

Lesson 27

Communications and Collaboration

Computer Literacy BASICS: A Comprehensive Guide to IC³, 4th Edition **Objectives**

- Explore communication methods.
- Identify the advantages of electronic communication.
- Solve electronic communication problems.
- Protect against viruses and other security risks.
- Engage in professional and effective communications.
- Use other e-mail options.
- Follow guidelines for electronic communication.

Vocabulary

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| <ul style="list-style-type: none">• filtering• fraud• hoax• logic bomb• netiquette• phishing• pyramid scheme• RDF Summary | <ul style="list-style-type: none">• spam• tagging• teleconferencing• time bomb• Trojan horse• urban legend• virus• worm |
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Exploring Communication Methods

- When you work with computers to communicate, you can use a _____ of electronic communication methods, including e-mail and texting.

Exploring Communication Methods (continued)

- Teleconferencing uses a telecommunications system to serve _____, permitting the live exchange and sharing of information between _____ or more people.
- Syndication (Really Simple Syndication, or RSS), also known as _____ Site Summary and _____ Summary, are formats widely used to share the contents of blogs.

Identifying the Advantages of Electronic Communication

- Electronic communication offers many advantages over other _____ of communication:
 - _____ restricted to a specific place and time

- You can use _____ and graphics
- You can use more than _____ type of correspondence
- _____ community building
- _____ document sharing

Identifying the Advantages of Electronic Communication (continued)

- Other advantages include:
 - _____ is almost instantaneous
 - _____ is minimal or even free
 - _____ is available from various devices
 - Forwarding and routing of messages can be accomplished in an _____.

Solving Electronic Communication Problems Lost Internet Connection:

- You may be able to _____ the problem with the Internet Connections troubleshooter.
- Your service provider's connection could be _____.
- Often, waiting a _____ minutes and then trying to send or receive messages results in success.

Problems with Downloading and Viewing E-Mail Attachments:

- Attachment is too _____ or too many attachments
- _____ software or e-mail program is blocking
- _____ or type of e-mail is being blocked
- E-mail delivery _____ refers to a returned or "bounced" e-mail.

Garbled Messages/No Guaranteed Delivery:

- Occasionally, e-mail and other transmissions _____ the Internet are lost or spliced together.

Solving Electronic Communication Problems

Lost Formatting:

- Not all e-mail programs support _____-formatted messages, so formatting is lost.

Lack of a Paper Trail:

- A paper _____ is a written record, history, or collection of evidence created by a person or organization in the course of activities. _____ all types provide this.

Hasty Responses:

- Don't send _____ replies that you might later regret.

Solving Electronic Communication Problems

Professional and Informal Communication:

- When writing professional communications, take _____ to be more formal.

Volume of E-Mail Replies:

- Netiquette refers to good _____ when communicating through electronic media.

Junk Mail (Spam):

- Just as with _____ mail, you might receive unsolicited messages in your inbox.

Solving Electronic Communication Problems**Frauds, Hoaxes, and Other False Information:**

- Electronic _____ is a computer crime that involves the manipulation of a computer or computer data to dishonestly obtain _____, property, information, or other things of value, or to cause loss.
- Phishing messages are personal information _____.
- Pyramid schemes are an illicit business model where _____ are based on the investor's ability to recruit other people who are enrolled to make payments to their recruiters.
- A _____ is an attempt to deceive an audience into believing that something false is real.
- _____ legends are stories that at one time could have been partially true but have grown from constant retelling into a mythical yarn.

Protecting Against Viruses and Other Security Risks Viruses:

- A program written to _____ data on a computer.
 - A _____ makes many copies of itself, consuming system resources so that the computer _____ down or actually halts tasks.
 - A time _____ does not cause its damage until a certain date or until the system has been launched a certain number of times.
 - A _____ bomb is triggered by the appearance or disappearance of specified data.
 - A Trojan _____ is a virus that does something different from what it is expected to do.

General Security Risks:

- The best way to protect data is to effectively _____ access to it using passwords, firewalls, or other methods.

Engaging in Professional and Effective Communications

- Content, _____, and format should be appropriate
- Personal and social messages can be _____ formal
- Select a method that _____ the purpose
- _____ quickly

- Messages should be _____ and to the point
- Include _____ subject per e-mail
- The _____ and recipients should determine the level of formality
- Don't duplicate or _____ information

Using Other E-Mail Options

- Control for _____ and spam.
- Protective tools and procedures include _____, encryption, antivirus tools, spam _____, and user education.

Using Other E-Mail Options Controlling Unsolicited E-Mail:

- You can filter your incoming e-mail messages to do the following:
 - _____ incoming messages into folders
 - Automatically _____ messages
 - _____ messages
 - Discard messages

Using Other E-Mail Options Filtering Mail by Mail Servers:

- E-mail servers are usually set up to catch _____ spam and remove it before it is transferred to users.

Following Guidelines for Electronic Communication

- _____ all messages for viruses
- _____ communication is appropriate before sending
- Apply _____ of netiquette and other policies
- _____ e-mail messages
- _____ up and archive correspondence
- Understand the sensitive nature of _____ sent online
- Be aware communication can leave an "electronic _____"
- Follow school and organization _____.

Summary

In this lesson, you learned:

- Teleconferencing uses a telecommunications system to serve groups, permitting the live exchange and sharing of information between two or more people.
- Syndication (Really Simple Syndication or RSS), also known as Rich Site Summary and RDF Summary, are formats originally developed to facilitate the syndication of news articles.
- Electronic communication offers many advantages over other types of communication. For example, the communication is not restricted to a specific place and time. Secondly, in

most instances, it uses text and graphics rather than voice. These tools also provide for different types of correspondence such as one to one, one to many, or many to many.

- Typical communication problems include failing to connect to the Internet or to your e-mail server. Being unable to download or view an e-mail attachment could be due to the size of the attachment, a virus in the message, the sender, or the type of e-mail.
- Communications etiquette, a combination of the words net and etiquette, refers to good manners and proper behaviors when communicating through electronic media.
- Fraud is a computer crime that involves manipulating a computer or computer data to dishonestly obtain money, property, or other things of value or to cause loss.
- A virus is a program that has been written, usually by a hacker, to corrupt data on a computer. The virus is attached to a file and then spreads from one file to another once the program is started.
- Computer security can keep hardware, software, and data safe from harm or destruction. The best way to protect data is to effectively control access to it.