**Lesson 27 – Communications and Collaboration Research and Share**

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| **Work Stations** | **Research your answers. Report to the class. Use the Presentation and your computer. Write in the space provided. You can also write on the back of this paper.** |
| **1 and 2** | What is “teleconferencing”? How is it used in business and at home? What is RSS? (p. 5, 22) |
| **3 and 4** | What are advantages offered by electronic communication? (p. 6, 7, 23) |
| **5 and 6** | What is the Internet Connections Troubleshooter? Communication problems include: (p. 8 , 9, 10) |
| **7 and 8** | More electronic communications problems can include: (p. 11, 12) |
| **9 and 10** | Even more electronic communications problems can include: (p. 13, 14) |
| **11 and 12** | Viruses: What is a “WORM” and what damage can it cause? What is a TIME BOMB? (p. 15) |
| **13 and 14** | What is a LOGIC BOMB and a TROJAN HORSE? Give examples. How can you protect yourself? (p. 16) |
| **15 and 16** | How do you engage in professional and effective communications? Discuss each point on slide 17. |
| **17 and 18** | What is meant by “filtering mail by mail servers?” Why would you like this? (p. 20) |
| **19 and 20** | Identify the Guidelines for Electronic Communication on slide 21 and explain how they can help you. |
| **21 and 22** | What is meant by “communications netiquette”? Give an example of “good” and “bad” netiquette. (p. 24) |
| **23 and 24** | Define “fraud”. What is the best way to protect your data? (p. 25) |
| **25 and 26** | Define the following terms: hoax, pyramid scheme, urban legend |
| **27 and 28** | Define the following terms: RDF Summary, phishing, virus (p. 25) |