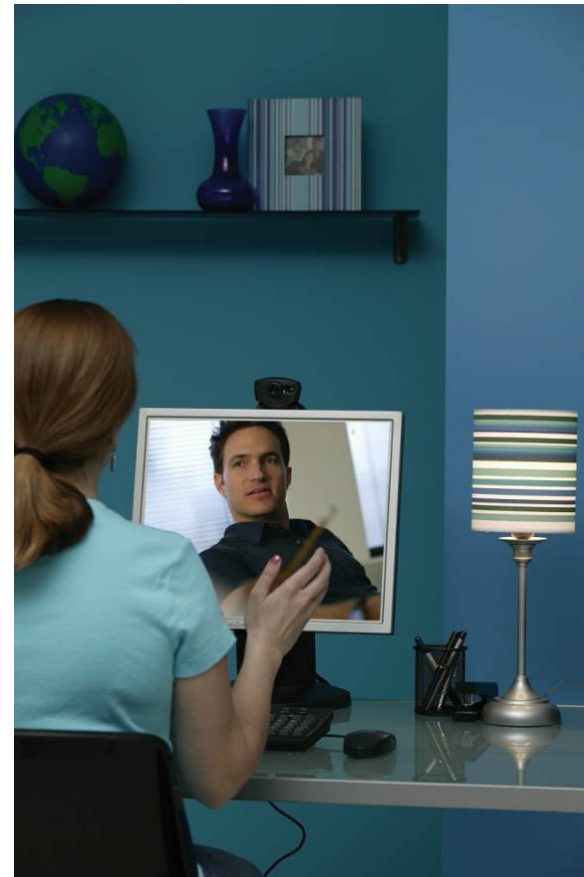# The impact of IT on the way we work

freeware
computer software that is available free on cd-rom or from the Internet.
Software that you use free for a short time and then pay for is called shareware

firmware
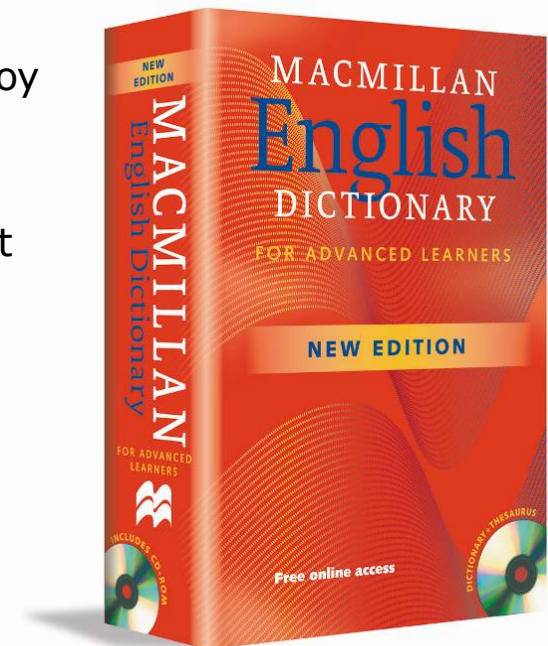instructions for a computer that are stored in a memory unit
rather than in software

malware
software such as a virus that is designed to damage or destroy
information on a computer

spyware
software put onto your computer without you realizing it that
sends information about you and your Internet use over the
Internet

Murphy's computer laws

- Any cool program always requires more memory than you have.

- No matter how good a deal you get on computer components,
 the price will always be lower the day after you buy them.

- The most frightening virus is the virus you do not know is already there.

- A computer is only as smart as the person using it.

- The more pop-up screens you have, the more likely the boss will come by.

- The smaller the size of your email account, the more junk mail you will get.

- The quickest way to shutdown a PC is to unplug it.

Conference calls versus one-to-one calls

Telephone conference call tips

Find a quiet location for the call. Make sure there are no noises like outside traffic or squeaky chairs.

Make sure there is an agenda for the meeting.

Take some time to get used to other people's voices with a few moments
of small talk at the beginning of the call.

Always introduce yourself when you speak during the meeting.

Take minutes of the meeting.

Don't let the conference call go on too long.

If you are chairing, make sure everyone gets the opportunity to contribute.

Don't talk over people.

Suggested answer

We realize that there is currently not enough parking space on the site, and we are making plans to solve the problem. The main difficulty at the moment is the area next to the logistics warehouse. If there was a fire, it would be very difficult for emergency vehicles to reach the fuel tanks behind the building. We must keep access roads to all buildings clear.
Please remember that cars should only be parked in the official car parks.
As from Monday 14 August we regret that we will have to remove any cars parked on access roads.
Thank you for your cooperation.

Suggested answer

To: All staff
From: Chris Webster, Department Manager
Date: today's date
Subject: Computer upgrades

We are implementing a new system for computer upgrades which will enable everyone in the department to get the equipment they need. As you know, we've been seriously over budget in the last two years; consequently some people didn't get an urgent upgrade, while other people got equipment they didn't really need.
Could you please complete the attached evaluation of your computer needs for the next two years? This will help us to budget for new equipment in advance.
Please return your evaluation to me by email as soon as possible, not later than the end of September.
Thank you for your help.

Answer

Tonye Ameobi

opinion of Saul
mistakes

bright, very ambitious

successes

he has irritated some of his colleagues

solutions recommended

he has increased transactions by 40%

invest in new equipment

Answer

Vincent Bonvalet

opinion of Saul

mistakes

successes

solutions recommended

too ambitious, empire building

computer system too centralized

increased our capacity

decentralize systems

Answer

Kehinde Ojukwu

opinion of Saul

mistakes

successes

solutions recommended

a very demanding manager
he has made the job too hard

he has raised salaries

recruit more staff

Answer

Joseph Ikpeba

opinion of Saul

nice young man

mistakes

not understanding the work culture

successes

getting rid of some of the old staff

solutions recommended

outsource our IT services