

levels of the English language proficiency of group mates, a limited number of hours, profession terminology and many other. An important factor in the success of training is the motivation. Modern techniques enable students to maintain and generate motivation.

I would like to mention that the method of distance learning has many advantages over other methods of learning a foreign language. You need only have a computer and Internet access. Using this method, a student may learn the language, as well as easily prepare for the exams. During the distance learning student can maximize the learning activity.

Despite the fact that this is not the usual way of learning the English language, this method is becoming more and more popular, both for further self-study of special subjects, and the English language.

Independent learning plays an important role. Therefore, one main task of the teacher during organization of independent work of students who study ESP (English for Specific Purposes) is a development of forms and methods of organization of monitoring of performance of independent work. Control of independent work of the teacher includes the answers to a test or test questions; the test papers, reports, checking notes with grammar and vocabulary exercises; checking home reading; the oral themes, etc.

So, the independent work of students when studying ESP is an integral part of the learning process. Independent work contributes to the deepening and expansion of knowledge and the formation of interest in cognitive activities. The main objective of the ESP course is not only to acquire terminology on your or specialty but to master the basics of the English language as well as to create conditions for implementing this knowledge on practice and become highly skilled specialists.

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ADVANTAGES AND DISADVANTAGES OF HELPDESK

Helpdesk, sometimes it is called asservice desk, it is informationproblem solving support system, which is applied to computers, hardware and software. Helpdesk is an important component of ITIL. These systems can detect problem areas of IT infrastructure and subject to scrutiny effectiveness of the IT department.

Customer's Support HelpDesk (helpdesk, Helpdesk, Service Desk) includes:

1. Having three levels of support: the HelpDesk specialists, engineers, leading specialists; escalating problems on the levels in accordance with the category of difficulty.

2. HelpDesk Service Manager, Service Desk at the head of the team for the management and supervision of the implementation of tasks; Customer Relationship Management.

3. Scalability, it increases the number of teams HelpDesk, Service Desk up to 2-3 times if necessary (execution of complex projects in a short time); support during off-hours and weekends when necessary

4. Specialized software for recording and tracking HelpDesk service tasks, Service Desk – ALP TimeManager; provision of on-demand reports for the week / month / year.

5. Management Knowledge Base HelpDesk (helpdesk), Service Desk based on technology Wiki

Helpdesk provides:

1. Single point of contact for support. Easy and intuitive mechanism for customers will more quickly solve their problems.

2. The standard way to register and issue tasks to specialists.

3. Control the sequence of work performed spent time and resources.

4. Appointment of priority needs depending on the type of query specific user or other circumstances.

5. Keeping the knowledge base of past queries, allowing professionals to solve quickly these problems.

6. Escalation requests and incidents, alert the relevant administrators.

7. Reporting costs time and money to query.

Problem Management.

The goal of Problem Management is to establish the root cause of the problem and, as a result, the prevention of incidents. Problem Management includes proactive (anticipatory) and reactive activities. The aim of the reactive components of Problem Management is to find out the root cause of past incidents and the preparation of proposals for its elimination. Proactive Problem Management helps to prevent accidents by identifying weaknesses in the infrastructure and the preparation of proposals for its improvement.

Problem Management ensures that:

1. Existing and regularly occurring errors are identified, documented and tracked;

2. Error symptoms, permanent or temporary solutions are documented;

3. Submit a change request for the purpose of infrastructure modifications;

4. Preventing the emergence of new incidents.

Reporting to provide services can be used to formalize the relationship between users of information systems and enterprise IT service. The expected level of support (reaction time to requests and execution of requests, the type of services provided) can be verified and aligned with finance department and the number of IP.HelpDesk reporting system can also detect patterns in the flow of requests received, thus highlighting the "bottlenecks" in the infrastructure business.

HelpDesk system can also be integrated with the means of keeping computer equipment. Thus control over the number and types of equipment can be joined, and there is always information about whether the organization has equipment that meets certain requirements (for example, to replace faulty).

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ECONOMIC SECURITY OF ENTERPRISE AS OBJECT OF MANAGEMENT

The problem of maintaining security of any enterprise has always been a priority, and the assessment of economic security of a company is gaining increasing importance. Economic security or financial security is the condition of having stable income or other resources to support a standard of living now and in the foreseeable future.

Economic security is a practical category that describes the state of protection of social and economic relations at all levels. For the company the same category means the state of the enterprise security against possible threats and adverse external environment and the ability to adapt quickly to existing conditions that do not adversely affect its operations. The financial mechanism is a set of system building blocks, organic interaction which enables the achievement of key financial goals of the company.

The effectiveness of economic security is confirmed with the operational use of corporate resources and entrepreneurial opportunities that will positively affect the activity of the company – a stable operation and dynamic scientific and technological development, avoidance of internal and external influences and threats.

As the object of management, economic security has certain characteristics of dynamic system, such as flexibility, performance, reliability and manageability. Under the management of economic security system we mean a series of methods and activities of operational and strategic nature, which are used to prevent internal and external threats.

Among measures for economic security we can name:

1. Conducting analysis.
2. Evaluation of external influences on each functional component.
3. System development and developing preventive measures on their basis.

The main factors affecting economic security are economic potential, competitiveness, efficiency of the financial system, innovation, scientific and technological level of development and so on. The stability of operations, safety of personnel and profitability are the results of economic security.

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