13b | *Virus*

Letter

RAPIDFIRE TOYS & GIFTS

Rapidfire House, The Causeway, London E17 9HE
Tel: 0181-957 8787 Fax: 0181 957 9310

Rapidfire

Attn: Teresa Landers
Customer Services Manager
Comtech Ltd
11-13 St Stephen's Business Park
Oxford OX2 6TT

Ref: 1/LB 1312
13 December

Dear Ms Landers,

Following our telephone call yesterday, I am writing to you to explain in full my complaint.

On 5th October one of your engineers installed 25 personal computers in our company. The machines were on a local area network: connected to each other and to 50 other computers in the company. You installed RF Stock, the software you designed for our offices in Stuttgart. The network was intended for processing orders and inventory control

We turned the computers on to find that everything seemed to be working perfectly. That is until yesterday, 12th December, at 12 noon. At that moment all 75 computers went down together.

Our IT manager could not find the cause of the problem and rang your customer services department. But within 15 minutes the computers came back on. Each had a message on the screen reading 'Merry Christmas' and all the information on their hard disks had been trashed. We were the victims of a computer virus.

We back up at the end of every working day, so only four hours information was lost. However, at this time of year four hours work can represent a lot of money. We do 75% of all our business for the year in the eight weeks leading up to Christmas. In addition, the whole company was down for the rest of the day and the following morning while the system was disinfected and the software was reinstalled. (I would like to thank you for your prompt attention in respect of this service.)

In the opinion of our IT manager the virus can only have come from the software you installed. We are not linked to any network outside the company and the machines have a security system (recommended and installed by your company) which prevents any alien software being installed. I would appreciate a meeting with you at the earliest possible date.

Yours sincerely, *Larry Burgoyne*

Larry Burgoyne, Managing Director

COMTECH LTD

**11-13 St Stephen's Business Park,
Oxford OX2 6TT**
VAT number:

To: Rapidfire Toys & Gifts
Invoice: 112/AO 4556
Date: 7 October

Description	To Pay
25 Banshee personal computers as per attached specifications sheet	19,975.00
Software as agreed (LAN, operating systems, 'RF Stock' & utilities)	3,125.00
Labour (12 hours at £26 per hour)	312.00
Total	23,412.00
VAT at 17.5%	4,097.10
Total to pay	27,509.10

Signed

Roy Walsh

Roy Walsh, Finance Director

PAID
10 November

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13c | *Virus*

Reward Upper-intermediate
Business Resource Pack

Memos

COMTECH MEMO

From: T. Landers, Service Manager
To: P. Hasse, Deputy Service Manager
Re: Rapidfire Virus
Date: 18 December

As you know, Rapidfire are upset. They want to meet this week, but unfortunately I have to go to Cairo to see our Egyptian clients. I'm sorry to give you such an awful job, but could you have the first meeting with them? It's tomorrow at 2pm in their offices with the IT Manager whose name is Sanchez. Apologise for my absence and give them a chance to express their feelings. Sympathise but do not admit any responsibility. There are lots of possible causes: an angry employee who hacked into the system, industrial sabotage... The technician we sent to disinfect the system and reinstall the software says it was a common virus. Anybody could get hold of a copy and add their own screen message. We guarantee the machines and software for 12 months against defects, but I don't believe this was a defect in our work.

Once again, sorry.

Teresa Landers
Teresa Landers

MEMO

Rapidfire

From: L Burgoyne, General Manager
To: F Sanchez, IT Manager
Re: Comtech Virus
Date: 18 December

Dear F,

The first meeting with Comtech is tomorrow at 2pm. They're coming to us. Can you represent Rapidfire? I feel that as IT Manager you will give us more authority. We probably won't get an offer of compensation tomorrow, but it is essential that we get something from them that can be construed as an admission of liability. For example, they sent a technician to disinfect the system and reinstall the software. If they agree not to bill us for this service it would imply that they were making good their own work. Another possibility would be a large discount on the original work – say 25%. Please don't feel that I'm asking you to do anything unethical. I am sincerely convinced that the virus came in with their software. This has cost us, at a conservative estimate, £45,000.

Best regards,

Larry Burgoyne
Larry Burgoyne

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Virus Worksheets **13b** and **13c**

ACTIVITY
Groupwork and pairwork: reading, speaking

AIM
To act out a negotiation based on a complaint.

GRAMMAR AND FUNCTIONS
Negotiating

VOCABULARY
to install, local area network (LAN), software, to go down (of a computer), hard disk, to trash information, to back up, to disinfect a system, virus, operating system, utility, IT (information technology), to hack into a system, screen message, industrial sabotage, guarantee, defect, admission of liability, to bill someone, a discount, unethical, a conservative estimate, to process an order, inventory control, VAT, invoice

PREPARATION
Make one copy of Worksheet 13b for each student.
Make one copy of Worksheet 13c for each pair of students and cut it in two as indicated.

TIME
30-40 minutes

PROCEDURE
1 Brainstorm as many words as possible about computers in 3 minutes and write them all on the board.

2 Tell the students they are going to look at a situation involving a computer virus. Ask them what they know about viruses.

3 Give out copies of Worksheet 13b

4 Allow about 5 minutes for reading and then ask some comprehension questions. For example: *What are the names of the two companies? How many PCs did Comtech install in Rapidfire? What does Rapidfire use the PCs for? What did it cost? When was the invoice paid? What was the problem? Why is December an especially bad time for Rapidfire to have problems?*

5 Divide the class into two equal sized groups: *Rapidfire* and *Comtech.*

6 Give out the appropriate memos from Worksheet 13c.

7 Allow a few minutes for reading and discussion of the situation.

8 Ask the students to work in pairs, a *Rapidfire* and a *Comtech* representative in each, to act out the meeting.

9 When the meetings are finished (10-15 minutes) compare notes about what happened.

FOLLOW-UP 1
Students write memos to their bosses (see original memos) summarising the meeting.

FOLLOW-UP 2
Students write letters to summarise their positions and make proposals from one company to another.