Збірник текстів та практичних завдань з англійської мови

**для студентів галузі знань
0501 "Інформатика та обчислювальна техніка"
денної форми навчання**

Затверджено на засіданні кафедри іноземних мов.
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Подано навчальні матеріали та завдання для надання студентам необхідного лексичного матеріалу з теми та стимулювання розвитку навичок читання, письма й говоріння англійською мовою у сфері інформаційних систем і технологій.

Рекомендовано для студентів 1-го курсу магістратури галузі знань 0501 "Інформатика та обчислювальна техніка" денної форми навчання.

Вступ

Методичні рекомендації з навчальної дисципліни "Іноземна мова" розроблені для студентів 1 курсу магістратури галузі знань 0501 "Інформатика та обчислювальна техніка" денної форми навчання. Методичні рекомендації організовані відповідно до завдань та умов вивчення іноземних мов у вищих навчальних закладах немовного профілю.

Збірник вправ розроблений для підручника Р. М. Стеєра та Д. В. Рейнолдса "Principles of Information Systems. A Managerial Approach", що забезпечує міжпредметний зв'язок та спрямовує студентів на розвиток фахових компетентностей із застосуванням англійської мови.

Метою методичних рекомендацій є поглиблення знань та вдосконалення мовленнєвих навичок студентів з англійської мови у сфері інформаційних систем та технологій.

Методична розробка спрямована на збагачення і розширення активного та пасивного словника студентів шляхом засвоєння термінології за допомогою лексичних завдань, вдосконалення навичок будувати діалогічні та монологічні висловлювання, обговорення запропонованих тем та проблем.

Завдання розроблені на основі поетапного засвоєння знань, на базі якого у студентів будуть формуватися вміння висловлювати свої думки. Студенти розвиватимуть навички обговорення професійних проблем на основі питань до різноманітних професійних тем, пов'язаних з тематикою дисципліни.

Контроль знань, вмінь та навичок студентів може здійснюватися під час виконання завдань, термінологічних диктантів та обговорення поставлених проблем. Методичні рекомендації складені згідно з вимогами організації навчального процесу у вищих навчальних закладах та узгоджені зі структурою та змістом навчальної програми з іноземної мови.

Unit 1. Electronic Payment Systems. Secure Sockets Layer

Task 1. Answer the following questions.
1. What is SSL communications protocol used for?
2. What are the functions of SSL?
3. The data are always encrypted. Why?
4. What is necessary to provide server identification?
5. What are the tips to the security of a transaction?

Task 2. State whether these sentences are true or false.
1. The SSL communications protocol is used to prevent the theft of credit card numbers and banking information.
2. The SSL communications protocol sits after the TCP Layer of the OSI model.
3. The handshake may use private key encryption.
4. SSL is a must for companies wishing to conduct serious e-commerce.
5. If you're worried about how secure a secure connection is, visit Netcraft.

Task 3. Fill in the gaps with the appropriate words.
Sensitive data, e-commerce, banking information, key encryption, security, digital certificate, handshake stage, on-screen, communications protocol, hashing algorithms.
1. All online shoppers fear the theft of credit card numbers and … .
2. The SSL communications protocol is used to secure … .
3. Other protocols such as Telnet and HTTP can be layered on top of the SSL … .
4. SSL determines a handshake stage, determines the encryption and … to be used, and exchanges encryption keys.
5. The handshake may use public … .
6. Following the …, data may be transferred.
7. For companies wishing to conduct serious …, such as receiving credit card numbers or other sensitive information SSL is a must.
8. Although SSL handles the encryption part of a secure e-commerce transaction, a … is necessary to provide server identification.
9. One tip to the security of a transaction is visible … .
10. You should always use the newest release of your favorite browser to ensure … .

Task 4. Find the words in the text that correspond to the following definitions.

1. An attachment to an e-mail message or data embedded in a Web page that verifies the identity of a sender or a Web site.

2. A communications protocol used to secure sensitive data.

3. A trusted third party that issues digital certificates.

4. The conversion of a message into a secret code.

5. Any business transaction executed electronically between parties such as companies (business-to-business), companies and consumers (business-to-consumer), consumers and other consumers (consumer-to-consumer), business and the public sector, and the consumers and the public sector.

Task 5. Match the words with their definitions.

1) equipment	a) customer
2) security	b) communications protocol used to secure sensitive data
3) server	c) safety, freedom from danger or anxiety
4) client	d) catching a person or thing btw the starting point and destination
5) encryption	e) the conversion of a message into a secret code
6) interception	f) things needed for a particular purpose
7) SSL	g) a piece of business
8) e-commerce	h) any business transaction executed electronically
9) transaction	i) point where two things are connected
10) connection	j) a computer designed for a specific task

Task 6. Discuss the following points.

1. Do you buy goods and services over the Internet? Is it convenient for you? Tell about the advantages of E-commerce.

2. Are there any disadvantages of E-commerce? Have you ever had any problems with E-commerce (credit card debited but goods not delivered, etc.)?

3. What are the ways to secure sensitive data for common online shoppers and for companies? Are they effective?

4. Have you got any ideas of how to ensure security? Give some pieces of advice.

5. In the nearest future most of the transactions will be done over the Internet. What do you think about it?

Unit 2. Electronic Cash

Task 1. Answer the following questions.
1. What is electronic cash?
2. What must a consumer do to obtain electronic cash?
3. Where is electronic cash stored?
4. How does a merchant operate electronic cash?
5. There are two types of electronic cash. What are they?

Task 2. State whether these sentences are true or false.
1. To obtain electronic cash, a consumer should not open an account with a bank and show identification to establish his or her identity.
2. The bank doesn't deduct the requested amount of electronic cash from the consumer's account.
3. The consumer sends electronic cash to be certain that it is not forged and belongs to the customer.
4. Identified electronic cash contains information revealing the identity of the person who originally withdrew the money from the bank.
5. Anonymous electronic cash works just like real paper cash.

Task 3. Fill in the gaps with the appropriate words.
Digital certificate, consumers, E-commerce transactions, account, deposit, merchant, electronic cash, hard drive, service charge, customer.
1. Amount of money that is computerized, stored, and used as cash for … is electronic cash.
2. A consumer must open an … with a bank and show some identification to establish his or her identity to obtain electronic cash.
3. Whenever the consumer wants to withdraw electronic cash to make a purchase, he or she accesses the bank via the Internet and presents proof of identity – typically a … issued by a certification authority.
4. Electronic cash is stored in the consumer's electronic wallet on his or her computer's …, or on a smart card.
5. … can spend their electronic cash when they locate E-commerce sites that accept it for payment.
6. The consumer sends electronic cash to the … for the specified cost of the goods and services.

7. The merchant validates electronic cash to be certain that it is not forged and belongs to the … .

8. Once the goods or services are shipped to the consumer, the merchant presents electronic cash to the issuing bank for … .

9. The bank then credits the merchant's account for the transaction amount, minus a small … .

10. The companies that provide … mechanisms include VeriSign, Mondex and Visa Cash.

Task 4. Find the words in the text that correspond to the following definitions.

1. An amount of money that is computerized, stored, and used as cash for E-commerce transactions.

2. A trusted third party that issues digital certificates.

3. An attachment to an e-mail message or data embedded in a Web page that verifies the identity of a sender or a Web site.

4. It contains information revealing the identity of the person who originally withdrew the money from the bank. It enables the bank to track the money as it moves through the economy.

5. Once it is withdrawn from an account, it can be spent or given away without leaving a transaction trail.

Task 5. Match the words with their definitions.

1) to store	a) to take away (an amount or a part)
2) to withdraw	b) to put or store for safe-keeping
3) to deduct	c) to give, supply what is needed or useful
4) to validate	d) to pull or draw back; to take money out or away
5) to deposit	e) to follow the course or development of (money)
6) to credit	f) to make acceptable, because made or done with correct formalities
7) to provide	g) to store (information) with or in a computer; supply with a computer
8) to track	h) to say, show, prove who or what a person or thing is
9) to identify	i) to collect and keep for future use
10) to computerize	j) to enter on the credit side of an account

Task 6. Discuss the following points.

1. How often do you use electronic cash? Is it convenient for payment?

2. When can consumers spend their electronic cash?

3. What are the advantages of electronic cash?

4. Are there any disadvantages of electronic cash? What are they?

5. What is the difference between identified electronic cash and anonmous electronic cash?

Unit 3. Electronic Wallets. Smart, Credit, Charge, and Debit Cards

Task 1. Answer the following questions.

1. What information does an electronic wallet hold?

2. What is the difference between a credit card and a charge card?

3. What are the functions of debit cards?

4. What can smart cards be used for?

5. Why does a smart card make credit theft practically impossible?

Task 2. State whether these sentences are true or false.

1. Online shoppers use credit and charge cards for the majority of their Internet purchases.

2. When you use a debit card, your money is not deducted from your checking or saving account.

3. Smart cards cannot store money values for spending.

4. Conventional credit, charge, and debit cards clearly show your account number on the face of the card.

5. Smart cards use has been limited in the USA because there are so few smart card readers to record payments, and US banking regulations have slowed smart card marketing and acceptance as well.

Task 3. Fill in the gaps with the appropriate words.

Electronic cash, charge cards, merchants, monetary values, digital wallet, magnetic stripe, debit cards, credit card, assessments, smart cards.

1. An electronic wallet provides credit card information, …, owner identification, and address information at an e-commerce site's checkout counter.

2. … do not involve lines of credit and do not accumulate interest charges.

3. … allow you to spend only what is on your bank account.

4. Credit, charge, and debit cards currently store limited information about you on a … .

5. All … customers are protected by a law by paying any more than $50 for fraudulent transactions.

6. MasterCard requires that high-volume … and payment processors conduct quarterly assessments of their Web Sites, or the firm will stop doing business with them.

7. Both host and network-based software offerings provide such … .

8. Smart cards can also store … for spending.

9. … are better protected from misuse than conventional credit, charge, and debit cards.

10. The … automatically tells the vendor your credit card number, its expiration date, and your shipping information.

Task 4. Find the words in the text that correspond to the following definitions.

1. A computerized stored value that holds credit card information, electronic cash, owner identification, and address information.

2. A credit card-sized device with an embedded microchip to provide electronic memory and processing capability.

3. One used by a business firm allowing the holder to obtain goods on credit.

4. One used by a business firm allowing the holder to pay the money asked for goods and services.

5. One used by a business firm allowing the holder to keep entry in an account of a sum owing.

Task 5. Match the words with their definitions.

1) purchase	a) a legal right to a share in something; money charged or paid for the use of money
2) merchant	b) money shown as owned by a person, company, etc. in a bank account
3) assessment	c) theory and practice of large-scale selling

4) interest	d) buying; something bought
5) marketing	e) identifying or fixing the value of the property or income for taxation
6) server	f) pass electronic beams across an area in search of something
7) scan	g) usually a wholesale trader, especially one doing business with foreign countries
8) password	h) an amount of money which may be taken off the full price
9) credit	i) a secret word or phrase which enables a person to be recognized or identified
10) discount	j) a computer designed for a specific task, such as network or Internet applications

Task 6. Discuss the following points.

1. How often do you use an electronic wallet? What are its functions?

2. How do credit, charge, and debit cards work? What are their advantages and disadvantages?

3. In what way do smart cards differ from conventional credit, charge, and debit cards?

4. Smart cards have been around for over a decade and are widely used in Europe, Australia, and Japan, but they are not caught on in the USA. Why?

5. Are credit, charge, and debit cards used in Ukraine? Do you use smart cards? Why?

Unit 4. Threats to e-Commerce

Task 1. Answer the following questions.

1. Are e-commerce transactions safe and customers protected?

2. Is there a unique method for e-business protection?

3. Did the September 11 terrorist attack increase interest in the use of biometrics?

4. Do American businesses lose billions of dollars from sale of music, books and other special items?

5. Was the response to abuses and strong lobbying by owners of intellectual property, the patents' life increase?

Task 2. State whether these sentences are true or false.

1. An increasing number of companies are investing in biometrics.

2. Currently, using the technology to secure online transactions is widely used.

3. Every year the entertainment and travel industries make billions of dollars for the American treasury.

4. The first wave of Internet crime consisted mostly of usual get-rich-quick schemes.

5. Over the last decade, tech companies dramatically increased the number of parts and amount of services that they purchase from each other.

Task 3. Fill in the gaps with the appropriate words.

Spam, identity, encode, intellectual property, counterfeit.

1. Companies use identification technology to confirm the … of a user requesting access to information or assets.

2. Biometric technology digitally … physical attributes of a person's face, eye and voice.

3. Lawsuits over … have created a virtual e-commerce war.

4. American companies lose billions of dollars from the exportation and sale of … goods.

5. E-mail that is sent to a wide range of people and Usenet groups indiscriminately is called… .

Task 4. Find the words in the text that correspond to the following definitions.

1. A trick in which someone deliberately tells people that something bad is going to happen or that something is true when it is not.

2. Something that someone has created or invented and that no one else is legally allowed to make, copy or sell.

3. To make a legal claim against someone, usually to get money from them because they have done something bad to you.

4. Not real, although pretending to be real.

5. Crime of obtaining money from someone by tricking them.

6. Supply money or goods to a person or organization not directly but using another person, organization or system.

Task 5. Match the words with their definitions.

1) the process of collecting information about someone or something in order to get an accurate idea of what they are like	a) pyramid selling
2) to decide not to take part in something or to stop taking part in it	b) privacy
3) qualities that someone has that make people believe or trust them	c) credibility
4) the freedom to do things without other people watching you	d) profiling
5) a system of selling things in which someone buys a large supply of goods and sells them in smaller amounts to other people, who then sell them to others in even smaller amounts	e) opt out

Task 6. Discuss the following points.

1. Legitimacy of customers is of no importance for e-businesses.

2. Currently using the biometric technology for secure online transactions is common.

3. Why are the lawsuits over intellectual property not being stopped?

4. What do people need to know not to fall a victim to Internet frauds?

5. What is a traditional pyramid scheme work?

Unit 5. Strategies for Successful e-Commerce

Task 1. Answer the following questions.

1. A web site is one that creates an attractive presence. What helps to create such presence?

2. The web site must accomplish many tasks. What are they?

3. The objectives of the company are various. What are the most specific ones?

4. What meets the needs of web site visitors?

Task 2. State whether these sentences are true or false.

1. A web site doesn't create an attractive presence.

2. A company doesn't determine which objectives its site should accomplish.

3. The number of e-commerce shoppers decreases slowly.

4. Web sites are geared to attract flexible travelers.

5. An organization must know the intricacies of the Java and HTML language.

Task 3. Fill in the gaps with the appropriate words.

Collectively, to access, obligation, enhancing, applications, growing, content, to create, to be able, blog.

1. The effective web site … an attractive presence.

2. Web development can range from developing the simplest static page of plain text to the most complex web-based internet … .

3. Since the mid-1990s, web development has been one of the fastest … industries in the world.

4. Another good example of transformative communication led by web development is … .

5. All publicly accessible websites … constitute the World Wide Web.

6. Some websites require a subscription to … some or all of their content.

7. Making a site accessible is a legal … .

8. Remove widgets that aren't directly … your website.

9. Writing … for web users has its challenges.

10. When your content is highly readable, your audience … to quickly digest the information you store with them.

Task 4. Find the words in the text that correspond to the following definitions.

1. Something out, coming passing.

2. To make ready.

3. To draw on by exciting hope or desire.

4. Free from danger.

5. The worth, merit, usefulness, or importance of a thing.

Task 5. Match the words with their definitions.

1) purchase	a) to bring about by foresight
2) provide	b) articles used in equipping
3) retail	c) to gain or acquire
4) personalization	d) the sale of goods in small quantities directly to the consumer
5) equipment	e) the process of tailoring Web pages to specifically target individual consumers

Task 6. Discuss the following points.
1. Describe the current status of various forms of e-commerce.
2. Identify the key components of m-commerce technology.
3. Outline the key components of a successful e-commerce strategy.
4. Identify the major issues that represent significant threats to the continued growth of e-commerce and m-commerce.
5. Define the m-commerce.

Unit 6. Computer Waste and Mistakes

Task 1. Answer the following questions.
1. What is computer waste and mistakes?
2. What are the most common types of errors?
3. What can organizations do to prevent computer-related waste and mistakes?
4. What does preventing waste and mistakes involve?
5. What do policies and procedures cover? Name some useful policies to minimize waste and mistakes.

Task 2. State whether these sentences are true or false.
1. To employ IS resources efficiently and effectively, employees and managers alike should strive to downplay waste and mistakes.
2. The first step to prevent computer-related waste is to review effective policies and procedures.
3. To control and prevent potential problems caused by computer-related mistakes, companies have developed IS resources.

4. Implementing policies and procedures to minimize waste and mistakes varies according to preferred vendors.

5. Many organizations implement internal audits to measure actual results against established goals.

6. Implementing in-house security measures and legal protections is another way to be aware of the misuse of resources throughout an organization.

7. To control and prevent potential problems caused by computer-related mistakes, companies have developed a description of all data elements.

8. Mishandling of computer output is a Type of computer-related mistakes.

Task 3. Fill in the gaps with the appropriate words:

Paid leave, platforms, computer errors, URL, internal audits, permeate, maintenance.

1. Computers … organizations today, and it is critical for organizations to ensure that systems.

2. Windows 2000 and the Mac OS X are examples of two different … .

3. Every resource available on the Web HTML document, image, video clip, program, etc. has an address that may be encoded by a … .

4. Perhaps the most common form of … is related to the observance of holidays.

5. Many organizations implement … to measure actual results against established goals.

6. Many errors can be prevented with regular … .

7. If you surf the Internet a lot, you probably have this common set of … .

Task 4. Find the words in the text that correspond to the following definitions.

1. The buying and selling of products or services over electronic systems such as the Internet and other computer networks.

2. An auditor, usually working for an audit firm, that is completely independent of the company it is auditing.

3. The act of transcribing some form of information into another medium, usually through input into a computer program.

4. A corporate action in which a company buys most, if not all, of the target company's ownership stakes in order to assume control of the target firm.

5. A computer program with an interface, enabling people to use the computer as a tool to accomplish a specific task.

6. A statement written to defend changes in policy or procedure.

7. An underlying computer system on which application programs can run (it includes a hardware architecture and a software framework)

8. Refers to both manufacturers and distributors as long as they sell products to the general public.

9. Devise strategies and policies to ensure that an organization meets its goals. They plan, direct, and coordinate operational activities of companies and public or private-sector organizations.

Task 5. Match the words with their definitions.

1) URL (Universal Resource Locators)	a) is a system that is used to combine all of the information or operations of a company into a single unit
2) HTML (Hyper Text Markup Language)	b) is a form of computer data storage
3) ERP (Enterprise Resource Planning)	c) is a computer language devised to allow website creation
4) CBIS (Computer Based Information System)	d) is a United States federal law that set new or enhanced standards for all U.S. public company boards, management and public accounting firms. The act contains 11 titles, or sections, ranging from additional corporate board responsibilities to criminal penalties, and requires the Securities and Exchange Commission (SEC) to implement rulings on requirements to comply with the law
5) SOX (The Sarbanes–Oxley Act)	e) is another word for a web address
6) RAM (Random access memory)	f) is an organized integration of hardware and software technologies and human elements designed to produce timely, integrated, accurate and useful information for decision making purposes

Task 6. Discuss the following points.

1. Why is computerized system or CBIS created? What are the roles and function of the Computer Based Information System (CBIS)?

2. What causes computer mistakes?

3. Why is it necessary to prevent computer-related waste and mistakes?

4. Describe some examples of waste and mistakes in information systems, their causes, and possible solutions.

5. Discuss the instance of a costly computer problem that could have been easily avoided.

Unit 7. The Computer as a Tool to Commit Crime. Cyberterrorism

Task 1. Answer the following questions.

1. What can hackers undertake to get access to a computer system?

2. What is dumpster diving? What does it include?

3. Who are cyberterrorists?

4. What are the functions of Information Analysis and Infrastructure Protection Directorate?

5. What are SCADA systems used for?

Task 2. State whether these sentences are true or false.

1. The majority of people commit computer-related crimes for money.

2. Sometimes an identification number and a password are needed to access a computer system.

3. A significant decrease in Internet probes and server scans has been documented since 2001.

4. After the September, 11, 2001 attack the government established the National Infrastructure Protection Center.

5. Scada systems are employed at electric and gas utilities to regulate the flow of energy.

Task 3. Fill in the gaps with the appropriate words.

Lax security, guards and gates, crack, Internet probes, social engineering, security holes, to counterfeit, cyberattacks, fraud, Scada systems.

1. In a credit card … criminals try to access someone's account with the help of stolen credit card numbers.

2. Hackers go through garbage to get information that can help … the computer.

3. Criminals sometimes practice … which means talking the password out of individuals.

4. Governments have to redesign currencies that are much more difficult … .

5. Security specialists have noticed an increase in distribution of … which are blank letters sent for exploratory functions.

6. Intrusions into computer systems are meant to find … in critical systems.

7. Successful … against public facilities may cause massive disruptions to the normal function of the society.

8. The General Accounting Office report raised concern that … makes control systems vulnerable to cyberattacks.

9. … are implemented to manage and operate facilities at electric and gas utilities.

10. Present-day ideas around security include … which nuclear facilities and cybersecurity always had.

Task 4. Find the words in the text that correspond to the following definitions.

1. Deliberate deception, trickery, or cheating intended to gain an advantage.

2. To take control of something, especially somebody's computer, without their agreement.

3. An exploratory action, e.g. a letter, especially one designed to investigate and obtain information on a remote computer.

4. A weakness which allows an attacker to reduce a system's information assurance.

5. Lacking firmness, precision or definition, not strict.

Task 5. Match the words with their definitions.

1) fraud	a) a numeral or string of numerals that is used for identification to gain access to various systems
2) identification number	b) to negotiate, control, or influence (something or someone) cleverly, skilfully, or deviously
3) to manipulate	c) to take control of something, especially somebody's computer, without their agreement
4) to crack	d) liable or exposed to attack
5) to snoop	e) deliberate deception, trickery, or cheating intended to gain an advantage
6) to hijack	f) a weakness which allows an attacker to reduce a system's information assurance
7) internet probe	g) to break into or force open the computer system
8) security hole	h) deliberate exploitation of computer systems, technology-dependent enterprises and networks; use of malicious code to alter computer code or data, resulting in disruptive consequences that can compromise data and lead to cybercrimes
9) vulnerable	i) an exploratory action, e.g. a letter, especially one designed to investigate and obtain information on a remote computer
10) cyberattack	j) to show interest to the private business of others

Task 6. Discuss the following points.
1. What is the impact of technology on privacy and security?
2. How can companies protect themselves from social engineering?
3. What are the main reasons for people to commit computer-related crimes?
4. What can the possible implications of cyberattacks at the energy facilities of a country be?
5. Why are cyberattacks often successful?

Unit 8. Identity Theft

Task 1. Answer the following questions.

1. What is identity theft?

2. What are the main ways in which the stolen information is used?

3. What does identity theft involve?

4. What are the popular methods of obtaining personal information by imposters?

5. What spheres are most vulnerable to identity theft?

Task 2. State whether these sentences are true or false.

1. The identity thief obtains personal identification information of other people to impersonate them when obtaining credits.

2. In 2003 the amount of identity-theft complaints showed a downward trend compared to 2002.

3. For shoulder surfing the identity thief sends an e-mail to someone in the public office such as the Bureau of Motor Vehicles.

4. Customers can protect themselves by regularly changing their personal information and sending it to major credit bureaus.

5. The Federal Trade Commission is assigned responsibility to help victims restore their credit.

Task 3. Fill in the gaps with the appropriate words.

Sensitive, credentials, identity theft, felony, fraud, unsolicited mail, business databases, personal interaction, shoulder surfing, insider status.

1. The information obtained in … is later used to obtain credits in the name of the victim.

2. Internet has made use of the stolen information easier because transactions can be made without … .

3. The stolen information is used to provide the thief with false … such as the name, address etc.

4. One of the popular methods to get information is … when the thief watches as the person fills in personal information in a form at a public office.

5. To protect themselves consumers should not reveal personal information in response to … they receive via email.

6. You should shred all the documents that may contain … information that can be used by the identity thieves.

7. Theft of personal information stored on … of different companies makes up at least half of all identity theft complaints.

8. In 2002 the Department of Justice charged a help desk worker with … in connection with an identity theft scheme.

9. Some workers may use their … to access credit reports.

10. The Identity Theft and Assumption Deterrence Act makes identity theft a federal … punishable by a prison term.

Task 4. Find the words in the text that correspond to the following definitions.

1. A person who deceives others, especially by assuming a false identity; charlatan.

2. A letter or certificate giving evidence of the bearer's identity or competence, entitling one to confidence, authority.

3. A form of credit-card fraud in which the perpetrator stands behind and looks over the shoulder of the victim as he or she withdraws money from an automated teller machine, memorizes the card details, and later steals the card.

4. Not requested or invited.

5. A serious crime, such as murder or arson.

Task 5. Match the words with their definitions.

1) imposter	a) a form of credit-card fraud in which the perpetrator stands behind and looks over the shoulder of the victim as he or she withdraws money from an automated teller machine, memorizes the card details, and later steals the card
2) credentials	b) someone who uses one's personally identifying information, like name, Social Security number, or credit card number, without permission, to commit fraud or other crimes
3) identity thief	c) not requested or invited
4) high-profile	d) deliberate deception, trickery, or cheating intended to gain an advantage

5) shoulder surfing	e) a serious crime, such as murder or arson
6) unsolicited	f) with a position or approach characterized by a deliberate seeking of prominence or publicity
7) sensitive	g) quickly responsive to external influences, vulnerable
8) felony	h) a letter or certificate giving evidence of the bearer's identity or competence, entitling one to confidence, authority
9) fraud	i) a person who deceives others, especially by assuming a false identity; charlatan

Task 6. Discuss the following points.

1. How can identity theft affect different layers of the society?

2. Who is most at risk of identity theft? Think of different age groups, professions, social spheres.

3. How can we stop or prevent identity theft?

4. What are the most wide-spread internet identity theft scams?

5. Have you or anyone you know ever been a victim of identity theft?

Unit 9. The Computer as the Object of Crime. Illegal Access and Use. Data Alteration and Destruction

Task 1. Answer the following questions.
1. How many computer crimes are there?
2. Who is a "cracker"?
3. What is a virus? What do viruses do?
4. What is the difference between worms and viruses?
5. What does McAfee for Consumers mean?

Task 2. State whether these sentences are true or false.

1. Script bunnies are wannabe crackers with much technical savvy-crackers.

2. Insiders are employees, disgruntled or otherwise, working solo or in concert with outsiders to compromise corporate systems.

3. Worms are parasitic computer programs that replicate but, unlike viruses, infect other computer program files.

4. A Trojan horse program is a malicious program that disguises itself as a useful application and purposefully does something the user does not expect.

5. A variant is a non-modified version of a virus that is produced by the virus's author or another person who amends the original virus code.

Task 3. Fill in the gaps with the appropriate words.
Worms, crimes, computer, Windows, variant, scripts, hacker,
logic bomb, tangible goods, virus.

1. … involving illegal system access and use of computer services are a concern to both government and business.

2. Crackers download programs − … − that automate the job of breaking into computers.

3. The intentional use of illegal and destructive programs to alter or destroy data is as much a crime as destroying … .

4. Computer viruses are written for several operating systems, including …, UNIX, and others.

5. … can create copies on the same computer or can send the copies to other computers via a network.

6. The first version of the …, Mydoom.A, was designed to attack the SCO Group Inc's Web site.

7. A … is a type of Trojan horse that executes when specific conditions occur.

8. A … is a modified version of a virus that is produced by the virus's author or another person who amends the original virus code.

9. A … can also be the object of the crime, rather than the tool for committing it.

10. A … is a person who enjoys computer technology and spends time learning and using computer systems.

Task 4. Find the words in the text that correspond to the following definitions.

1. It is the breach of rules or laws for which some governing authority (via mechanisms such as legal systems) can ultimately prescribe a conviction.

2. An amateur who tries to illegally gain access to a computer system using programs (scripts) that others have written.

3. A computer program that can replicate itself and spread from one computer to another.

4. A series of graphical interface operating systems developed, marketed, and sold by Microsoft.

5. A type of malware that masquerades as a legitimate file or helpful program possibly with the purpose of granting a hacker unauthorized access to a computer.

Task 5. Match the words with their definitions.

1) computer virus	a) a series of personal computers (PCs) designed, developed, and marketed by Apple Inc.
2) hacker	b) software used to prevent, detect and remove malware (of all descriptions)
3) scripts	c) a type of Trojan horse that executes when specific conditions occur
4) worms	d) crackers who download programs
5) Macintosh	e) a member of any group of people of limited number and generally restricted access
6) a logic bomb	f) a computer program that can replicate itself and spread from one computer to another
7) antivirus software	g) safety, freedom from danger or anxiety
8) equipment	h) a standalone malware computer program that replicates itself in order to spread to other computers
9) security	i) things needed for a particular purpose
10) insiders	j) someone who accesses a computer system by circumventing its security system

Task 6. Discuss the following points.

1. What types of viruses do you know?

2. Are antivirus programs necessary nowadays? Do they have some disadvantages?

3. How many viruses now exist?

4. What should you do to prevent virus spread to your computer?

5. Is it safe to pen unknown files attached to your e-mail?

Unit 10. Using Antivirus Programs. Information and Equipment Theft

Task 1. Answer the following questions.

1. Why did most computer users install antivirus programs?

2. How often should you update your antivirus software?

3. What is a password sniffer?

4. What should you do to safeguard your PC and prevent it from spreading viruses to your friends and coworkers?

5. What is hoax and false viruses?

Task 2. State whether these sentences are true or false.

1. As a result of increasing threat of viruses and worms, most computer users and organizations have installed antivirus programs on their computers.

2. Some antivirus software is even capable of repairing common virus infections automatically, without interrupting your work.

3. If you detect a virus, don't take immediate actions.

4. Criminal hackers don't warn the public of a new and devastating virus that doesn't exist to create fear.

5. Data and information are assets and goods that can't be stolen.

Task 3. Fill in the gaps with the appropriate words.

Copying, antivirus software, passwords, theft, database, scan, criminal hackers, virus, password snifter, data.

1. Some … is even capable of repairing common virus infections automatically, without interrupting your work.

2. If you carry document or program files on disks or CDs between computers at school or work and your home system, always … them.

3. Early detection often allows you to remove a … before it does any serious damage.

4. … sometimes warn the public of a new and devastating virus that doesn't exist to create fear.

5. To obtain illegal access, criminal hackers require identification numbers and … .

6. A … is a small program hidden in a network or a computer system that records identification numbers and passwords.

7. Computer … is now second only to automobile theft, according to recent U.S. crime statistics.

8. … and information are assets or goods that can also be stolen.

9. The advantage of this type of virus program is the ability to detect new viruses that are not part of an antivirus … .

10. Scan all disks and CDs before … or running programs from them.

Task 4. Find the words in the text that correspond to the following definitions.

1. It is software used to prevent, detect and remove malware (of all descriptions).

2. Any general-purpose computer whose size, capabilities, and original sales price make it useful for individuals, and which is intended to be operated directly by an end-user with no intervening of a computer operator.

3. A collection of computer programs and related data that provides the instructions for telling a computer what to do and how to do it.

4. A technique for harvesting passwords that involves monitoring traffic on a network to pull out information.

5. A computer program that can replicate itself and spread from one computer to another.

Task 5. Match the words with their definitions.

1) antivirus software	a) collection of information that is organized so that it can easily be accessed, managed, and updated
2) security	b) a secret word or string of characters that is used for authentication, to prove identity or gain access to a resource
3) database	c) a computer that is designed to be moved from one place to another and includes a display and keyboard

4) equipment	d) someone who accesses a computer system by circum-venting its security system
5) portable computer	e) software used to prevent, detect and remove malware (of all descriptions)
6) data	f) a collection of computers and other hardware components interconnected by communication channels that allow sha-ring of resources and information
7) password	g) things needed for a particular purpose
8) hacker	h) the symbolic arrangement of data or instructions in a com-puter program or the set of such instructions
9) network	i) information in a form suitable for use with a computer. It is often distinguished from programs
10) computer code	j) safety, freedom from danger or anxiety

Task 6. Discuss the following points.

1. What should you do to protect your computer from viruses?

2. What steps does the proper use of antivirus software require?

3. Are antivirus programs necessary nowadays? Do they have some disadvantages?

4. Why is a computer theft so widespread nowadays?

5. What are the advantages of antivirus programs?

Unit 11. Software and Internet Software Piracy. Computer-Related Scams. International Computer Crime

Task 1. Answer the following questions.

1. What is software piracy?

2. When does Internet software piracy occur?

3. How many forms does Internet piracy take?

4. What kind of penalties for software piracy can be?

5. What is a scam?

Task 2. State whether these sentences are true or false.

1. Internet software piracy occurs when software is illegally downloaded from the Internet.

2. Technically, software purchasers aren't granted their right only to use the software under certain conditions; they don't really own the software.

3. The scam works by sending customers an e-mail including a link that seems to direct users to their bank's Web site.

4. Computer crime isn't an international issue, and it becomes more complex when it crosses borders.

5. Software doesn't automate manual tracking and auditing processes that are required by regulatory agencies and doesn't help companies handle frequently changing reporting regulations.

Task 3. Fill in the gaps with the appropriate words.

Money, piracy, copyright laws, penalties, businesses,
software piracy, computer crime, compensation,
Computer Associates International, scam.

1. The act of illegally duplicating software is called … .

2. Like books and movies – other intellectual properties – software is protected by … .

3. Internet software … occurs when software is illegally downloaded from the Internet.

4. The copyright owner may then choose between … for actual damages – which includes the amount it has lost because of the person's infringement.

5. Over the past few years, credit card customers of various banks have been targeted by … artists trying to get personal information needed to use their credit cards.

6. … for software piracy can be severe.

7. If you are interested in starting a home-based business, get a complete description of the work involved before you send any … .

8. … is also an international issue, and it becomes more complex when it crosses borders.

9. … developed software called CleverPath for Global Compliance for customers in the finance, banking and insurance industries to eliminate money laundering and fraud.

10. The scam has been going on for years and targets … all across the United States.

Task 4. Find the words in the text that correspond to the following definitions.

1. It's an unauthorized use of works under copyright, infringing the copyright holder's "exclusive rights", such as the right to reproduce or perform the copyrighted work, spread the information contained within copyrighted works, or to make derivative works.

2. Legal concept, enacted by most governments, giving the creator of an original work exclusive rights to it, usually for a limited time.

3. Illegally downloading software from the Internet.

4. A fraudulent business scheme.

5. It refers to any crime that involves a computer and a network.

Task 5. Match the words with their definitions.

1) application	a) legal concept, enacted by most governments, giving the creator of an original work exclusive rights to it, usually for a limited time
2) software piracy	b) a collection of computers and other hardware components interconnected by communication channels that allow sharing of resources and information
3) copyright	c) a global network connecting millions of computers
4) scam	d) the act of attempting to acquire information (and sometimes, indirectly, money) such as usernames, passwords, and credit card details by masquerading as a trustworthy entity in an electronic communication
5) Internet	e) computer software designed to help the user to perform specific tasks
6) phishing	f) an intentional deception made for personal gain or to damage another individual
7) authorization	g) it refers to any crime that involves a computer and a network

8) computer crime	h) illegal distribution and / or reproduction of software applications or fonts for business or personal use
9) fraud	i) a fraudulent business scheme
10) computer network	j) the function of specifying access rights to resources, which is related to information security and computer security in general and to access control in particular

Task 6. Discuss the following points.

1. Why do you think software piracy appears?

2. How can people prevent Internet software piracy?

3. What should you do not to become a scam victim? Name a few ways.

4. Why is computer crime so widespread nowadays?

5. What penalties for software piracy can there be?

Unit 12. Preventing Computer-Related Crime

Task 1. Answer the following questions.

1. How do companies and state try to curb computer crime?

2. What is a public key infrastructure?

3. What is a comprehensive border-control system used for?

4. What is intrusion detection software?

5. What can happen if an intrusion alert is missed?

Task 2. State whether these sentences are true or false.

1. The length of the key used to encode and decode messages determines the strength of the encryption algorithm.

2. PKI prevents users from accessing insecure websites.

3. Biometrics involves the measurement of one of person's traits.

4. Most companies actually hire former criminals to struggle against other criminals.

5. An IDS constantly monitors system and network resources and sends alerts to security personnel if a possible intrusion is noticed.

Task 3. Fill in the gaps with the appropriate words.

Fingerprint, comprehensive, prevent, hacker, corporate firewall, breach, log files, password, punishment, border-control.

1. A … system of … helps to check precisely all the country visitors in order to … immigration of criminals and terrorists.

2. There are different types of … readers on the market, but the basic idea behind each is to measure the physical difference between ridges and valleys.

3. In order to secure your corporate files and data from … attacks install a … between your corporate network and the internet.

4. To get access to the system you need a … .

5. Illegal … of corporate security system mandates … in accordance with law.

6. A server log is a … automatically created and maintained by a server of activity performed by it.

Task 4. Find the words in the text that correspond to the following definitions.

1. The act of discovering or the fact of being discovered.

2. To put (a person) outside the law and deprive of its protection.

3. Having a range of possible values.

4. The analysis of biological data using mathematical and statistical methods.

5. To take back or withdraw; cancel.

Task 5. Match the words with their definitions.

1) to pursue	a) enabling, permitting, or pertaining to opting out of a particular restriction, rule, or jurisdiction
2) breach	b) an organization acting against the piracy of copyrighted material
3) comprehensive	c) software that monitors system and network resources and notifies network security personnel when it senses a possible intrusion

4) opt-out	d) of broad scope or content; including all or much
5) public key infrastructure	e) the practice of digitally scanning the physiological or behavioural characteristics of individuals as a means of identification
6) biometrics	f) to follow (a fugitive, etc) in order to capture or over-take
7) antipiracy organization	g) a file that records all the activity that has occurred on a system
8) intrusion detection system	h) a means to enable users to securely and privately exchange data through the use of a private cryptographic pair
9) log file	i) a noise, signal, etc, warning of danger
10) alarm	j) a gap in an enemy's fortifications or line of defense created by bombardment or attack

Task 6. Discuss the following points.

1. What are common types of computer crimes?

2. What are the major categories of security countermeasures that should be implemented by firms to prevent, combat, arrest, detect, or correct against the most likely occurring computer crimes?

3. Does your state have computer crime laws? If so, briefly summarize the statutes.

4. Why do most computer crimes go unreported?

5. What measures can we take to protect ourselves from the rising risks that threaten our safe existence online?

Unit 13. Using Managed Security Service Providers

Task 1. Answer the following questions.

1. What do small and midsized organizations do in order to protect their business operations?

2. What do companies such as Counterpane, Guardent, Inrernet Security Services provide?

3. What did Merrill Lynch & Co. decide to do?

4. What are crackers constantly doing?

5. What does VeriSign manage?

Task 2. State whether these sentences are true or false.

1. Keeping up with computer criminals and with new regulations cannot be so intimidating for organisations.

2. MSSPs monitor, manage, and maintain network security for both hardware and software.

3. Recent legislation requires businesses not to prove that they are securing their data.

4. The companies such as Counterpane, Guardent, Internet Security Services provide valueless service for IS department.

5. VeriSign has such intelligence because it manages network security devices for thousands of companies.

Task 3. Fill in the gaps with the appropriate words.

Intelligence, drown, daunting, in-house, crackers, outsource, firewall, antivirus, maintain, random.

1. Managed security service providers usually … network security for hardware and software.

2. Having … everyone can make better decisions.

3. .. are people who always try to breach the company's security.

4. IS departments … in reams of false alarms from virtual private networks.

5. Many companies usually … their network security operations to MSSPs.

6. One company decided to outsource the management of its … to VeriSign Inc.

7. It is rather … for organizations to keep up with computer criminals.

8. … is a program that fights viruses.

9. VeriSign can detect whether an attack is ... or targeted.

10. For some organizations the level of … network security expertise can be quite expensive.

Task 4. Find the words in the text that correspond to the following definitions.

1. Causing fear or discouragement; intimidating.

2. To break through or make an opening, hole, or incursion in.

3. To subcontract (work) to another company.

4. Of or relating to software designed to prevent viruses entering a computer system or network.

5. A computer system that isolates another computer from the Internet in order to prevent unauthorized access.

Task 5. Match the words with their definitions.

1) regulation	a) special skill, knowledge, or judgment; expertness
2) expertise	b) an unwelcome visit, interjection, etc.
3) alert	c) a rule, principle, or condition that governs procedure or behavior
4) intrusion	d) to happen; take place
5) random	e) to keep in proper or good condition
6) to occur	f) an alarm or warning
7) to maintain	g) lacking any definite plan or prearranged order

Task 6. Discuss the following points.

1. How can organizations fight with crackers?

2. How can businesses prove that they are securing their data?

3. What is your opinion about outsourcing network security operations to MSSPs?

4. Is it expensive to get network security expertise?

5. Discuss the quote "With intelligence you can make better decisions".

Unit 14. Internet Laws for Libel and Protection of Decency. Preventing Crime on the Internet

Task 1. Answer the following questions.

1. What can stop children from broadcasting their personal information over the Internet?

2. What does ICRA rating system do?

3. What is COPA about?

4. Name steps to prevent crime on the Internet.

5. Can computers and networks be completely protected against crime?

Task 2. State whether these sentences are true or false.

1. A firewall can include only hardware that acts as a barrier between an organization's information systems and the outside world.

2. Individuals must be careful when they post on the Internet.

3. Web site authors usually tell the truth when they complete the ICRA questionnaire.

4. Violators are punished with five months in prison for displaying harmful material.

5. Based on the author's responses ICRA then generates a content label that the authors add to their site.

Task 3. Fill in the gaps with the appropriate words.

Firewalls, libel, reliance, aware, allow, exercise, deploy, complement, shield, sued.

1. Congress has repeatedly tried to find a way to … youngsters from "harmful material".

2. With the increased popularity of networks and the Internet, … becomes an important legal issue.

3. Online services may … some control over those who put information on their service.

4. … provide good perimeter control to prevent crime from the outside.

5. To prevent crime on the Internet you must … intrusion detection systems.

6. … on Web site authors to do their rating has its weaknesses.

7. Sire labelling is at best a … to other filtering techniques.

8. Internet users can set their browser to … access to Web sites based on the objective rating information declared in the content label.

9. A publisher can be … for libel, which involves publishing a written statement that is damaging to a person's reputation.

10. Companies should be … that publishing Internet content to the world may subject them to different countries' laws.

Task 4. Find the words in the text that correspond to the following definitions.

1. To keep someone from doing something; hinder; impede.

2. One of two parts that make up a whole or complete each other.

3. To switch off.

4. An instruction or order issued by a court.

5. A computer system that isolates another computer from the Internet in order to prevent unauthorized access.

Task 5. Match the words with their definitions.

1) to safeguard	a) to curtail; diminish
2) to depict	b) to defend or protect
3) explicit	c) to express or indicate by a hint; suggest
4) to imply	d) injurious to someone's name or reputation
5) to abridge	e) to represent by or as by drawing, sculpture, painting, etc.
6) defamatory	f) any false or defamatory words spoken about a person
7) slander	g) openly expressed without reservations

Task 6. Discuss the following points.

1. How can people prevent crime on the Internet?

2. "With the increased popularity of networks and the Internet, libel becomes an important legal issue". Comment on this statement.

3. What laws restricting harmful information can you name?

4. How can parents control what their children see on the Internet?

5. Which software can help screen Internet content?

Unit 15. Privacy Issues. Privacy and the Federal Government. Privacy at Work. E-Mail Privacy

Task 1. Answer the following questions.

1. Why does the government collect information about citizens? What for?

2. What privacy issues rise when you use the Internet?

3. How can information be protected?

4. How can an employer monitor the employees? What for?

5. What does "e-mail privacy" mean?

Task 2. State whether these sentences are true or false.

1. The issue of privacy deals with this right to be left alone or to be withdrawn from public view.

2. The U.K. federal government is perhaps the largest collector of data.

3. AT&T is a provider of information products that enable organizations to extract useful knowledge from huge amounts of data.

4. Computer-monitoring systems tie directly into workstations so that specialized computer programs can track every keystroke made by a user.

5. The use of e-mail among public officials may promote "open meeting" laws.

Task 3. Fill in the gaps with the appropriate words.

Misuse, legislation, nonprofit, lawsuits, employees, databases, privacy, scanning, data-mining, vendors.

1. Other data collectors include state and local governments and profit and … organizations of all types and sizes.

2. Federal law permits employers to monitor e-mail sent and received by … .

3. With information systems, privacy deals with the collection and use or … of data.

4. Government … answers these questions to some extent for federal agencies, but the questions remain unanswered for private organizations.

5. With today's computers, the right to … is an especially challenging problem.

6. The program's intent was to access a mix of government, intelligence, and commercial … to mine electronic transactions.

7. A growing number of privacy advocates say the Matrix database seems to be a substitute for the TIA … program scrapped by the Pentagon.

8. Government computers are still … a vast array of databases for clues about criminal or terrorist activity.

9. E-mail messages that have been erased from hard disks may be retrieved and used in … .

10. Most companies and computer … are wary of having the federal government dictate Internet privacy standards.

Task 4. Match the words with their definitions.

1) privacy	a) to search something thoroughly and with disregard for the way in which things were arranged
2) to withdraw	b) a grievance, problem, difficulty, or concern; the act of complaining
3) to rummage	c) to pull back, aside, or away, to take back, to remove, to stop providing; to extract (money from an account)
4) to abuse	d) of or pertaining to commerce
5) concern	e) a non-specific rule or principle that provides direction to action or behaviour
6) complaint	f) to draw out or forth; to pull out; to remove forcibly from a fixed position
7) to monitor	g) to put to a wrong use; to misapply; to use improperly; to misuse; to use for a wrong purpose or end
8) to extract	h) to watch over; to guard
9) commercial	i) the state of being private; the state of not being seen by others
10) guidelines	j) the expression of solicitude, anxiety, or compassion toward a thing or person

Task 5. Match the words with their definitions.

1. A means of indemnity against a future occurrence of an uncertain event.

2. Money provided as funds.

3. Having to do with people and government office as opposed to the military or religion.

4. Someone whose job is to speak for someone's case in a court of law.

5. An area, at a workplace, for a single worker.

Task 6. Discuss the following points.

1. Who owns the information and knowledge?

2. If a public or private organization spends time and resources to obtain data on you, does the organization own the data, and can it use the data in any way it desires?

3. Is it legal to monitor people working? Would you like to be monitored?

4. Do you think that the government has access to your e-mails? Prove your opinion.

5. What ways do you see to solve the privacy issues mentioned in the text?

Unit 16. Privacy and the Internet. Fairness in Information Use. Federal Privacy Laws and Regulations

Task 1. Answer the following questions.

1. Is there privacy on the Internet?

1. How can your personal information be captured?

2. Do Web sites display their privacy policy?

3. What is the purpose of the Privacy Act of 1974?

4. Can a site request that you provide your name and address?

Task 2. State whether these sentences are true or false.

1. Most people who buy products on the Web say it is very important for a site to have a policy explaining how personal information is used.

2. Many Web sites display privacy policy.

3. Selling information to other companies can be lucrative.

4. PA 74 applies to all federal agencies.

5. It can be difficult for individuals to correct some errors in corporate databases.

6. The Children's Privacy Protection Act was passed by Congress in 1998.

7. The World Wide Web Consortium doesn't support the development of P3P.

8. Your personal information can be seized on the Internet without your knowledge.

9. There is privacy on the Internet.

10. The potential for privacy invasion on the Internet is huge.

Task 3. Fill in the gaps with the appropriate words.

Protect, privacy, policy, government, web sites, information, misusing, security, data, Internet.

1**.** In the United States there is no comprehensive … law that addresses the collection or use of personal information.

2. By disclosing … collection practices to consumers, businesses are providing valuable information.

3. … privacy involves the right or mandate of personal privacy concerning the storing, repurposing, providing to third-parties, and displaying information pertaining to oneself via the Internet.

4. A number of experts within the field of Internet … and privacy believe that privacy doesn't exist.

5. Internet users may … their privacy through controlled disclosure of personal information.

6. In order to keep their … private, people need to be careful on what they submit and look at online.

7. There are also many … groups that protect our privacy and be safe on the Internet.

8. People set up accounts for Facebook as well as entering bank and credit card information to various … .

9. Children and adolescents are very susceptible to … the Internet and ultimately risking their privacy.

10. Google's privacy … explains information they collect and why they collect it, how they use the information, and how to access and update information.

Task 4. Find the words in the text that correspond to the following definitions.

1. The state of being free from public attention.

2. Someone who secretly uses or changes the information in other people's computer systems.

3. A large amount of data stored in a computer system so that you can find and use it easily.

4. A job or activity that lets you earn a lot of money; profitable.

5. An official rule or order.

Task 5. Match the words with their definitions.

1) privacy	a) the whole system of rules that people in a particular country or area must obey
2) law	b) a situation in which someone tries to find out details about another person's private affairs in a way that is upsetting and often illegal
3) significant	c) to spread information or ideas to as many people as possible
4) data	d) likely to be legally punished or forced to do something by law
5) invasion	e) to get things of the same type from different places and bring them together
6) collect	f) a mistake
7) disseminate	g) having an important effect or influence, especially on what will happen in the future
8) error	h) a written or spoken statement in which someone says they are not satisfied with something
9) liable	i) information or facts
10) complaint	j) the freedom to do things without other people watching you or knowing what you are doing

Task 6. Discuss the following points.
1. What do you think about privacy on the Internet?
2. What should a person do to protect his / her personal information?
3. Do you know Web sites that display their privacy policy?
4. Is selling information to other companies profitable?
5. What can be the purpose of using a customer's information?

Unit 17. State Privacy Laws and Regulations. Corporate Privacy Policies. Individual Efforts to Protect Privacy

Task 1. Answer the following questions.
1. What are the issues that are being considered by state legislators?
2. Why are most organizations very sensitive to privacy issues and fairness?
3. What should corporate privacy policies be intended for?
4. What can expose the organization to legal risks?
5. Why are many people taking steps to increase their own privacy protection?

Task 2. State whether these sentences are true or false.
1. Privacy legislation is far-reaching and potentially more burdensome to business than existing federal legislation.
2. Privacy laws are not very restrictive for private organizations.
3. An organization can apply customer privacy preferences consistently throughout all databases.
4. Privacy laws do not completely protect individual privacy, although numerous state and federal laws deal with privacy.
5. All companies do not have privacy policies.

Task 3. Fill in the gaps with the appropriate words.
Privacy legislation, privacy laws, password, corporate privacy policies, data privacy rules, regulations, privacy protection, default, statutes, customer privacy preferences.
1. State legislatures have been considering and passing ….
2. Federal "opt out" … force consumers to take action if they don't want the company to sell or share information about them.

3. In some states "opt-in" is the …, and business must get consumers' permission to share their data.

4. Consumers are given a special … to unfreeze the accounts when they want to apply for new loans or credit cards.

5. Firms that transfer customer and personal data out of Europe must comply with European … that allow customers and employees to access data about them and let them determine how that information can be used.

6. … should address a customer's knowledge, control, notice, and consent over the storage and use of information.

7. Multinational companies face an extremely difficult challenge in implementing data-collection and dissemination processes and policies because of the multitude of differing country and regional … .

8. Organizations can apply … consistently throughout all databases.

9. The 1999 Gramm-Leach-Bliley Financial Services Modernization Act required all financial service institutions to communicate their … and honor customer preferences.

10. Many people make individual efforts to increase their own … .

Task 4. Find the words in the text that correspond to the following definitions.

1. A document that specifies how the privacy of employees, clients, and customers will be protected.

2. Laws and regulations that protect individual privacy.

3. Private or any confidential information which is prohibited to be disclosed.

4. The assembly which makes laws of the state.

5. Members of a state legislative body.

Task 5. Match the words with their definitions.

1) regulations	a) usually a written law passed by Parliament or other law-making body
2) laws	b) to make changes in; to make different
3) policies	c) to keep safe
4) rule	d) rules; orders; authoritative directions

5) to erase	e) law or custom which guides or controls behavior or action
6) to modify	f) to stop or hinder
7) to share	g) plan of action, statement of aims and ideals made by a government, political party, business company
8) to prevent	h) to give a share of to others; to divide and distribute
9) to protect	i) to rub or scrape out
10) statute	j) rules made by authority for the proper regulation of a community or society or for correct conduct in life

Task 6. Discuss the following points.

1. What state-by-state exceptions to the federal law complicate financial record keeping and data sharing? Why?

2. What measures are taken by organizations and companies to protect the privacy of their employees, clients and customers?

3. Multinational companies face an extremely difficult challenge in implementing data-collection and dissemination processes and privacy polices. Could you explain why it happens? Give some examples.

4. Could you list the steps that individuals can take to protect their personal privacy? Describe them and talk about their effectiveness?

5. Are such individual efforts to protect personal privacy effective in Ukraine? Discuss what can be recommended for Ukrainian customers? What can you advise?

Unit 18. The Work Environment. Health Concerns

Task 1. Answer the following questions.

1. In what way has the use of computer-based information systems changed the make-up of the workforce?

2. Has the growing field of computer technology and information systems told positively on the society?

3. What reasons facilitated receiving more benefit from the increased productivity provided by computers?

4. Can today's work environment negatively influence people?

5. What injuries can computer use cause?

6. What are the losses U.S. corporations suffer annually from physical health problems caused by computers?

7. What other work-related health hazards are available?

8. Do most computer manufacturers inform users about possible radiation emissions?

9. What does WHO state about health data on cell phones?

10. Has the problem of emission from display screens been solved yet?

Task 2. State whether these sentences are true or false.

1. Jobs that require IS literacy have decreased.

2. Professionals and nonprofessionals of all backgrounds came to be out of job.

3. Computers and IS components rose in price.

4. People working with computers experience no problems.

5. Nobody studies the impact of emission from display screens.

Task 3. Fill in the gaps with the appropriate words.

Alert, concern, emission, hazard, illegal, cell phone, impetus.

1. Despite the increases in productivity and efficiency, information systems can raise other … .

2. Enhanced telecommunications has been the … for new types of business.

3. Monitoring employee stress may … companies to potential problems.

4. Other work-related health … involve … from improperly maintained and used equipment.

5. As a result some states have made it … to operate a … while driving.

Task 4. Find the words in the text that correspond to the following definitions.

1. Something that causes damage or accident.

2. The people or things that combine to form a single group or whole.

3. A feeling of worry about something.

4. A force that helps something to happen.

5. A statement that you have the legal right to something.

Task 5. Match the words with their definitions.

1) environment	a) medical condition that has a particular set of effects
2) syndrome	b) the ability to read and write
3) literacy	c) the act of sending gas, light or heat into the air
4) emission	d) the science and technology of sending information by radio or telephone
5) telecommunications	e) the place in which people live and work, including all the physical conditions that affect them

Task 6. Discuss the following points.

1. Did semiskilled workers greet the use of computer-based information systems?

2. Reduction of computers and other IS components in prices is connected with the workforce reluctance to use them.

3. Work with computer is completely safe for people.

4. It is impossible to study the impact of emission from display screens.

5. Cell phones definitively pose health risk.

Unit 19. Avoiding Health and Environmental Problems

Task 1. Answer the following questions.

1. What are many computer-related health problems caused by?

2. What activities may cause more serious and long-term injuries for casual users of computer systems?

3. What does ergonomics study? What is its major component?

4. Why are computer designers attempting to develop systems?

5. Can individuals develop a better work environment?

Task 2. State whether these sentences are true or false.

1. Many computer-related health problems are major.

2. Such continued stressors as repetitive motion, awkward posture and eyestrain can't cause more serious and long-term injuries.

3. Ergonomics has suggested a number of approaches to reduce health problems.

4. Flexibility is a major component of ergonomics.

5. In fact the revolutionary design of Apple's iMac computer came about through users' desire.

Task 3. Fill in the gaps with the appropriate words.

Plugging, docking station, wireless, glare, work stressors, ergonomics,
flexibility, built-in.

1. The computer screen may be hard to read, with … and poor contrast.

2. The hazardous activities associated with unfavorable conditions are referred to as … .

3. … has suggested a number of approaches to reduce health problems.

4. … is a major component of ergonomics.

5. Although the … keyboard is fine for short periods, anyone who will be using a notebook for long periods should consider … a monitor into a … and using a … keyboard.

Task 4. Find the words in the text that correspond to the following definitions.

1. The process of providing medical care.

2. The ability to make changes and deal with a situation that is changing.

3. Physical damage done to a person or a part of their body.

4. A device to which a portable computer is connected.

5. A feeling of liking someone or something more than someone or something else.

6. Using radio, microwave to transmit signals.

Task 5. Match the words with their definitions.

1) RSI	a) the study of the way furniture, equipment etc. can be designed so that it is easy and comfortable to use and produces the most benefits for the user
2) ergonomics	b) the condition of your body
3) design	c) the standard to which someone does something such as job
4) health	d) the way that something is made so that it works in a certain way and has a certain appearance
5) performance	e) repetitive strain injury: a painful condition of the muscles in the hands and arms, caused by doing repeated small fast movements, for example, while typing

Task 6. Discuss the following points.

1. Casual users can neglect possible computer-related health problems.

2. The study of designing and positioning computer equipment isn't of great importance.

3. Ergonomics of using a notebook computer is a problem.

4. Computers may be harmful to your health.

5. Each computer user should know the top ten most useful health Web sites.

Unit 20. Ethical Issues in Information Systems

Task 1. Answer the following questions.

1. Why do IS professionals believe that their fields offers many opportunities for unethical behavior?

2. How do you understand ethical issues?

3. Why are businesses responsible to society?

4. What organizations and associations have developed codes of ethics?

5. What is the code of ethics of AITP?

6. What is the code of ACM?

Task 2. State whether these sentences are true or false.

1. Many opportunities are offered for IS professionals in ethical behavior.

2. Businesses are not responsible to society.

3. Various organizations and associations promote ethically responsible use of IS.

4. The AITP has developed a code of ethics recently.

5. They are no standards of conduct for AITP members.

Task 3. Fill in the gaps with the appropriate words.

Enforce, confidential, initiated, maintain, obligation, responsibility,
consequences, fellow, pertaining, complaint.

1. I have an obligation to my … members.

2. The code of ethics is an … of every AITP member.

3. Everybody must know and respect existing law … to professional work.

4. Public understanding of computing and its … must be daily improved.

5. Any … against an AITP member must be in writing.

6. I shall not use knowledge of a … nature to further my professional interest.

7. Changes and complaints may be … by any company member.

8. Unethical behavior can be reduced by top-level managers who develop, discuss and … codes of ethics.

9. As a member of this Association I accept these obligations as a personal … .

10. Acquire and … professional competence.

Task 4. Find the words in the text that correspond to the following definitions.

1. Manner of acting, conduct, mode of action.

2. To diminish in size, to make less or lower.

3. Capable of making ethical and moral decision.

4. To appraise carefully, to find the numerical value.

5. To take to oneself in exclusion of others.

Task 5. Match the words with their definitions.

1) enforce	a) to be convinced of the truth, to have confidence, trust
2) stipulate	b) the act of binding oneself by promise or contract
3) believe	c) to add strength or emphasis
4) dignify	d) to invest with honor
5) obligation	e) to arrange to specify

Task 6. Discuss the following points.
1. Define the notion of computer ethics.
2. Outline the key question to ethical issues in information systems.
3. Explain how to formulate moral principles of computer ethics.
4. Identify the meaning of moral education.
5. Outline the levels of studies of computer ethics.

Рекомендована література

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