Working with words

1

1. In the first reading the security breach was theft of information from databases as a result of unauthorized access. In the second, the employee stole in full view of security cameras.

2. Personal information was stolen in the first case; DVDs and CDs were stolen in the second case.

3. A credit agency and its customers in the first case; the company where the thief was employed in the second case.

2

Security measures
password
security pass
security cameras
security staff
monitor

Security breaches
unauthorized access
identify theft
stealing
entering a system without passwords

4

1 safeguard 2 deter 3 monitor

5

1 insure … against
2 prevent … from / stop … from
3 check … for / scan … for
4 prevent … from / stop … from / deter … from
5 safeguard against / protect against
6 check … for / monitor … for / scan … for
Possible answers

protects against worms and hackers (anti-virus software)
deters burglars from breaking in (CCTV)
stops someone from logging in to private data (password)
insures against unauthorized entry (security pass)
scans for illegal objects (X-ray machine)
safeguards against thieves (burglar alarm)
prevents someone from opening a lock (lock and key)

Business communication skills

1

Some possible answers

ID card
+ easy to make, easy to check by photo
– can be forged, easy to lose, must be checked by people

PIN number
+ very secure, can be changed quickly, can be combined with swipe card for extra security – easy to forget, someone might steal it by watching

Key
+ cheap, small
– easy to lose, steal, or copy

2

1 current system is identity badges, new system is swipe cards
2 the advantage is that every person’s ID can be checked, the disadvantage is that staff will have to swipe every time they go through a door

3

1 f 3 e 5 b 7 l 9 j 11 i
2 h 4 d 6 g 8 c 10 a 12 k

4

a 1, 2, 6 b 3, 4, 12 c 8, 10, 11 d 5, 7, 9
**Student A notes**

**Current situation**
– problems with underground car park  
– employee’s bag stolen

**Changes**
– install CCTV in car park and corridors by the end of the month  
– these are connected to screens in reception

**Student B notes**

**Current situation**
– problems with virus on the network  
– hacker tried to read employee information

**Changes**
– install new software to scan computers  
– start new system of passwords  
– new password every month from department manager

**Practically speaking**

**Language at work**

1 a  
2 b

2

**present perfect simple:** b  
**present perfect continuous:** a

3

1 ‘ve been working  
2 ‘ve completed  
3 met  
4 ‘ve understood

5

1 result  
2 reason  
3 reason  
4 reason

6

1 Consequently = so / therefore / as a result  
2 In order that = so that  
3 because of = due to  
4 in order to = to
Case study

Discussion

1 - 3

Possible answers

1. The bad publicity for the security firm may mean that customers lose confidence in it and take their business elsewhere.
2. The company could write a letter to all of its customers and assure them of the security measures being used and any changes that are being made.
3. The company could – change its passwords more regularly – issue passwords to fewer people.

Task

2

Possible answers

<table>
<thead>
<tr>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  you could know about all the staff</td>
<td>very time consuming</td>
</tr>
<tr>
<td>2  limits information leaving the building</td>
<td>we need employees to be able to work from home</td>
</tr>
<tr>
<td>3  this would mean there are fewer staff to check (in 1)</td>
<td>it might be inconvenient to limit the numbers</td>
</tr>
<tr>
<td>4  limits information leaving the building</td>
<td>USB devices are more convenient than using laptops</td>
</tr>
<tr>
<td>5  makes sure everyone is aware of the situation and requirements</td>
<td>time consuming</td>
</tr>
<tr>
<td>6  would improve morale and stability</td>
<td>expensive and suggests you can’t trust employees</td>
</tr>
<tr>
<td>7  the information is centralized and controlled</td>
<td>impractical, inconvenient, and still means data can be accessed externally</td>
</tr>
<tr>
<td>8  will stop anyone without the password</td>
<td>people always forget passwords</td>
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