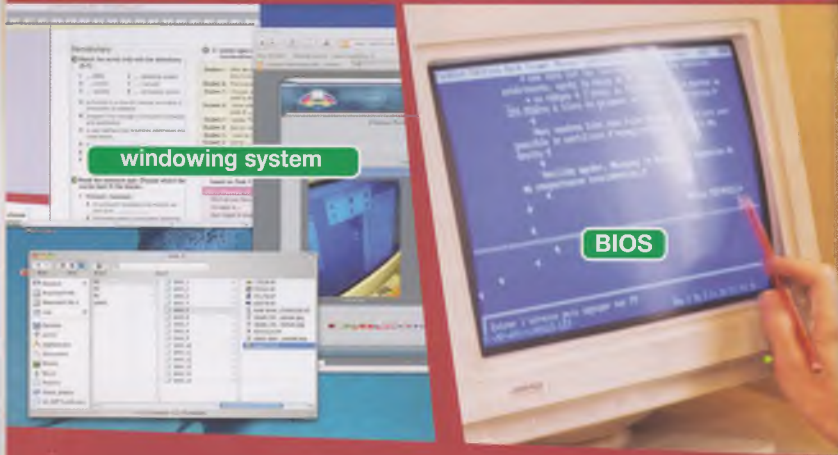


## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What types of software allow computers to operate?
  - 2 How do users manage a computer's hardware and software?

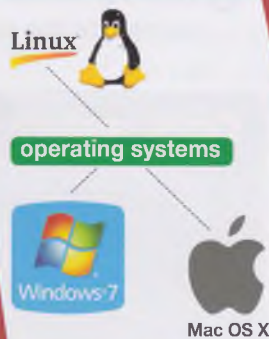


windowing system

BIOS



manually



operate

hardware

## Chapter 3

## System Software

A system software is any program that allows computers to perform basic operations. The earliest computers **operated** with only basic software support. Users **manually** entered commands into a computer. This required specialized knowledge and lots of patience.

Now, computers come with sophisticated **operating systems**. These systems manage both the **hardware** and software of a computer. Users **control** their computer's operations easily with **windowing systems**. These allow even beginners to perform complicated operations.

Most modern computers come with pre-installed **device drivers**. These control the unit's operating system. Other components ensure that peripherals work with the operating system. Sophisticated **BIOS** in the **firmware** performs this function.

## Reading

- 2 Read the textbook chapter. Then, choose the correct answers.

- 1 What is the main idea of the chapter?
  - A differences between old and new system software
  - B costs of developing different types of system software
  - C methods for developing system software
  - D types of jobs available for system software developers
- 2 Which of the following is a system software NOT used for?
  - A managing a computer's hardware
  - B allowing a user to enter commands into a computer
  - C letting a computer run applications
  - D installing firmware on a computer
- 3 What is the benefit of a windowing system?
  - A It manages a computer's device drivers.
  - B It simplifies computer operations.
  - C It costs less than basic support software.
  - D It allows users to enter commands manually.

## Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- 1 \_\_\_ BIOS                      4 \_\_\_ operating system  
 2 \_\_\_ control                 5 \_\_\_ manually  
 3 \_\_\_ operate                 6 \_\_\_ windowing system

- A to function in a specific manner according to instructions or software  
 B programs that manage a computer's hardware and applications  
 C a user interface that organizes information into visual boxes  
 D a set of instructions in firmware  
 E to have power over the way something functions  
 F done directly by a person, without automatic functions

3 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 firmware / hardware

- A A computer's keyboard and monitor are part of its \_\_\_\_\_.  
 B Information about a computer's operating system is stored in the \_\_\_\_\_.

2 system software / device driver

- A The \_\_\_\_\_ dictates how a computer interacts with peripherals.  
 B A \_\_\_\_\_ allows a user to run additional programs on a computer.

5 Listen and read the textbook chapter again. What do operating systems do?

## Listening

6 Listen to a conversation between two students. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The students are discussing scores on a recent quiz.  
 2 \_\_\_ The students completed an assignment on early system software.  
 3 \_\_\_ The man thinks modern operating systems are easier to use than manual systems.

7 Listen again and complete the conversation.

Student 1: What did you think of that assignment about early 1 \_\_\_\_\_?

Student 2: That was a really 2 \_\_\_\_\_!

Student 1: I thought so, too. I can't believe people used to enter everything manually.

Student 2: I know what you mean. I'm ready to study 3 \_\_\_\_\_.

Student 1: I agree. They're so much easier to use.

Student 2: Are you ready for the 4 \_\_\_\_\_?

Student 1: I need to review that 5 \_\_\_\_\_.

Student 2: Don't 6 \_\_\_\_\_ about device drivers.

Student 1: I'm not too worried about that.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*What did you think of ...*

*I'm ready to ... / Don't forget to study about ...*

Student A: You are a student. Talk to Student B about:

- what assignments you found difficult
- what subjects you enjoy studying
- what you will study for an upcoming quiz

Student B: You are a student. Talk to Student A about your assignments and an upcoming quiz.

## Writing

9 Use the conversation from Task 8 to complete the quiz on system software.

Write the function of each type of software in the space provided.

Software	Function
operating system	manages hardware, allows a user to perform functions
_____	allows a computer to interact with additional devices
windowing system	_____

QUIZ ON SYSTEM SOFTWARE



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## SHARP ALERT COMPUTING SYSTEMS

Security threats can cause serious damage to your computer. SharpAlert offers excellent **security software** to keep your computer safe.

**Antivirus Software** – Don't let unauthorized parties steal your personal information with **spyware**! And stop **viruses** before they destroy your computer. The SharpAlert Exviro package protects against all types of **malware**. It **quarantines** infected files. Then threat **removal** just takes one click.

**Firewalls** – Remember to update network security programs regularly. SharpAlert's Steelbar firewall **permits** access only to authorized users. It will **deny** access to anyone without proper credentials. Make sure your confidential information stays confidential!



security software

## SHARP ALERT COMPUTING SYSTEMS

### Scan & Clean

Current Progress  
HyperTerminal Icon Ext

removal

Stop Scan

Pause

Malware Found (Double-click for more information)

Name

malware

Status

Comments

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some threats to computer security?
- 2 How can users protect computers from security threats?

## Reading

2 Read the webpage. Then, mark the following statements as true (T) or false (F).

- 1 \_\_\_ The company's Exviro package includes protection against spyware.
- 2 \_\_\_ The antivirus software destroys files that are infected by malware.
- 3 \_\_\_ The webpage recommends using antivirus software instead of firewalls.

## Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 The purpose of the software is to not allow access to unauthorized users.  
\_ e \_ \_
- 2 The system allows access only after users enter their passwords.  
\_ \_ r \_ i \_ s
- 3 The engineer installed a program that protects a computer from various threats on the company's systems.  
s \_ \_ \_ r \_ \_ \_ \_ o f \_ \_ \_ r \_ \_



6 Place the correct words and phrases from the word bank under the correct headings.

**Word BANK**

removal malware virus spyware  
quarantine firewall antivirus software

Security threats	Security programs	Protective actions
_____	_____	_____
_____	_____	_____
_____	_____	_____

7 Listen and read the webpage again. What is the difference between spyware and viruses?

**Listening**

8 Listen to a conversation between a company manager and a software engineer. Choose the correct answers.

- What is the main idea of the conversation?
  - A how much damage was caused by a virus
  - B which information was stolen by a spyware program
  - C why the company should update its antivirus software
  - D what caused a failure in the company's firewall
- What prediction does the woman make?
  - A Unauthorized users will attempt to access the network again.
  - B The company's systems will be damaged by a virus.
  - C A new firewall will probably not be effective.
  - D The company's files will need to be quarantined.

9 Listen again and complete the conversation.

**Engineer:** Well, Mr. Clay. I 1 \_\_\_\_\_ from your company's system.

**Manager:** Oh, thank you! Our systems contain a lot of 2 \_\_\_\_\_.

**Engineer:** Yes, I can see that. If you don't update your 3 \_\_\_\_\_, you could really be in trouble.

**Manager:** Really? You think this will 4 \_\_\_\_\_?

**Engineer:** Whoever wanted your information is likely to 5 \_\_\_\_\_.

**Manager:** I guess we'd 6 \_\_\_\_\_ the company's antivirus software, then.

**Speaking**

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

If you don't ... you could ...  
You think this will ...  
I guess we'd better ...

**Student A:** You are an engineer. Talk to Student B about:

- security threats to his or her system
- consequences of the threats
- ways to prevent security problems

**Student B:** You are a company manager. Talk to Student A about security threats to your system.

**Writing**

9 Use the conversation from Task 8 to complete the email from a software engineer.

Dear Mr. Greene,

I am concerned about your company's computer security. When I inspected your systems, I discovered \_\_\_\_\_.

This is dangerous because \_\_\_\_\_.

To keep your systems safe, I recommend \_\_\_\_\_.

This will help because \_\_\_\_\_.

Let's meet to discuss this further.

Danielle Corwin

SharpAlert Computing Systems