Unit 3

Information Management

Focus

- **Recording and Storing Information**
- **Keeping Information Safe**
- **Filing Work**

1. Listening One：*Office Work Patterns*

Direction：*You will hear five short recordings. Each recording is followed by three different statements decoding it. Choose the correct statement, and mark one letter (A, B or C) for the correct choice.*

1

    A. Flexible patterns of work include hot-desking.

    B. Flexible patterns of work include job-sharing.

    C. Flexible patterns of work include tempting.

2

    A. Teleworkers can have more time caring for family.

    B. Teleworkers may work longer hours.

    C. Teleworking can improve teambuilding.

3

    A. Work involved in computer is unsuitable for job-sharing.

    B. An artist cannot split his work with a partner.

    C. A trainer cannot split his work with a partner.

4

    A. In the future, more people may work at home.

    B. In the future, people may not work.

    C. In the future, computer will do most work for us.

5

    A. Flexible schedule is effective to motivate all the staff.

    B. Flexible schedule is effective to motivate those who "work to live."

    C. Flexible schedule is effective to motivate those who "live to work."

2. Listening Two: *Computerized Filling System*

Direction: *Fill in the blanks with the words/phrases or sentences you've heard about Computerized Filling System.*

Computerized filling system

In a computerized filling system _____(1) is kept by using different types of _____(2) packages such as database and spreadsheet. Information can also be _____(3) on other forms of _____(4) storage such as floppy disk, network location, CD-ROM, etc., according to different purposes or conditions.

Advantages of computer filling system

➢ Speed of _____(5): information stored on network systems can be easily and quickly retrieved and located by staff in different departments.

➢ Space-effective: disks and CD-ROMs can store large amount of information.

➢ Easy _____(6).

➢ Paperwork-reduction: a considerable amount of paper work can be reduced.

➢ Greater security by using _____(7).

➢ Files are not removed when access is made to them.

Disadvantages of computer filling system

➢ Knowledge-requirement: staff need to have certain knowledge of computer to operate or _____(8) this system.

➢ Expensive equipment is required.

➢ It takes time to input data and verify it using a keyboard.

➢ _____(9).

➢ The danger of an operator accidentally erasing data from the memory of a computer.

➢ _____(10).

➢ Information will not be able to be retrieved when there is a power cut or a system breakdown.

3．Speaking One：*Keeping Information Safe*

Direction：*Mini-presentation. You are asked to give a short talk about three minutes on a business topic with one-minute preparation.*

What is important when keeping computerized information safe？

- Internet Connection
- Back-up duplicate copies
- Using write-protect tags on system disks

Expressions for reference:

- ➢ Security should be the first concern…
- ➢ connect to the Internet
- ➢ set up a network
- ➢ hacker attack
- ➢ install firewall software and keep it up to date
- ➢ Special attention should be paid to…
- ➢ keep back-up duplicate copies of disks
- ➢ use codes for computer and file access
- ➢ use write-protect tags
- ➢ safeguard computerized data against

4．Speaking Two：*Microfilming Filing*

Direction：*Four or five students in a team make a group discussion about the given topic Microfilming Filling, and then make presentation with the help of expressions given for reference.*

Expressions for reference:

Advantages of a microfilming filling system.
- ➢ Space is saved as bulky files are reduced to film
- ➢ It is cheaper to mail a microfiche of a document than the originals in full size
- ➢ Duplicate copies of documents can be filed so that they are available in case of damage to originals by fire
- ➢ Film is more durable than paper and provides a much more permanent record

Disadvantages of a microfilming filling system.
- ➢ Expensive equipment is needed

➤ Inconvenience of having to use a reader to read the documents

➤ Any particular section on reel or cassette is not easy to locate quickly when needed

➤ It takes time to film the documents and index them

5．Reading One：*Keeping Information Safe*

Direction：*Read the following passage and finish the exercises given.*

Information is important to the organization. Care has to be taken to keep information secure and to ensure that it is not lost, stolen, or left lying around, as applied to both paper and computerized information. It is essential that those who deal with information and records（usually the secretary takes such responsibility）should be aware of their responsibilities and constantly alert to any attempts made to breach confidentiality and leak information. Any suspicious circumstances must be reported to higher authority.

Security of Paper Documents.

Awareness should be raised to develop good working habits when dealing with paper-based records.

➤ Documents should be filed immediately. Don't leave them on desks.

➤ Documents should be stored in fireproof cabinets.

➤ Filing cabinets should be kept locked.

➤ Office doors and desk drawers should be locked when leaving office.

➤ Never leave confidential records lying around when you leave your office. Be sure to lock them away when they are not in use.

➤ If confidential documents have to be reproduced on a copier, it may be desirable for the secretary to do this to ensure that the contents are not disclosed to others.

➤ Remove the original copies from the glass plate in the photocopier immediately on completion of copying.

➤ Information/files should be released only to authorized members of staff and a signature obtained.

➤ Any confidential or secret documents no longer required should not be put in the waste paper bin but destroyed in a shredder.

➤ When faxing confidential information ensure the receiving equipment has secrecy facilities. If not, telephone the addressee prior to faxing so that he or she is waiting at the fax machine to collect the information.

Security of Computerized Documents.

Special attention should be paid to safeguard computerized data against information loss or leakage.

➤ Keep back-up duplicate copies of disks in a secure place.

➤ Keep the password confidential and changed frequently.

➤ Use codes, known only to users, for document file access.

➢ Use write-protect tags on system disks against attacks or alteration and do the multiple backups when necessary daily, weekly, monthly or quarterly.

➢ Take as much care over confidential computerized data and recorded data on dictation machines as you would with documents.

➢ Inform your manager immediately of any breaches of security you see or which are brought to your attention.

➢ Security should be the first concern for anyone who's connected to the Internet. When you set up a network, consider the security of every possible access point that is left exposed to attacks by hackers. Install firewall software and keep it up to date on every computer on your network.

➢ Attention should also be paid to ensuring computer security.

➢ Properly place the computer, lest the screen be read by visitors or passers-by.

➢ Scroll up the page quickly, or switch off VDU (Visual Display Unit) if a visitor approaches.

➢ Never leave confidential printouts on the desk.

➢ Check with your supervisor before sending information to anyone who asks for it.

➢ Computers may have an alarm system fitted to warn off potential thieves.

➢ Scan for virus frequently, and it is essential to always keep backup copies of work.

➢ Exit programs correctly and close off applications when leaving the desk.

➢ Save data regularly and store disks correctly.

Notes

1. confidentiality *n.* the state of being secret

The contractor violated the terms of his confidentiality agreement.

承包商违反了保密协定的条款。

(*Word Comparison*)

(1) confide *v.* reveal in private; tell confidentially

(2) confident *adj.* having or marked by confidence or assurance

(3) confidence *n.* freedom from doubt; belief in yourself and your abilities

(4) confidential *adj.* (of information) given in confidence or in secret

Nowadays girls seldom confide in their mothers.

现在的女孩很少对母亲吐露心事。

Your encouragement made me more confident of my future.

你的鼓励使我对自己的未来更加有信心。

The worst barrier to your success is not lack of money, but lack of confidence.

你成功最大的障碍不是缺钱,而是缺乏信心。

He has been on confidential missions to Berlin.

他前往柏林执行秘密任务。

2. filing cabinet 文件橱

   kitchen cabinet 餐具橱

   medicine cabinet 药箱

   the President cabinet 总统内阁

   cabinet council/meeting 内阁会议

   cabinet minister 内阁部长，内阁大臣

3. release *v.* make（information）available for publication；make available

   The new trade figures have just been released.

   新的贸易数字刚刚公布。

   （*Word Family*）

   （1）increase *v.* make bigger or more

   （2）decrease *v.* make smaller or less

   （3）please *v.* give pleasure to or be pleasing to

   （4）cease *v.* put an end to a state or an activity

   Wide reading will increase your vocabulary.

   博览群书会增加你的词汇量。

   They are making further efforts to decrease military spending.

   他们正在做进一步的努力来减少军费开支。

   Those new ideas will never please the old guard.

   那些新的思想绝不会使保守分子高兴。

   The old man ceased breathing the night before.

   老人前一天晚上停止了呼吸。

4. multiple *adj.* having or involving or consisting of more than one part or entity or individual

   He is the person with multiple injuries.

   他就是那个多处受伤的人。

5. breach *n.* a failure to perform some promised act or obligation

   The Union officials denounced the action as a breach of the agreement.

   工会负责人谴责这一行动破坏了协议。

6. potential *adj.* existing in possibility；expected to become or be

   It's important to draw out a child's potential capacities.

   发掘孩子的潜在能力是很重要的。

7. regularly *adv.* in a regular manner

   Take the medicine regularly three times a day.

   定时吃药，每天三次。

Exercises

Task One Choose the best answer to fill in the blank.

1. Any _____ circumstances must be reported to higher authority.

   A. curious   B. anxious   C. suspicious   D. dangerous

2. Remove the original copies from the glass plate in the photocopier immediately on _____ of copying.

    A. completion   B. elaboration   C. construction   D. frustration

3. Information/files should be _____ only to authorized members of staff and a signature obtained.

    A. ceased   B. decreased   C. increased   D. released

4. If not, telephone the addressee _____ faxing so that he or she is waiting at the fax machine to collect the information.

    A. superior to   B. inferior to   C. prior to   D. stick to

5. Keep the password confidential and changed _____ to every detail.

    A. occasionally   B. frequently   C. immediately   D. rarely

6. Use write-protect tags on system disks _____ attacks or alteration and do the multiple backups when necessary daily, weekly, monthly or quarterly.

    A. to   B. with   C. about   D. against

7. Properly place the computer, _____ the screen be read by visitors or passers-by.

    A. lest   B. regarding   C. despite   D. with

8. Computers may have an alarm system fitted to _____ potential thieves.

    A. put away   B. warn off   C. deal with   D. depend on

Task Two   Decide whether the following statements are true or false according to the text.

1. (   ) Morale should be raised to develop good working habits when dealing with paper-based records.

2. (   ) Office doors and desk drawers should be opened when leaving office.

3. (   ) Keep the original copies from the glass plate in the photocopier immediately on completion of copying.

4. (   ) Take as much care over confidential computerized data and recorded data on dictation machines as you would with documents.

5. (   ) Check with your supervisor before sending information to anyone who asks for it.

Task Three   Translate the following sentences from the text into Chinese.

1. Never leave confidential records lying around when you leave your office. Be sure to lock them away when they are not in use.

    _____

    _____

2. Any confidential or secret documents no longer required should not be put in the waste paper bin but destroyed in a shredder.

    _____

    _____

3. When faxing confidential information ensure the receiving equipment has secrecy facilities.

_____

_____

4. Inform your manager immediately of any breaches of security you see or which are brought to your attention.

_____

_____

5. Scan for virus frequently, and it is essential to always keep backup copies of work.

_____

_____

6. Reading Two：*Effective Filing*

Direction：*Read the following passage and choose the best answer to fill in the blanks.*

Whether you work in a big or small business company, as a secretary, you need to be able to operate at your desk quickly and easily. _____(1) management is a relatively easy task that can be made easier by a few filing tips.

    A. Machine   B. Stationery

    C. Computer   D. Document

Sit at your desk for a few minutes and _____(2) where you will look for things.

    A. figure out   B. carry out

    C. take out   D. make out

I have a drawer to the right of my desk. When I first set up my filing system, I didn't have anything in it. When I looked for stamps, paper clips or my stapler, it was the first place I would look, even though I knew it was empty. So naturally I put the stamps, paperclips and the stapler in that drawer. For me, it was the natural home for those items. Everyone approaches this _____(3)：what works for one may not work for another.

    A. naturally   B. similarly

    C. differently   D. identically

Now that you know where you will naturally look for information, you must decide whether an alphabetical, numerical or subject _____(4) system will work best for you.

    A. teaching   B. filing

    C. collecting   D. working

Do you search for things _____(5) the client's name? The category? By reference number? This is a critical step, as it will determine how you will lay out your filing system. Do this before you buy anything for your filing system.

    A. leaving behind   B. putting away

C. according to   D. setting aside

Next, roughly determine your storage needs.

Do you have a large number of files that you access on a daily basis? Do you only access your files weekly? The answers will determine if you need a desktop file holder, a two-drawer filing cabinet or a four-drawer filing cabinet. Allow for growth when looking at filing cabinets and buy something to contain twice the files you think you will have. This will limit the number of times you will have to _____(6) your filing system.

A. reorganize   B. organize

C. reprogram   D. program

Invest in a good labeling system for clarity and easy access.

_____(7) will save you more filing time than you can imagine. Most companies can provide samples that put together the most popular word processing software.

A. Clarity in documenting   B. Unclarity in documenting

C. Clarity in labeling   D. Unclarity in labeling

Now you are ready to buy file folders.

The best investment is usually to buy colored hanging folders and plain file folders for the filing system. Secretaries use colored hanging folders for two reasons: _____(8) for categories. For example, all the client files are in yellow hanging folders; blue folders contain financial information and red is for marketing.

A. hardly available and ease of recognition

B. hardly attachable and ease of combination

C. easily unavailable and ease of improvement

D. easily available and ease of recognition

7. Writing: *Office Memo*

Writing Guide

A memorandum (abbrev.: memo) means "It must be remembered (that)...." It is therefore a note, document or other communication growing out of a need to streamline correspondence to communicate swiftly, directly, and concisely among employees of the same company. It can include any type of organizational information—from brief notices of meetings to full analyses which may be used in a business office.

An office memo serves many purposes. It may make a request, give instructions, make announcements, or answer request. The memo provides a written record of the date of the communication, the message, the name of the sender, and the name of the recipient.

The interoffice memo form is usually a very simple one. It does not ordinarily include the attractive design, color, and printed heading of the letterhead. It usually includes five parts: date, the recipients, the sender, subject, and the body of the memo.

Document Specimens

Specimen 1

To：　Department Managers
From：　Training Manager
Date：　November 24, 2013
Subject：In-service Computer Classes

➢ From Monday, December 10, computer classes will be held in the training center. There will be two groups：Intermediate Level (8:30 a. m. —10:00 a. m.) and Advanced Level (10:30 a. m. —12:00 a. m.)；

➢ Please encourage your staff to attend one of the sessions. All teaching materials will be provided. Students will be expected to do homework and preparation outside working hours；

➢ Please send me a name list of those who are interested by noon on Friday, November 28th；

➢ The size of each class will be limited to 16 participants.

Specimen 2

MEMO

To：　All employees
From：　Jack Boltra
Date：　April 15th
Re：　updating telephone numbers

As of June 1st, all telephone numbers in our area will be updated to eight numbers, that is plus 2 before your original numbers. Please correct your files.

Specimen 3

MEMORANDUM

To：　See distribution list below
From：　Rocky Rivers
Date：　November 10th
Re：　Shanghai Power Plant Revamping Proposal