength**

[*idiom*] When two or more people share a similar understanding of something, often used with humor. When they work well together, often involving the same thought process or opinions on something.

### **to cool down**

[*phrase*] Phrase that means to become calm.

### **to cut corners**

[*idiom*] This means that somebody is trying to do something faster by ignoring some important things. You can do the job faster, but there will be problems later.

### **to escalate a case**

[*phrase*] To send a customer's issue to the next level of support.

### **to keep posted**

[*idiom*] To keep someone aware of any new developments.

### **to slip your mind**

[*phrase*] To forget about something that you were expected to remember.

### **Total Addressable Market**

[*noun*] Term that is used to describe the revenue opportunity available for a product or service.

### **troubleshoot**

[*verb*] Analyze and solve a problem.

## **U**

### **Ubuntu**

[*proper noun*] A Linux distribution based on Debian and composed mostly of free and open-source software.

### **undermine**

[*verb*] To reduce the effectiveness of something, sometimes gradually and with obstructive intention.

## **UNIX**

[*proper noun*] A family of multitasking, multi-user computer operating systems that derive from the original AT&T Unix.

### **urge**

[*verb*] To encourage someone strongly to do something.

### **UTP cables**

[*noun*] Unshielded Twisted Pair cable, a low-cost cable used in networks.

## **UX**

[*noun*] User experience. This is the personal experience that a user has when using a product's interface.

## **V**

### **variable**

[*noun*] Something that can vary, can be changed or adapted. A feature or characteristic that is not fixed or consistent with a pattern.

### **vendor**

[*noun*] A company or manufacturer that sells a product or service.

### **verify**

[*verb*] To check that something is true or correct.

### **Virtual Private Network (VPN)**

[*noun*] Private network built on top of public network to allow secure connections.

### **virus**

[*noun*] A piece of code that can copy itself and perform unwanted actions on a person's computer.

### **vulnerability**

[*noun*] A weakness in a computer system.

## **W**

### **WiFi**

[*noun*] Common name for a wireless network.

### **Wireless Local Area Network (WLAN)**

[*noun*] A network that consists of at least one access point device and allows wireless connections.

## **X Y Z**

### **zero-day exploit**

[*noun*] A vulnerability not widely known to the public.

## **PART ONE :Appendix B- Extra Grammar Exercises**

### **I/Exercises :Tenses**

#### **Exercise 1 - Tenses**

**Read the sentences and say which tense they are.**

1/Our company is determining how to achieve its goals using Gap Analysis.

Present Continuous

2/Our company had determined how to achieve its goals using Gap Analysis.

Past Perfect

3/Our company has been determining how to achieve its goals using Gap Analysis.

Present Perfect Continuous

4/Gap Analysis allowed our company to determine how to achieve our goals.

Past Simple

5/Our company will have been determining how to achieve its goals using Gap Analysis.

Future Perfect Continuous

6/Our company will be determining how to achieve its goals using Gap Analysis.

Future Continuous

#### **Exercise 2 - Past Perfect**

**Select the correct answer option to complete each sentence.**

1/We explained that we **had considered** a comprehensive procedure on how to address security flaws.



2/They wanted to go ahead with the plans but we told them that we **had just decided** to rethink our strategy.

3/They aren't joining us for the review because they **have just found out** they need to finish their report by the end of today.

4/They were late for the meeting because they **had gotten** the day wrong.

5/When it was suggested that we could improve on our security procedures, we told them that we **had already addressed** the key concerns they had.

6/**Had you already agreed** on a way forward before receiving the latest regulations?

### Exercise 3 - Past Perfect Continuous

**Complete the sentences by selecting the present perfect continuous or the past perfect continuous.**

1/How long **had you been waiting** before they informed you of their decision?

2/The team **has been dealing with** a huge workload recently in preparation for the upcoming audit.

3/They eventually found a solution to the production problem after they **had been investigating** all day.

4/They **had been running** tests continuously before they found the root of the problem.

5/Actually, we **have been expecting** that to happen for some time. And now it has!

6/We were told that some players **had been experiencing** the problems for quite a long time before a solution was finally found.

### Exercise 4 - Softening Orders with the Past Tense

**Select the correct answer option to complete each sentence.**

1/**We hoped you would** reconsider addressing the security flaws in the default configuration.

2/**I was wondering** if we could enable client hardware address checks to avoid spoofed packets.

3/**I thought perhaps** you should reconsider the authentication method for SSH CLI access.

4/**Would you mind** resolving the security flaws in the default configuration?

5/**Would you mind** reviewing the information that we ask users to provide?

6/**I thought perhaps** you could help me create an administrative account on the system.

## Exercise 5 - Future Continuous

Using the words in the parentheses, type in the correct words to make the future continuous.

For example: ..... (we/use) the same process as last time?

Will you be using the same process as last time?

1/Will you be giving (you/give) the presentation at the same time tomorrow?

2/We will be holding (hold) a meeting regarding this matter next week.

3/I'm afraid we won't be covering, will not be covering (cover [negative form]) code editors in tomorrow's meeting.

4/I imagine we will be seeing (see) the benefits in no time now that the new rules are in place.

5/He will be highlighting (highlight) the need for us to have a standard single code editor in this afternoon's presentation.

6/Will they be discussing (they/discuss) this issue in tomorrow's coding standards meeting?

## Exercise 6 - Future with Going To

Complete the sentences with the correct GOING TO form and the verb in brackets.

For example: I ..... (GIVE) you everything you need in order to meet the deadline.

I am going to give you everything you need in order to meet the deadline.

1/They are going to find (FIND) it impossible unless they upgrade.

2/She is going to give (GIVE) us a full breakdown of all the issues in her presentation.

3/You said you were going to take (TAKE) a break after you'd finished those updates. Come on, let's go for a coffee.

4/I am going to sign in (SIGN IN) immediately.

5/I didn't think I needed any help, but it's more complicated than I thought. I am going to need (NEED) it after all. Do you have a minute to help me?

6/It's going to be (BE) a late night unless we focus on solving this.

## II/Exercises :Modal Verbs

### Exercise 1 - Modal Verbs of Ability

Select the correct answer to complete the sentences.

1/We can format our code as we prefer, as we are all experienced engineers.

2/We could easily revisit the idea once we had established the potential benefits.

3/Under no circumstances **can** we release new software without testing it.

4/We **will be able to** revisit the idea once we've spent more time analysing the potential benefits.

5/We **cannot** see all of the information because the debugging is not enabled.

6/We **couldn't** finish before the deadline because the integration took longer than planned.

## Exercise 2 - Be Able To

**Complete the sentences by selecting the correct answer options.**

More than one answer may be possible.

1/Do you need more help, or **will you be able to/can you** finish the updates by Friday afternoon?

2/The team's experience meant they **could/were able to** complete the tasks easily.

3/I thought you said you had no experience with this particular software. Are you sure you **can** manage?

4/Despite having very little knowledge of the situation, she **could/was able to** understand the urgency in finding a solution.

5/**Are you able to** upgrade your phone, first? If so, there should be no problem with the new software.

6/**Can you** give me an answer? They're putting pressure on me to make a decision, but I need your answer first.

## Exercise 3 - Modal Verbs of Probability and Possibility

**Select the correct answer to complete the sentences.**

For some, there is more than one possible answer.

1/The IP address spoofing **might** have been used by network intruders to overcome network security measures.

2/We **should** be able to develop the necessary comprehensive procedure if we have enough time.

3/Password protection policies **may/should** be able to prevent unauthorized access to sensitive information.

4/We **might** have been able to bypass network security measures with this method if we had tried earlier.

5/We have more than enough time to meet this deadline, so it really **shouldn't/won't** be a problem.

6/A mistake **might** have been made at an earlier point in the process.

#### **Exercise 4 - Modal Verbs with the Passive Voice**

**Select the correct answer to complete the sentences.**

1/This report **must be done** by the end of tomorrow.

2/A stronger password **should have been** used.

3/We expect the installation **should be** completed by then.

4/The impact of the new antivirus solution **might be** significant.

5/The proxy setting **can't be** bypassed.

6/The latest updates **should be** installed as soon as possible.

#### **Exercise 5 - Modal Obligation**

**Check the option which adds the correct Modal Obligation to the sentences.**

1/It's not necessary to preserve the list after iterating.

The list needn't be preserved after iterating.

2/It is necessary to solve the problem quickly.

The problem needs solving quickly.

3/They have preserved the list but it was not necessary.

They needn't have preserved the list.

4/It is important to reduce the memory usage.

The memory usage needs reducing.

5/Those changes they have made weren't really necessary.

They needn't have made those changes.

6/The best idea is for our options to be reconsidered.

Our options need to be reconsidered.

### **III/Exercises :Adverbs & Adjectives**

#### **Exercise 1 - Adverbs for Comparison**

**Complete the sentences by selecting the best adverb of comparison.**

1/I wasn't expecting it to be so difficult. I really thought disabling the hardware keys could be done **more easily**.

2/I wish I'd thought of this method **sooner**. It would've saved a lot of time.

3/I don't think they anticipated just how bad the result would be. They should've taken the whole thing **more seriously**.

4/It couldn't have gone **worse**. It was as bad as it could have been.

5/They would've done much **better** if their planning stage had been extended as suggested.

6/If they'd worked any **faster**, they couldn't have maintained the level of quality that was necessary.

## Exercise 2 - Adverbs of Frequency and Time

**Complete the conversation with appropriate adverbs of frequency or time.**

Use NEVER, OCCASIONALLY, ALREADY, BEFORE or USUALLY.

A/This is completely new to me. I've **never** seen this error message before. Can you explain it, please?

B/Don't you remember? We've definitely seen this **before**.

A/Maybe you've **already** seen it, but I'm sure I haven't.

B/Well, it's not that common, but it does pop up **occasionally**.

A/If you say so. You're **usually** right, I suppose.

B/You've **never** said that **before** !

## Exercise 3 - Comparative Adjectives

**Use the words in brackets to make comparative adjectives and complete the sentences.**

1/Antivirus software installation should be much **higher** (high) on the list of priorities **than** focusing on other software updates.

2/When creating a new password, you must ensure that it is **more complex** (complex) **than** just resorting to a known word.

3/There's a growing concern that the software we are using is **more vulnerable** (vulnerable) to SQL injection **than** the recent version.

4/Ensuring the files containing customer data are encrypted beforehand is a much **safer** (safe) way of sharing them **than** just sending them directly to our support team.

5/The audit findings show that updating our backup procedures is much **more important** (important) **than** anything else on our to-do list.

6/In the end, I believe refusing them access was simply **more convenient** (convenient) **than** accommodating their requests.

#### **IV/Extra Exercises**

##### **Exercise 1 - Passive Voice with Necessity**

**Change these sentences from an active to passive voice using need + gerund.**

For example:

*We really need an upgraded firewall. -> The firewall really needs upgrading.*

1/To avoid problems, we need to upgrade the system.->To avoid problems, the system needs upgrading.

2/We should have compiled the libraries in a certain way.->The libraries need compiling in a certain way.

3/We need to test the software before we release it.->The software needs testing before it is released.

4/To avoid login failures, we need to increase the connection pool size.->To avoid login failures, the connection pool size needs increasing.

5/We need to add the missing information to the log.->The missing information needs adding to the log.

6/Engineers needed to build test cases for new features.->Test cases needed building for the new features.

##### **Exercise 2 - Idioms**

Select the correct answer option to complete each sentence.

1/I should be able to fix that for you right away. **there's nothing to it** .

2/In the end, the configuration changes **did more harm than good**. We wasted a lot of time.

3/I was very pleased with the service I received. They solved the issue in no time. **There was nothing to it**.

4/I wasn't convinced that they knew what they were doing. As the problem now seems worse, I think they probably **did more harm than good**.

5/In the end **there was nothing to it**. I expected it to be a lot more complicated.

6/The way they were speaking to that customer has definitely **did more harm than good**.

### Exercise 3 - Requests/Questions

1/**How about telling** us about your experience of data classification?

2/**Shall** we talk about the data classification later on today?

3/**Shouldn't** we be giving more time to tightening personal data security?

4/**How about** discussing the issue further?

5/**How about** the Critical Processes Management Procedure?

6/**Shouldn't we** consider a different approach?

### Exercise 4 - I'd Like To + Infinitives

**Rewrite the sentences so that the parts in bold are more polite.**

1/I **want** you to investigate further.->I'd like you to investigate further.

2/I **want** to know why we still haven't addressed the system vulnerabilities.->I'd like to know why we still haven't addressed the system vulnerabilities.

3/It seems that the antivirus software installation was overlooked. I **want** you to look into this issue, please.->It seems that the antivirus software installation was overlooked. I'd like you to look into this issue, please.

4/It appears that the antivirus software hasn't been installed. I **want** you to deal with this as a top priority.->It appears that the antivirus software hasn't been installed. I'd like you to deal with this as a top priority.

5/The company **wants** to update the password policy.->The company would like to update the password policy.

6/I **want** to remind you of the importance of following the clean desk policy.->I'd like to remind you of the importance of following the clean desk policy.

### Exercise 5 - Expressing Doubt and Uncertainty

**Complete the sentences by using only the words in brackets.**

1/(knowledge, best, To, the, my, of) **To the best of my knowledge** all of the security tests have been carried out.

2/(far, I, as, As, aware, am) **As far as I am aware**, the information was encrypted before being sent.

3/(doubts, have, some, I) **I have some doubts** over whether everything was fully compliant.

4/(sure, not, I, absolutely, am) **I am not absolutely sure**, but I believe everything went smoothly with the audit.

5/He says that everything was fully compliant, but **I'm afraid that doesn't sound right to me** (that, doesn't, afraid, right, sound, I'm, me, to).

6/To be honest, I'm not entirely certain that's true (certain, I'm, entirely, not, that's, true).

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