**Unit 1:Copyright and ethics**

**Write a brief instruction (120-140 words) to register copyright in IT.**

**When you create a new technology product or software, you should register copyright. The files that you need to have are the computer software copyright registration declaration, 02 software code prints, 02 CD copies containing the software content. The Office of Copyright information, the copyright office is the place of registration because it is the agency responsible for copyright. There are 7 steps to make a copyright registration. First ,you fill in the registration application form. Next, you fill the application form for a fee. You need to wait at least 10 days for the agency to review and recognize copyright for you. The registration fee for copyright for the software is about 600,00VND. I think copyright registration in information technology is very important because it is proof that the work is created by you and the block can be copied.**

**Write a paragraph (120-140 words) about the rules and principles in a code of ethics in a technology company (list the rules/ principle, explain and give examples)**

A code of ethics is a guide of principles designed to help people honesty and integrity.So, to develop your company, you need to comply with rules and principles in a code of ethics.First of all, you must respect all people in your company, because everyone has their own role. It is very important to avoid internal conflict.After that, you have to take responsibility for what you did. It's a behavior show your integrity and makes people respect you more. And then, let's stay friendly. the sociable helps people connect together, that makes the work moreeffective to develop your company. Finally, you must withhold the information, if you arbitrarily tell the company's secrets to someone. Then your company could be attacked by rival companies that cause great damage to your company. All ethical rules and principlesare important to each individual or group. Therefor everyone needs to obey the rules and principles to develop yourself or your group stronger.

**Unit 2:Software development procedures**

Today,there are many software pages that are popular with users.Photoshop is a software developed and used by many people.It is used for editing digital photo applications.There are 6 steps to developing that software structure.Firstly,you should calculate the strengths and weaknesses of the project.Secondly,you analyze the performance of the software at various stages and make notes on additional requirements.Once the analysis is complete,the step of designing takes over.You should design the software by basiccally building the architecture of the project.Next,Once the software is developed,the of stage implementation comes in where the product goes through a pilot study.Then,you should test the software for errors and document bugs if there are any.Finally,once the software passes through all the stages without any issue,it is to undergo a maintenance process.In particular,you should attention to the design because if the design is easy to use and lively,the user will use more.

**Unit 3: Installation and maintenance**

Computer maintenance is what you should do regularly with your computer.Because if you do not do those things your computer may experience serious effects.The components you should regularly maintain are:keyboard,inside the case,monitor.You should maintain them regulary,about once a week is the reasonable.For keyboards,you should use a dedicated brush to sweep into the slots below the key.Keep the keyboard clean and away from liquids.For monitors,you should use a special wash and clean the screen with a soft cloth.You should make sure the air vents are clear and avoid scratching the screen.Finally and most importantly,you need maintenance inside the case.Frist you should make sure air vents are clear,then use…fans.Finally,you…seated.Computer maintenance is necessary because it keeps your computer clean,improves working eficiency,increases computer lifespan.Those are the benefits that you should know for regular maintenance of your computer

**Unit 4:Product review**

The new smartphone has it all:A gorgeous design,a great camera,smooth performance,and good battery life,but its price is more expensive than the same products.Its design is very compact and luxirious.I think it’s durable however,it is only available in black colour and no other colour version.It has a rectangular shape and the screen size is a 5.2-inch.In my point of view,its camera is not as good as those of other phones so the image quality isn’t sharp.With battery life,its life is low.For example,with a capacity of 2,600mAh.when we use the app,the battery time only lasts for 5 hours.It can store up to 32gb along with excellent and fast processor.I think about the pros.the touchscreen is smooth,sharp and speedy.The design is simple but impressive.In comparison with other phones at the same price,the camera seems to be the weakness so the image quality isn’t good.to improve this product,You should recheck the battery to increase iits lifespan.I recommend you check the camera to sharpen the image.

**Unit 5:Technical support**

There are procedures to support a customer through telephone.

First of all, you start a greeting. you shouldn't make too short or too long a greeting. It will make the customer feel you are disrespectful. Make sure you are authentic, friendly, professional and respectful. For example "Tech support. This is Hien. Can I help you? ". After greeting is active listening. You should pay attention to what the customer said to collect necessary information such as the software version, the time happens, problems, etc. And then about gaining agreement, you should repeat the problem and get confirmation to ensure correct understanding. To do that you can say I’m going to repeat back the problem just to make sure I understand. The next phase is called apologizing, empathizing and assuring. if the problem is caused by you, your company, or product/service, you should give an apologie. Besides, express your sympathy and understanding with an authentic statement such as "I’d be upset too if that happened to me". After that, move on the problem-solving phase. when you resolve this problem, make sure your customer know you are working such as "I'm working on it". Finally, in the confirmation phase, you shouldn't close the ticket until you’re sure the problem is solved to the customer’s satisfaction.

**UNIT 6:Career options**

I am a junior at Hanoi University of Industry and my major is software engineering. My future job option is a webmaster. My job is responsible for creating the HTML code and directly manage the components of the website. To become a webmaster, after graduating I must have a good degree in software engineering. Besides, I should learn web design, HTML language or other programming languages to apply for the job. Moreover, I must skills in business, marketing, graphic design and always update new technologies to apply to my work. Most importantly, every company has its own rules of work. Personally, I need to respect the ownership, privacy of others and be honest at work. In particular, I may not copy copyright and cheat at work. In short, I will try to achieve the highest performance.

**UNIT 7:Career PORTFOLIO**

Bui Tat Trung

Dan Phuong, Ha Noi

March 15, 2021

buitrungt@gmail.com

0396500575

Eric Lee

Chief information Officer

Lenovo company

Dear Mr.Lee,

I am writing to apply for the position of IT staff engineer at your company. I graduated from Hanoi University of Industry and majored in software engineering. I have achieved high academic results. Besides, I have had 2 years experience in the same position while working for FPT company as a developer.

I believe I will be able to bring with me my experience of working as a developer which I think would be useful in this position. Moreover, I will open and fast learning on new IT technology or business knowledge. I know how important strong analytical and problem-solving skills is in helping management to be effective. I want this job at your company because I know I would be terrific at it. I want this position because of competitive salary, bonuses, not only that has health insurance for an employee but also for both of their relatives. This is very suitable for my family now.

I would like to discuss further reason why I am the perfect candidate for this position. If you have any questions in reviewing my qualifications, please do not hesitate to contact me at buitrungt@gmail.com.

Thank you for your time and consideration.

Sincerely,

Bui Tat Trung

**UNIT 8:JOB INTERVIEW**

Igraduated from Hanoi University of Industry and majored in software engineering. I have taken part in a job interview recently for the position of a tester at Samsung. I was interviewed by human resources’ manager. At the beginning of the interview, he asked me some questions about name, educational background and personalities. He also questioned me the reason why I applied for the job. I answered all the questions quickly and confidently because I prepared a very detailed job application. However, I feel nervous because my eyes contact was not good, my body languages was not positively. Finally, we discuss the working environment and remuneration packages. I waited for a week to receive the results but I did not receive an email from the company. I failed in this interview. I think that want a successful interview you should get ready ahead of time, try to stay calm, follow up after the interview... I hope I will have a better job interview for the next time.

I am a third-year student at Hanoi University of Industry and my major is information systems. my future job option is a webmaster.My job responsibilities are to create the HTML code and to directly manage the components of the website.To become a webmaster, after graduating I must have a good degree in information system engineering. Besides, I should learn web design, HTML language or other programming languages to apply for the job. moreover, I have to have more skills in business, marketing, graphic design and always update new technologies to apply to my work. Most importantly, every company has its own rules of work. Personally, I need to respect the ownership, privacy of others and be honest at work. In particular, I may not copy copyright and cheat at work. In short, I will try to achieve the highest performance.

Tôi là sinh viên năm thứ ba tại Đại học Công nghiệp Hà Nội và chuyên ngành của tôi là hệ thống thông tin. Tùy chọn công việc trong tương lai của tôi là quản trị trang web. Trách nhiệm công việc của tôi là tạo mã HTML và quản lý trực tiếp các thành phần của trang web. Để trở thành quản trị trang web, sau khi tốt nghiệp tôi phải có bằng kỹ sư hệ thống thông tin tốt. Bên cạnh đó, tôi nên học thiết kế web, ngôn ngữ HTML hoặc các ngôn ngữ lập trình khác để áp dụng cho công việc. hơn nữa, tôi phải có nhiều kỹ năng hơn trong kinh doanh, tiếp thị, thiết kế đồ họa và luôn cập nhật các công nghệ mới để áp dụng vào công việc của mình. Quan trọng nhất, mỗi công ty đều có quy tắc làm việc riêng. Cá nhân, tôi cần tôn trọng quyền sở hữu, quyền riêng tư của người khác và trung thực trong công việc. Đặc biệt, tôi không được sao chép bản quyền và gian lận trong công việc. Tóm lại, tôi sẽ cố gắng để đạt được hiệu suất cao nhất.