Б1.О.08 Иностранный язык делового и профессионального общения
(индекс, наименование дисциплины в соответствии с учебным планом)

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ДОКУМЕНТ ПОДПИСАН
ЭЛЕКТРОННОЙ ПОДПИСЬЮ

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1. Перечень планируемых результатов обучения по дисциплине, соотнесенных с планируемыми результатами освоения образовательной программы

Дисциплина Б1.О.08 Иностранный язык делового и профессионального общения обеспечивает овладение следующими компетенциями:

ОТФ/ТФ и реквизиты ПС *(при наличии)*	**Код компетенции**	**Наименование компетенции**	**Код индикатора достижения компетенций**	**Наименование индикатора достижения компетенций**	**Образовательный результат**
	УК-4	Способен применять современные коммуникативные технологии, в том числе на иностранном (ых) языке(ах), для академического и профессионального взаимодействия	УК-4.1	Организует и осуществляет коммуникативное взаимодействие в профессиональной и академической среде на русском языке	УК-4.1. З-1. Знает содержание современных приемов и технологий деловой коммуникации на русском и иностранном языках в управленческой деятельности УК-4.1. У-1. Умеет использовать приемы и технологии деловой коммуникации на русском и иностранном языках в государственном и муниципальном управлении
			УК-4.2	Организует и осуществляет коммуникативное взаимодействие в профессиональной и академической среде на	УК-4.2. З-1 Знает межкультурные нормы и правила деловой и академической коммуникации. УК-4.2. У-1. Умеет осуществлять устную коммуникацию в монологической и диалогической формах в профессиональной и научной среде УК-4.2. У-2. Умеет

				иностранном языке	использовать основные термины и понятия государственного управления в общении на иностранном языке. УК-4.2. У-3. Умеет создавать и оформлять письменные профессиональные и академические тексты на иностранном языке
	УК-5	Способен анализировать и учитывать разнообразие культур в процессе межкультурного взаимодействия.	УК-5.1	Демонстрирует способность распознавать, интерпретировать и правильно реагировать на разнообразие культурных кодов в процессе межкультурного взаимодействия	УК-5.1. З-3. Знает основные показатели межкультурного взаимодействия, культурного разнообразия, обеспечения социальной безопасности развития территории УК-5.1. У-2. Умеет определять основные показатели, межкультурного взаимодействия, культурного разнообразия, обеспечения социальной безопасности развития территории
	ОПК-4	Способен организовывать внедрение современных информационно-коммуникационных технологий в соответствующей сфере	ОПК-4.1	Осуществляет выбор способов и методик соблюдения требований к языковой и деловой культуре в ходе служебной деятельности с	ОПК-4.1. З-1. Знает современные информационно-коммуникационные технологии, используемые профессиональной деятельности и обеспечивать информационную открытость деятельности органа власти ОПК-4.1. У-1. Умеет использовать информационно-коммуникационные технологии для

		профессиональной деятельности и обеспечивать информационную открытость деятельности органа власти.		учетом профессиональных задач	осуществления деловой коммуникации в профессиональной деятельности, в том числе на иностранном языке ОПК-4.1. У-2. Умеет демонстрировать навыки обеспечения информационной открытости деятельности органа власти

2. Формы аттестации и оценочные материалы для текущего контроля успеваемости обучающихся и промежуточной аттестации по дисциплине

2.1 В ходе реализации дисциплины Б1.О.08 Иностранный язык делового и профессионального общения используются следующие формы текущего контроля успеваемости обучающихся (в том числе, для контрольных заданий):

Тестовые задания, устный опрос, ситуационные задания, дискуссия / эссе (доклад, сообщение).

2.2 Оценочные материалы для текущего контроля успеваемости обучающихся (в том числе, для формирования контрольных заданий):

Вопросы для устного опроса:

Раздел 1. Профессиональная коммуникация и современные технологии взаимодействия в государственном управлении

Тема 1. Деловая коммуникация и корреспонденция. УК-4.1

1. How does business communication in public administration differ from general communication practices?
2. What are the structural and linguistic requirements for official written communication?
3. How do digital communication tools transform business correspondence in the public sector?
4. What risks arise from improper business communication in governmental contexts?
5. How can clarity and conciseness be achieved in official documents?
6. What role does communicative etiquette play in official correspondence?

7. How does multilingual communication affect public administration processes?

Тема 2. Деловые переговоры. УК-5.1

1. What distinguishes negotiations in public administration from commercial negotiations?
2. How do cultural factors influence negotiation strategies?
3. What are the key competencies required for effective negotiation in a multicultural environment?
4. How can conflicts in negotiations be transformed into constructive outcomes?
5. What ethical considerations must be observed in public sector negotiations?
6. How does power asymmetry affect negotiation processes?
7. What are the risks of ignoring cultural differences in negotiations?

Тема 3. ИКТ в государственном управлении. ОПК-4.1

1. How does ICT contribute to the modernization of public administration?
2. What are the methodological principles of ICT implementation in governance?
3. What are the key risks associated with ICT in public administration?
4. How does e-government influence citizen-government interaction?
5. What is the role of cloud technologies in government systems?
6. How can big data be used in decision-making processes?
7. What challenges arise in digital transformation of public institutions?

Темы для дискуссии / эссе (доклад, сообщение):

Раздел 1. Профессиональная коммуникация и современные технологии взаимодействия в государственном управлении

Тема 1. Деловая коммуникация и корреспонденция. УК-4.1

1. «The role of formal communication standards in ensuring transparency in public administration». Analyze the relationship between communication and transparency.
2. «Digital transformation of business correspondence: risks and opportunities». Assess the impact of digitalization.
3. «Linguistic precision as a factor of administrative efficiency». Substantiate the role of language.
4. «Ethical dimensions of official communication». Consider the norms and consequences of violations.
5. «Communication failures in governance: causes and implications». Analyze the real consequences.
6. «Standardization vs flexibility in official communication». Conduct a

comparative analysis.

7. «Cross-border communication challenges in public administration». Consider the international context.
8. «The role of documentation in decision-making processes». Show the impact of documents.
9. «Crisis communication strategies in government institutions». Develop approaches.
10. «The impact of language competence on administrative performance». Substantiate the significance.

Тема 2. Деловые переговоры. УК-5.1

1. Intercultural competence as a key factor in successful negotiations
2. Ethical dilemmas in public sector negotiations
3. Cultural dimensions in international negotiations
4. Negotiation strategies in conflict situations
5. The role of trust in negotiation processes
6. Power dynamics in governmental negotiations
7. Negotiation failures: analytical case study
8. Communication barriers in multicultural environments
9. Public vs private negotiation models
10. Negotiation as a governance tool

Тема 3. ИКТ в государственном управлении. ОПК-4.1

1. ICT as a driver of institutional transformation
2. E-government and administrative efficiency
3. Data-driven governance: opportunities and risks
4. Cybersecurity challenges in public administration
5. Cloud technologies in state systems
6. Digital inequality and access to public services
7. Big data in policy-making
8. Artificial intelligence in governance
9. Risks of digitalization in public sector
10. Future trends in ICT development Тестовые задания:

Раздел 1. Профессиональная коммуникация и современные технологии взаимодействия в государственном управлении

Тема 1. Деловая коммуникация и корреспонденция. УК-4.1

Задание закрытого типа с выбором одного правильного ответа из нескольких вариантов предложенных

Read the text and choose the one correct answer (А, Б, В or Г) to the question below. Translate your answer

In modern public administration, business communication plays a crucial role in ensuring efficiency and transparency. Civil servants are required to exchange information through formal channels such as emails, reports, and official letters. These forms of communication must follow strict standards regarding tone, structure, and clarity.

Unlike informal communication, official correspondence avoids emotional expressions, slang, and ambiguity. Every message must be carefully constructed to prevent misinterpretation, which can lead to administrative errors or delays in decision-making.

Digital technologies have significantly increased the speed of communication, but they also impose additional responsibilities. Public officials must ensure data protection, confidentiality, and professionalism in every message they send.

Furthermore, communication often takes place in an international environment. This requires not only language proficiency but also cultural awareness. Messages should be adapted to the audience to ensure mutual understanding and effective cooperation.

Question: Which of the following statements best reflects the main requirement for effective business communication in public administration according to the text?

Options:

А) Use of informal and expressive language to simplify communication
Б) Strict adherence to clarity, structure, and professionalism
В) Priority of speed over accuracy in communication
Г) Use of personal opinions in official correspondence

Correct answer: Б) Strict adherence to clarity, structure, and professionalism

Задание закрытого типа на установление соответствия

Read the text and match the statements (1–6) with the appropriate category (А or Б). One category may be used more than once. Translate your answers.

Business communication in public administration can be divided into formal and informal types. Formal communication is used in official documents such as reports, emails, and letters addressed to institutions or citizens. It requires a structured format, clear language, and a professional tone. Such communication is essential for maintaining institutional credibility and ensuring legal compliance.

Informal communication, on the other hand, occurs in everyday interactions between colleagues. It allows flexibility, quicker exchange of ideas, and a more relaxed tone. However, it should not be used in official contexts, as it may lead to misunderstandings or reduce the level of professionalism.

In modern governance, both types of communication are necessary, but their appropriate use depends on the context. Public officials must clearly distinguish between formal and informal communication to avoid errors and maintain efficiency.

Failure to follow communication norms may result in incorrect interpretation of information, delays in administrative processes, or damage to institutional reputation.

Categories:

А — Formal communication Б — Informal communication

Statements:

1. It is typically used in official documents and institutional correspondence.
2. It allows flexibility and is common in everyday interactions between colleagues.
3. It requires strict adherence to structure and professional language.
4. It may reduce credibility if used in official communication.
5. It is characterized by a relaxed tone and faster exchange of ideas.
6. It ensures compliance with legal and administrative standards.

Answer key: 1–А, 2–Б, 3–А, 4–Б, 5–Б, 6–А

Задание закрытого типа с выбором нескольких правильных ответов из нескольких вариантов предложенных

Read the text and choose all correct statements (multiple answers possible). Mark the letters of the options you consider true according to the text. Translate your answers.

Effective business communication in public administration involves multiple components that ensure clarity, accuracy, and efficiency. First, messages must be structured logically, including an introduction, main body, and conclusion. This helps the reader understand the purpose of the communication.

Second, the language used should be precise and free from ambiguity. Vague expressions can lead to misunderstandings and incorrect decisions.

Third, communication must be adapted to the audience. For example, messages addressed to citizens should be clear and accessible, while communication with professionals may include technical terminology.

Digital tools such as email systems, document management platforms, and online communication services play a key role in modern governance. However, their use requires соблюдение норм безопасности и защиты данных.

Finally, ethical principles such as respect, neutrality, and responsibility

must be observed in all forms of communication.

Question: Which of the following elements are essential for effective business communication in public administration according to the text?

Options:

А) Logical structure of the message

Б) Use of slang and informal expressions

В) Precision and clarity of language

Г) Adaptation to the audience

Д) Ignoring data protection requirements

Е) Use of digital communication tools

Ж) Emotional and subjective statements

З) Ethical behavior in communication

И) Avoidance of structure

К) Lack of responsibility

Correct answer: А, В, Г, Е, З

Задание закрытого типа на установление последовательности

Put the events from the story in the correct order (1–8). Write the number of each sentence in the box next to it. Translate your answers.

When writing an official email in public administration, it is important to follow a structured approach. First, the sender must clearly define the purpose of the message and identify the recipient. This helps to ensure that the communication is relevant and effective.

Next, the message should begin with a formal greeting, establishing a professional tone. After that, the main body of the email should present the necessary information in a clear and concise manner.

The sender should then summarize the key points and, if necessary, include a request or expected action. After completing the message, it is important to review and edit the text to eliminate errors and ensure clarity.

Finally, the email should end with a polite closing and a professional signature.

A. Reviewing and editing the message for clarity and correctness

Б. Writing a formal greeting to establish professional tone

В. Defining the purpose of the email and identifying the recipient

Г. Presenting the main information in the body of the message

Д. Summarizing key points and stating expected actions

Е. Ending the email with a polite closing

Ж. Adding a professional signature

З. Sending the finalized email

Correct answers: В–1, Б–2, Г–3, Д–4, А–5, Е–6, Ж–7, З–8

Задание комбинированного типа с выбором одного правильного ответа из предложенных и обоснованием выбора

Read the text and choose the one correct statement (А, Б, В or Г) that is fully supported by the information in the passage.

Business communication in public administration is not only a tool for information exchange but also a mechanism for ensuring accountability and transparency. Clear and structured communication allows institutions to function effectively and maintain trust among citizens.

In the digital age, communication has become faster and more accessible благодаря использованию электронных систем. However, this also increases the responsibility of public officials, as any mistake can quickly spread and cause significant consequences.

Therefore, communication must be accurate, professional, and adapted to the audience. Officials must also follow ethical standards and ensure that sensitive information is protected.

1. What is the main function of business communication in public administration?

А) Entertainment

Б) Personal expression

В) Ensuring accountability and transparency

Г) Informal interaction

2. What is a consequence of digital communication?
А) Decreased responsibility
Б) Increased speed and responsibility
В) Elimination of risks
Г) Reduced communication

3. Why is structure important?
А) It improves understanding
Б) It makes communication longer
В) It adds complexity
Г) It replaces content

4. What must officials ensure?
А) Informal tone
Б) Data protection and ethics
В) Personal opinions
Г) Speed only

5. What may happen in case of mistakes?
А) No consequences
Б) Positive effects
В) Rapid spread of errors
Г) Increased trust

6. What is required in communication?
А) Emotional language
Б) Personal style
В) Slang
Г) Professionalism and accuracy

Correct answer key: 1 – В, 2 – Б, 3 – А, 4 – Б, 5 – В, 6 – Г

Задание открытого типа с развернутым ответом

Read the email invitation below and write a detailed response (40-50 words).

Dear Sir or Madam,

I am writing to request additional information regarding the procedures for submitting official documents through your online platform. I would appreciate it if you could clarify the requirements and deadlines.

Thank you in advance for your assistance.

Yours faithfully,

John Smith

Recommendations: When completing this task, the student should follow the conventions of formal business correspondence typical for public administration. The response should begin with an appropriate acknowledgment of the received message and an expression of appreciation for the inquiry. It is important to use a neutral and polite tone throughout the text, avoiding any informal expressions or emotionally colored language.

The main part of the response should present the requested information clearly and logically, ensuring that all details are accurate and easy to understand. The message must be well-structured, including an introduction, a main body, and a concluding section. Special attention should be paid to grammatical correctness and the use of professional vocabulary relevant to official communication.

Ambiguity should be avoided in order to prevent misinterpretation. The closing part of the message should include a polite ending formula and, if appropriate, an offer for further assistance or clarification.

Тема 2. Деловые переговоры. УК-5.1

Задание закрытого типа с выбором одного правильного ответа из нескольких вариантов предложенных

Read the text and choose the one correct answer (А, Б, В or Г) to the question below. Translate your answer.

Negotiations in public administration play a critical role in decision-making processes that affect not only organizations but also society as a whole. Public officials often negotiate with representatives of other governmental bodies, private organizations, and international partners.

Unlike negotiations in the private sector, public administration negotiations are strictly regulated by legal frameworks and ethical standards. Transparency, accountability, and fairness are essential principles that must be maintained throughout the negotiation process.

In addition, successful negotiations require careful preparation. Negotiators must clearly define their objectives, analyze the interests of all parties involved, and develop appropriate strategies. Cultural awareness is also important, especially in international contexts, where differences in communication styles and expectations may influence outcomes.

Failure to consider these factors may lead to misunderstandings, conflicts, or ineffective agreements that do not meet the needs of stakeholders.

Question: Which statement best reflects the key characteristic of negotiations in public administration as described in the text?

Options:

А) Focus primarily on maximizing financial profit
Б) Absence of formal rules and procedures
В) Compliance with legal, ethical, and transparency standards
Г) Preference for informal communication methods

Correct answer: В) Compliance with legal, ethical, and transparency standards

Задание закрытого типа на установление соответствия

Read the text and match the statements (1–6) with the appropriate category (А or Б). One category may be used more than once. Translate your answers.

In negotiation theory, communication styles are often classified as direct or indirect. Direct communication is characterized by clear, explicit statements and straightforward expression of ideas. It is commonly used in cultures that value clarity and efficiency.

Indirect communication, on the other hand, relies on context, tone, and non-verbal cues. Messages are often implied rather than explicitly stated. This style is typical in cultures where maintaining harmony and avoiding confrontation are important.

Both communication styles have advantages and disadvantages. Direct communication reduces ambiguity but may be perceived as rude in some cultures. Indirect communication promotes politeness but may lead to misunderstandings.

Effective negotiators must recognize these differences and adapt their communication strategies accordingly to achieve successful outcomes.

Categories:

А — Direct communication

Б — Indirect communication

Statements:

1. It involves explicit and straightforward expression of ideas without ambiguity.
2. It relies heavily on context and non-verbal signals to convey meaning.
3. It is often associated with efficiency and clarity in negotiations.
4. It aims to maintain harmony and avoid open conflict.
5. It may be perceived as impolite in certain cultural contexts.
6. It can lead to misunderstandings due to implicit messaging.

Answer key: 1–А, 2–Б, 3–А, 4–Б, 5–А, 6–Б

Задание закрытого типа с выбором нескольких правильных ответов из нескольких вариантов предложенных

Read the text and choose all correct statements (multiple answers possible). Mark the letters of the options you consider true according to the text. Translate your answers.

Effective negotiations in public administration require a combination of professional skills and personal competencies. One of the key factors is preparation, which includes collecting relevant information, identifying objectives, and analyzing the interests of all stakeholders.

Another important aspect is communication. Negotiators must be able to express their ideas clearly, listen actively, and respond appropriately to the arguments of the other party. Emotional control and the ability to remain calm under pressure are also essential.

Cultural awareness plays a significant role in international negotiations. Understanding cultural differences helps avoid conflicts and facilitates mutual understanding.

Finally, ethical behavior is fundamental. Negotiators must act honestly, respect the interests of all parties, and strive for mutually beneficial solutions.

Question: Which of the following factors are essential for effective negotiations in public administration according to the text?

Options:

А) Thorough preparation and analysis

Б) Ignoring the interests of other parties

В) Clear communication and active listening

Г) Emotional instability

Д) Cultural awareness

Е) Ethical behavior

Ж) Avoiding responsibility

З) Strategic thinking

И) Use of informal language only

К) Lack of planning

Correct answer: А, В, Д, Е, З

Задание закрытого типа на установление последовательности

Put the events from the story in the correct order (1–8). Write the number of each sentence in the box next to it. Translate your answers.

A typical negotiation process in public administration follows several stages. It begins with preparation, where participants gather information and define their goals. This is followed by the opening stage, where parties introduce themselves and establish the agenda.

During the discussion stage, participants exchange proposals, clarify positions, and explore possible solutions. After that, bargaining takes place, where compromises are made and agreements are negotiated.

Once a consensus is reached, the agreement is formalized and documented. Finally, the implementation stage ensures that the agreed decisions are carried out effectively.

А. Exchanging proposals and discussing possible solutions
Б. Preparing information and defining objectives
В. Formalizing and documenting the agreement Г. Implementing the agreed decisions
Д. Establishing the agenda and introducing participants Е. Reaching compromises through bargaining
Ж. Identifying positions of all parties З. Achieving final consensus

Correct answers: Б–1, Д–2, А–3, Ж–4, Е–5, З–6, В–7, Г–8

Задание комбинированного типа с выбором одного правильного ответа из предложенных и обоснованием выбора

Read the text and choose the one correct statement (А, Б, В or Г) that is fully supported by the information in the passage.

Negotiations are a complex process that involves interaction between different parties with potentially conflicting interests. In public administration, negotiations must be conducted in a transparent and ethical manner.

Effective negotiators prepare carefully, analyze the situation, and adapt their strategies depending on the context. They also demonstrate strong communication skills, including active listening and the ability to present

arguments clearly.

In international settings, cultural differences can significantly influence negotiation outcomes. Therefore, flexibility and cultural awareness are essential for achieving mutually beneficial agreements.

1. What is a key requirement in public administration negotiations?
А) Informal interaction
Б) Transparency and ethics
В) Emotional expression
Г) Lack of preparation

2. What do effective negotiators do?
А) Ignore context
Б) Adapt strategies
В) Avoid communication
Г) Focus only on themselves

3. What is important in communication?
А) Active listening
Б) Silence
В) Informality
Г) Slang

4. What influences international negotiations?
А) Weather
Б) Cultural differences
В) Random factors
Г) Personal preferences only

5. What is the goal of negotiations?
А) Conflict escalation
Б) Competition only
В) Mutual benefit
Г) Delay

6. What is required from negotiators?
А) Rigidity
Б) Ignorance В) Passivity
Г) Flexibility

Correct answer key: 1 – Б, 2 – Б, 3 – А, 4 – В, 5 – Б, 6 – Г

Задание открытого типа с развернутым ответом

Read the email invitation below and write a detailed response (40-50 words).

> Dear Colleague,
>
> We are planning to organize a meeting to discuss the terms of our future cooperation. Could you please suggest a convenient time and share your expectations regarding the negotiation process?
>
> Looking forward to your response. Best
>
> regards,
> Anna Petrova

Recommendations: When preparing the response, the student should take into account the specifics of formal communication in a negotiation context. The message should begin with an expression of willingness to participate in negotiations and a confirmation of interest in cooperation. It is recommended to propose a specific time or timeframe for the meeting, demonstrating organizational skills and respect for the recipient.

In the main part of the response, the student should briefly outline their expectations regarding the negotiation process, such as achieving mutually beneficial outcomes or discussing key terms of cooperation. The use of formal language is essential, and informal or conversational expressions must be avoided.

The response should be logically structured and reflect a professional tone. It is also important to demonstrate respect and adherence to business etiquette. The message should conclude with a polite closing formula and an indication of readiness for further communication.

Тема 3. ИКТ в государственном управлении. ОПК-4.1

Задание закрытого типа с выбором одного правильного ответа из нескольких вариантов предложенных

Read the text and choose the one correct answer (А, Б, В or Г) to the question below. Translate your answer

Information and communication technologies (ICT) have transformed public administration by improving efficiency, transparency, and accessibility of public services. Governments use ICT systems to collect, process, and store large volumes of data, as well as to communicate with citizens and organizations.

E-government platforms allow users to access services online, reducing the need for physical visits to government offices. This contributes to time

savings and increased convenience.

However, the implementation of ICT also presents challenges. Issues such as cybersecurity, data protection, and system reliability must be carefully addressed.

Failure to ensure security may result in data breaches and loss of public trust.

Therefore, effective use of ICT requires not only technical infrastructure but also proper management and regulation.

Question: Which of the following is the main challenge associated with ICT implementation in public administration according to the text?

Options:

А) Increased accessibility of services
Б) Cybersecurity and data protection risks
В) Faster communication
Г) Reduced workload

Correct answer: Б) Cybersecurity and data protection risks

Задание закрытого типа на установление соответствия

Read the text and match the statements (1–6) with the appropriate category (A or Б). One category may be used more than once. Translate your answers.

ICT in public administration offers both advantages and challenges. On the one hand, it improves efficiency by automating processes and reducing administrative workload. It also increases transparency, allowing citizens to access information easily.

On the other hand, ICT systems are vulnerable to cyber threats and technical failures. Data breaches may compromise sensitive information, while system errors can disrupt services.

Governments must balance the benefits and risks of ICT by implementing strong security measures and maintaining reliable infrastructure.

Proper training of personnel is also necessary to ensure effective use of digital technologies.

Categories:

А — Advantages of ICT

Б — Challenges of ICT

Statements:

1. Automation of administrative processes
2. Risk of cyber attacks
3. Increased transparency
4. System failures and technical issues
5. Improved access to public services
6. Data protection concerns

Answer key: 1–А, 2–Б, 3–А, 4–Б, 5–А, 6–Б

Задание закрытого типа с выбором нескольких правильных ответов из нескольких вариантов предложенных

Read the text and choose all correct statements (multiple answers possible). Mark the letters of the options you consider true according to the text. Translate your answers.

Digital transformation in public administration involves the integration of ICT into all aspects of governance. This includes the use of electronic document management systems, online platforms, and cloud technologies.

These tools improve efficiency, reduce costs, and enhance communication between institutions. They also provide citizens with easier access to services.

However, digital transformation requires investment in infrastructure, training of personnel, and development of regulatory frameworks. Without proper planning, the implementation of ICT may lead to inefficiencies and increased risks.

Question: Which of the following are key elements of digital transformation in public administration according to the text?

Options:

А) Electronic document systems

Б) Cloud technologies

В) Ignoring regulations

Г) Online platforms

Д) Personnel training

Е) Lack of planning

Ж) Infrastructure development

З) Data security measures

И) Reduction of communication

К) Elimination of risks

Correct answer: А, Б, Г, Д, Ж, З

Задание закрытого типа на установление последовательности

Put the events from the story in the correct order (1–8). Write the number of each sentence in the box next to it. Translate your answers.

The implementation of ICT in public administration follows several stages. Initially, the needs and objectives are identified. This is followed by planning, where appropriate technologies are selected.

Next, the system is developed and tested to ensure its functionality. After successful testing, the system is implemented and made available to users.

Finally, continuous monitoring and evaluation are carried out to improve system performance and address potential issues.

А. Monitoring system performance

Б. Identifying needs and objectives

В. Planning and selecting technologies

Г. Developing the system

Д. Testing the system

Е. Implementing the system

Ж. Providing access to users

З. Evaluating and improving the system

Correct answers: Б–1, В–2, Г–3, Д–4, Е–5, Ж–6, А–7, З–8

Задание комбинированного типа с выбором одного правильного ответа из предложенных и обоснованием выбора

Read the text and choose the one correct statement (А, Б, В or Г) that is fully supported by the information in the passage.

ICT plays a central role in modern governance by enabling efficient data management and communication. However, the use of digital technologies also requires strict adherence to security and regulatory standards.

Governments must ensure that systems are reliable and protected against cyber threats. At the same time, ICT provides opportunities for improving transparency and accessibility of public services.

Statements:

1. What is the role of ICT in governance?
А) Data management and communication
Б) Entertainment
В) Personal use
Г) Informal interaction

2. What must governments ensure?
А) Lack of control
Б) Security and reliability
В) Speed only
Г) Informality

3. What risk exists?
А) Efficiency
Б) Accessibility
В) Transparency
Г) Cyber threats

4. What is a benefit of ICT?
А) Increased bureaucracy
Б) Improved transparency
В) Reduced communication
Г) Data loss

5. What is required for ICT systems?
А) Regulation
В) Б) Chaos
В) Informality
Г) Ignorance

6. What do ICT systems improve?
А) Complexity
Б) Errors
В) Accessibility
Г) Risks

Correct answer key: 1 – А, 2 – Б, 3 – Г, 4 – Б, 5 – А, 6 – В

Задание открытого типа с развернутым ответом

Read the email invitation below and write a detailed response (40-50 words).

Recommendations: When completing this task, the student should

Dear Sir or Madam,

I would like to inquire about the possibility of accessing public services through your online platform. Could you please provide information about registration procedures and security measures?

Thank you for your assistance.

Yours faithfully,
Michael Brown

demonstrate the ability to produce formal written communication related to information and communication technologies in public administration. The response should begin with an acknowledgment of the request and a polite expression of readiness to provide the necessary information.

The main part of the message should clearly and concisely describe the registration process for the online platform, outlining its key steps. Particular attention should be given to security measures, including how personal data is protected and how system reliability is ensured.

The text must be logically structured and written in a formal style, without the use of informal vocabulary. The student should use appropriate professional terminology related to ICT and governance. The response should avoid unnecessary details while remaining informative.

In the concluding part, a polite closing formula should be used, possibly including an offer of further assistance.

2.3. Промежуточная аттестация проводится в форме зачета

Перечень проверочных заданий:

Раздел 1. Профессиональная коммуникация и современные технологии взаимодействия в государственном управлении

Тема 1. Деловая коммуникация и корреспонденция.

УК-4.1

Задания открытого типа:

1. Прочитайте текст задания и запишите развернутый обоснованный ответ: Business Communication - this is the purposeful exchange of information between individuals or teams to address work tasks, achieve goals, or improve processes. Its key characteristics include:

   Purposefulness. Every message or meeting serves a specific work objective: agreeing on deadlines, assigning a task, or making a decision.

Formality. Even within an informal corporate culture, certain standards apply: polite phrasing, an appropriate tone, and respect for hierarchy.

Clarity and precision. A message must be understood the first time—free from ambiguity, filler, or unnecessary details.

Feedback. Effective business communication entails confirming understanding—for example, "Understood" or "I'll have it done by tomorrow."

Ethics and respect. Even during a conflict, it is important to maintain a respectful tone, avoid personal attacks, and consider the other person's perspective. Answer the questions: What does business communication entail? Which of its features is paramount for achieving the set objectives?

Правильный ответ: Business communication is the comprehensive exchange of information among various groups of people to accomplish specific tasks. A focus on achieving specific results in business communication is of paramount importance.

2. Прочитайте текст задания и запишите развернутый обоснованный ответ: Types of business communication can be classified according to various criteria:

   By direction: vertical (manager–subordinate, employee–manager) and horizontal (colleagues, representatives of different departments).

   By transmission method: oral (negotiations, meetings, calls) and written (reports, documents, business correspondence).

   By degree of formality: formal (regulated, via official channels) and informal (more relaxed, outside the strict hierarchy). Forms of business communication include business conversations, negotiations, meetings, presentations, correspondence, and others. The choice of form depends on the objective, urgency, and complexity of the matter. Answer the questions: What types of business communication are you familiar with? How can they be classified?

   Правильный ответ: Establishing a vertical chain of command is one of the most common practices. Communication among colleagues holding equivalent positions is equally important.

3. Прочитайте текст задания и запишите развернутый обоснованный ответ: Business Correspondence This is a written form of business communication that encompasses the exchange of business letters, chat and instant messenger messages, as well as documents and files. Its primary objective is to ensure the accurate and clear transmission of information between participants. Types of business correspondence include:

Internal — communication within the company: between employees, departments, or branches.

External — correspondence with counterparties, partners, clients, and government agencies.

Commercial — related to sales and purchases: marketing emails, invoices, and orders.

Circulars — official instructions and announcements distributed to a large number of employees. The structure of a business letter typically includes: sender information; date; recipient; salutation; body text; closing; signature with contact details. Key rules for business correspondence:

Clarity and conciseness. Stick to the point and avoid "fluff." One topic per email.

Clear wording. Avoid ambiguous expressions and jargon if there is a risk the recipient might not understand them.

Neutral tone. Exclude emotions, subjective judgments, and personal attacks.

Respect for the recipient's time. Ensure the recipient can immediately grasp the main point and any required actions.

Correctness. Check the text for errors before sending.

Structure. Break the text into paragraphs, use lists, and highlight key ideas.

Subject line. Phrase it so the topic is immediately clear.

Signature. Include your name, job title, and contact details. Common mistakes in business correspondence include using abbreviations (such as "thx" or "ok"), using all-caps (perceived as shouting), using an excessive number of exclamation marks, and making jokes in a strictly professional context. Answer the questions: Into what categories can business correspondence be divided? What requirements should a business letter meet?

Правильный ответ: The following types of business correspondence exist: internal, external, commercial, and official. The structure of a business letter must include: sender information; date; recipient; salutation; body text; closing; signature with contact details.

4. Прочитайте текст задания и запишите развернутый обоснованный ответ: The Relationship Between Business Communication and Correspondence Business correspondence is one channel of business communication. It complements oral forms of interaction (such as negotiations and meetings) by allowing agreements to be documented, details to be conveyed, and time for reflection to be provided. Written communication offers the advantage of being reviewable and referenceable, and it serves as evidence in the event of

disputes. Thus, while business communication establishes the tone and rules of interaction, business correspondence acts as a practical tool that helps put these rules into practice, ensuring accuracy, transparency, and efficiency in professional interactions. Answer the questions: What does business correspondence entail? Правильный ответ: Business correspondence is a form of business communication conducted in writing.

Задания комбинированного типа:

Прочитайте и переведите текст, выберите правильные ответы и запишите аргументы, обосновывающие выбор: Key Forms of Business Communication Oral forms:

Business conversation. A brief, goal-oriented one-on-one conversation to discuss a task or clarify details.

Meeting (official gathering). A group meeting to discuss current affairs, plan, or make decisions. An effective meeting has an agenda, is time-bound, and concludes with clear takeaways.

Negotiations. A format aimed at reaching an agreement between parties (clients, partners, contractors). Success depends on preparation, listening skills, and the ability to find mutually beneficial solutions.

Presentation. A public address intended to convey an idea, project, or result. A good presentation combines a clear structure, visual aids, and the ability to hold the audience's attention.

Business discussion. An exchange of views on a business matter, conducted according to specific rules and involving all or selected participants.

Business telephone conversation. A method of prompt communication that is time-limited. It requires adherence to etiquette: greeting, mutual introductions, discussing the purpose of the call, and summarizing the outcome.

Public speaking. A monologue addressed to a specific audience, delivered to inform and achieve a desired impact (persuasion, call to action, etc.).

Press conference. A meeting between officials (executives, organizational representatives) and the press to inform the public about current issues.

Answer the questions:

1. Read the text and choose the correct answer (A, B or C). Which of the listed forms of business communication are classified as oral forms:

   A. Information exchange via email

   B. Business conversation

C. Business discussion

2. Justify your choice. Write 2–3 sentences (20–40 words) to explain why you chose this answer. Use the words "because" and "and". Find and copy one phrase from the text to support your answer.

Правильный ответ: 1) B, C.

2) A business conversation and a business discussion are conducted orally because they involve direct verbal interaction to address tasks and define ultimate goals. Phrase from text: "A brief, goal-oriented one-on-one conversation".

Прочитайте и переведите текст, выберите правильные ответы и запишите аргументы, обосновывающие выбор: Key Forms of Business Communication Written forms:

Business correspondence. The exchange of business letters via email, corporate messaging apps, or other channels. This form of communication serves to convey information, coordinate actions, and provide legal confirmation of agreements.

Documents. Written forms of business communication include orders, directives, instructions, regulations, contracts, applications, internal memos and reports, status reports, etc.

Answer the questions:

1. Read the text and choose the correct answer (A, B or C). Which of the listed forms of business communication are classified as written forms?

A. Information exchange via email

B. Business conversation

C. Business discussion

2. Justify your choice. Write 2–3 sentences (20–40 words) to explain why you chose this answer. Use the words "because" and "and". Find and copy one phrase from the text to support your answer.

Правильный ответ: 1) A.

2) Communicating information via email falls under the category of written business correspondence, because it serves as a written confirmation of agreements and coordinates actions. Phrase from text: "The exchange of business letters via email".

Задания закрытого типа:

1. Прочитайте текст и установите соответствие: In addition to classification by method of transmission, business communication can be categorized based on other criteria:

   By direction of communication: Vertical (communication between employees at different hierarchical levels) and Horizontal (information exchange between colleagues at the same level).

   By degree of formality: Formal (adheres to corporate etiquette, official style) and Informal (a more relaxed style used within teams).

   By number of participants: Personal (communication with a single individual) and Public (information is conveyed to multiple recipients).

   By the presence of a mediating medium: Direct (face-to-face communication) and Mediated (communication using technical means).

Transmission format	Characteristic
1. Vertical	А. Information is conveyed to multiple recipients
2. Horizontal	Б. Communication between employees at different hierarchical levels
3. Formal	В. Communication using technical means
4. Informal	Г. An official style
5. Personal	Д. Communication with a single individual
6. Public	Е. Information exchange between colleagues at the same level
7. Direct	Ж. Face-to-face communication
8. Mediated	З. A more relaxed style used within teams

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4	5	6	7	8

Правильный ответ: 1–Б, 2–Е, 3–Г, 4–З, 5–Д, 6–А, 7–Ж, 8–В.

2. Прочитайте текст и установите соответствие: How to Choose a Form of Communication The choice of format depends on the communication goal, the number of participants, the level of formality, and other factors. For example:

   A verbal format (a phone call or instant message) is suitable for quickly clarifying details.

   A written format is best for documenting agreements.

   A face-to-face conversation is more effective for discussing a conflict, as it allows for the consideration of non-verbal cues.

   A presentation is appropriate for introducing a new project to management.

Form of communication	Characteristic
1. A verbal format	А. for documenting agreements
2. A written format	Б. for introducing a new project to management
3. A face-to-face conversation	В. quickly clarifying details
4. A presentation	Г. for discussing a conflict

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4

Правильный ответ: 1–В, 2–А, 3–Г, 4–Б.

3. Прочитайте текст и установите соответствие: Business correspondence is official communication used to address organizational, legal, and economic matters. Its forms can be classified according to various criteria:

   By content: Commercial letters (inquiries, offers, claims, and responses) and Initiating letters (inquiries, offers, requests).

   By transmission method: Traditional (paper, sent via mail or courier) and Electronic (sent via email or instant messaging apps).

Forms of business correspondence	Characteristic

1. Commercial letters	А Sent via email or instant messaging apps.
2. Initiating letters	Б. inquiries, offers, claims (complaints), and responses to them
3. Traditional	В. inquiries, offers, requests
4. Electronic	Г. Paper

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4

Правильный ответ: 1–Б, 2–В, 3–Г, 4–А.

4. Прочитайте текст и установите соответствие: Examples of specific formats:

   Cover letter. Accompanies documents that lack a specific address block (e.g., contracts, specifications).

   Confirmation letter. Confirms receipt of documents, materials, or a telegram, or acknowledges a telephone conversation that has taken place.

   Letter of guarantee. Confirms specific commitments or terms (e.g., work completion deadlines, product quality, payment).

   Claim letter (complaint). Points out the partial or complete non-fulfillment of contractual obligations.

Forms of business correspondence	Characteristic
1. Cover letter	А. Accompanies documents that lack a specific address block (e.g., contracts, specifications).
2. Letter of guarantee	Б. Confirms specific commitments or terms (e.g., work completion deadlines, product quality, payment).
3. Claim letter (complaint)	В. Confirms receipt of documents, materials, or a telegram, or

	acknowledges a telephone conversation that has taken place.
4. Confirmation letter	Г. Points out the partial or complete non-fulfillment of contractual obligations.

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4

Правильный ответ: 1 –А, 2–Б, 3–Г, 4–В.

Тема 2. Деловые переговоры.

УК-5.1

Задания открытого типа:

1. Прочитайте текст задания и запишите развернутый обоснованный ответ:

Business negotiations are a process of interaction between parties (companies, partners, or employees) aimed at discussing the terms of cooperation, resolving disputes, or concluding an agreement. Their primary goal is to find a mutually acceptable solution that satisfies the interests of all participants or to resolve a conflict.

Answer the questions:

What is the goal of business negotiations?

Правильный ответ: The primary goal of business negotiations is to reach a mutually acceptable solution that satisfies the interests of all participants or to resolve a conflict.

2. Прочитайте текст задания и запишите развернутый обоснованный ответ:

What is the purpose of business negotiations?

They serve several key functions:

Informational. The parties exchange information to form a comprehensive understanding of the situation.

Communicative. Participants discuss key points and share opinions and impressions, which helps establish and strengthen business relationships.

Control (regulatory). The parties synchronize their actions, agree on timelines and work stages, and monitor the fulfillment of agreements.

Coordinating. Negotiations help facilitate cooperation between partners.

Negotiation skills are essential for a successful career and business growth, as they enable one to find common ground with partners, clients, and colleagues and achieve set goals.

Answer the questions:

Name the key functions of business negotiations.

Правильный ответ: The key functions of business negotiations are: Informational (parties exchange data to form a comprehensive understanding), Communicative (participants discuss key points to strengthen relationships), Controlling/regulatory (parties synchronize actions and monitor agreements), and Coordinating (negotiations help establish cooperation between partners).

3. Прочитайте текст задания и запишите развернутый обоснованный ответ:

Types of business negotiations

Negotiations can be classified according to various criteria:

By the participants involved: internal (between employees or departments of the same organization) and external (with partners, investors, or clients).

By conduct style: formal (conducted according to strict protocol, often involving formal documentation) and informal (taking place in a more relaxed setting).

By objective: to close a deal, to agree on cooperation, or to resolve a conflict.

By approach: positional bargaining (parties rigidly defend their positions, often leading to an impasse) and interest-based negotiation (participants openly state their actual interests, increasing the chances of a mutually beneficial solution).

Answer the questions:

List the types of business negotiations.

Правильный ответ: Negotiations can be classified by participants (internal, external), by conduct style (formal, informal), by objective (to close a deal, agree

on cooperation, resolve a conflict), and by approach (positional bargaining, interest-based negotiation).

4. Прочитайте текст задания и запишите развернутый обоснованный ответ:

Stages of business negotiations:

The process typically involves several sequential stages:

Preparation. Gathering information about the participants, defining one's own goals and the minimum acceptable outcome, analyzing the other party's interests and constraints, and working out possible scenarios and arguments. At this stage, it is useful to employ the BATNA concept (Best Alternative to a Negotiated Agreement).

Establishing contact. Creating a productive atmosphere and building trust. If the participants do not know each other, introductions take place. If they are already acquainted, the interaction may begin with informal conversation (small talk).

Discussing terms. The parties outline their positions, interests, and constraints, and exchange arguments and counter-arguments. It is important to listen actively, ask clarifying questions, and summarize what has been said.

Bargaining. Seeking compromises and refining terms. A common mistake is fixating on a single parameter (such as price), which deprives the parties of flexibility.

Decision-making. Formalizing agreements: signing a contract or meeting minutes, and clarifying deadlines, responsible parties, and next steps.

Answer the questions:

Name the stages of business negotiations.

Правильный ответ: The stages of business negotiations are: 1. Preparation (gathering information, defining goals, BATNA); 2. Establishing contact (building trust, introductions); 3. Discussing terms (outlining positions, active listening); 4. Bargaining (seeking compromises, refining terms); 5. Decision-making (formalizing agreements, clarifying next steps).

Задания комбинированного типа:

Прочитайте и переведите текст, выберите правильные ответы и запишите аргументы, обосновывающие выбор:

Negotiation Strategies

The choice of strategy depends on the context, objectives, and the parties' readiness for dialogue. Some of these include:

Win-Win. The parties seek a solution that benefits everyone. This is effective for long-term partnerships.

Compromise. Both parties make partial concessions. This is common in business practice.

Collaboration. The parties pool resources or expertise for mutual benefit.

Avoidance. The parties are unable to reach an agreement and take a pause to resume discussions later.

Answer the questions:

1. Read the text and choose the correct answer (A, B or C).

What strategy is effective for long-term partnerships?

A. Avoidance

B. Collaborative

C. Win-Win

Justify your choice.

2. Write 2–3 sentences (20–40 words) to explain why you chose this answer. Use the words "because" and "and". Find and copy one phrase from the text to support your answer.

Правильный ответ: 1) C.

2) The Win-Win strategy is effective for long-term partnerships because it seeks a solution that benefits everyone, and it helps build sustainable business relationships. Phrase from text: "The parties seek a solution that benefits everyone."

Прочитайте и переведите текст, выберите правильные ответы и запишите аргументы, обосновывающие выбор:

Principles of successful business negotiations:

Clear definition of the goal. It sets the direction and helps keep the process on track.

Honesty and openness. Providing accurate information and avoiding manipulation.

Flexibility. A willingness to seek compromises and adapt to new circumstances.

Respect for the other party's interests. Striving to understand the counterpart's motives.

Emotional control. The ability to remain calm and keep the dialogue constructive.

Answer the questions:

1. Read the text and choose the correct answer (A, B, C, D, E or F).

What principles lead to successful business negotiations?

A. Clear definition of the goal

B. Honesty and openness

C. Flexibility

D. Respect for the other party's interests

E. Emotional control

F. All the above-mentioned principles

Justify your choice.

2. Write 2–3 sentences (20–40 words) to explain why you chose this answer. Use the words "because" and "and". Find and copy one phrase from the text to support your answer.

Правильный ответ: 1) F.

2) A successful outcome of business negotiations depends on all the aforementioned principles because they ensure a constructive dialogue, and they help parties reach a mutually beneficial agreement. Phrase from text: "All the above-mentioned principles".

Задания закрытого типа:

Прочитайте текст и установите соответствие:

Common mistakes:

Lack of preparation. Insufficient information about the other party and one's own objectives.

Fixating on positions rather than interests. Focusing on "what you want" instead of "why you want it."

Emotional pressure. Using manipulation or ultimatums, which erodes trust.

Failure to document agreements. Not recording terms—whether in writing or verbally—leads to misunderstandings and conflicts.

Common mistakes	Characteristic
1. Lack of preparation	А. Focusing on "what you want" instead of "why you want it."
2. Fixating on positions rather than interests	Б. Insufficient information about the other party and one's own objectives.
3. Emotional pressure	В. Not recording terms—whether in

	writing or verbally—leads to misunderstandings and conflicts.
4. Failure to document agreements	Г. Using manipulation or ultimatums, which erodes trust.

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4

Правильный ответ: 1–Б, 2–А, 3–Г, 4–В.

Прочитайте текст и установите соответствие:

What are business negotiations, and why are they necessary?

Business negotiations are a process in which parties discuss and agree upon the terms of cooperation or seek a resolution to a conflict. Simply put, negotiations are a way to reach a mutually beneficial outcome.

The primary goals of business negotiations include reaching an agreement between the parties, strengthening partnerships, and effectively resolving contentious issues. Negotiations also help minimize conflict, build trust, and establish the rules of cooperation.

They differ from ordinary conversation in that negotiations are typically highly structured and require thorough preparation. Key skills involved include emotional control and the ability to conduct a dialogue clearly and effectively.

Types of business communication	Characteristic
1. Business negotiations	А. conversation about abstract topics
2. Ordinary conversation	Б. negotiations are typically highly structured and require thorough preparation

Запишите выбранные буквы под соответствующими цифрами:

1	2

Правильный ответ: 1–Б, 2–А.

Прочитайте текст и установите соответствие:

How to negotiate effectively. What qualities does a successful negotiator need?

The ability to articulate one's position clearly and persuasively is not the only skill required. Here are others you might need:

Empathy — the ability to understand and take into account the needs, interests, and emotions of the other party.

Flexibility — the willingness to adapt to the situation, regardless of how the negotiations are progressing.

Patience — the ability to endure lengthy discussions and avoid rushing into decisions.

Self-control — the ability to remain calm and not give in to emotions, even when facing manipulation or pressure from the other party, or if negotiations do not go according to plan.

Creativity — the ability to quickly find optimal solutions in any situation.

Qualities of a negotiator	Characteristic
1. Empathy	А. the ability to remain calm and not give in to emotions, even when facing manipulation or pressure
2. Flexibility	Б. the ability to understand and take into account the needs, interests, and emotions of the other party
3. Patience	В. the willingness to adapt to the situation, regardless of how the negotiations are progressing
4. Self-control	Г. the ability to endure lengthy discussions and avoid rushing into decisions
5. Creativity	Д. the ability to quickly find optimal solutions in any situation

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4	5

Правильный ответ: 1–Б, 2–В, 3–Г, 4–А, 5–Д.

Прочитайте текст и установите соответствие:

How to handle objections and resistance:

Objections are a natural part of the negotiation process. It is important to view them not as obstacles, but as opportunities to strengthen your position. The following steps can help lower the level of resistance during the conversation:

Allow the other person to fully express their point of view.

Try to understand the reasons behind the objection by asking clarifying questions.

Address the objections—present the situation from a different perspective and highlight benefits for the other person that may not be immediately obvious.

Propose a solution that takes both parties' interests into account.

Ensure that the proposed option is satisfactory to both sides.

Ways to find compromises	Characteristic
1. understanding of the parties' interests	A. Allow the other person to fully express their point of view
2. creating an atmosphere of trust	Б. Try to understand the reasons behind the objection by asking clarifying questions
3. focusing on shared goals	B. Propose a solution that takes both parties' interests into account

Запишите выбранные буквы под соответствующими цифрами:

1	2	3

Правильный ответ: 1–Б, 2–А, 3–В.

Тема 3. ИКТ в государственном управлении.

ОПК-4.1

Задания открытого типа:

1. Прочитайте текст задания и запишите развернутый обоснованный ответ:

Information and communication technologies (ICT) in public administration comprise a set of digital tools and methods used for the collection, processing, storage, transmission, and analysis of information, as well as for interaction between government bodies and citizens, businesses, and other entities. The primary goal of their implementation is to enhance the quality and effectiveness of public

administration by creating a unified information space, streamlining processes, and ensuring rapid access to data.

Answer the questions:

Formulate the main goal of ICT in public administration.

Правильный ответ: The primary goal of ICT in public administration is to enhance the quality and effectiveness of governance by creating a unified information space, optimizing processes, and ensuring rapid access to data.

2. Прочитайте текст задания и запишите развернутый обоснованный ответ:

ICTs are utilized in several key areas:

Delivery of government services. Transitioning services to an electronic format (e.g., via the Unified Portal of State and Municipal Services) and establishing multifunctional centers (MFCs) based on the "single-window" principle.

Interagency cooperation. Implementation of electronic document management systems (EDMS) and interagency electronic interaction platforms (SMEV), enabling different agencies to exchange data digitally.

Decision-making support. Use of analytical tools for big data processing and the modeling of socio-economic processes, as well as expert systems and artificial intelligence (AI) technologies.

E-participation (e-democracy). Conducting online polls and electronic petitions, and hosting forums to engage citizens in the discussion of decisions.

Internal management. Automating civil servants' workflows, staff training via webinars and educational portals, and electronic testing systems.

Security assurance. Protecting restricted-access information, preventing cyberattacks, and using electronic signatures.

Answer the questions:

Name the key areas of ICT application.

Правильный ответ: Delivery of government services, Interagency cooperation, Decision-making support, E-participation (e-democracy), Internal management, Security assurance.

3. Прочитайте текст задания и запишите развернутый обоснованный ответ:

The evolution of ICT use in public administration has gone through several stages:

Digitization of processes. Converting traditional paper-based documentation into electronic format.

E-Government. Creating government websites, portals, and systems to deliver services and improve inter-agency interaction.

Digital Government (Digital-Gov). Integrating digital technologies not only into service delivery but also into the management process itself (e.g., electronic document management systems, government platforms).

Smart Government (Smart-Gov). Applying AI, smart city technologies (IoT), a platform-based approach (Government-as-a-Platform), and proactive responses to citizens' needs.

Answer the questions:

What stages has the evolution of ICT usage gone through?

Правильный ответ: Information and communication technologies are constantly evolving. The following stages of technological development can be identified: Digitization of processes, E-Government, Digital Government (Digital-Gov), and Smart Government (Smart-Gov).

4. Прочитайте текст задания и запишите развернутый обоснованный ответ:

The use of ICT in public administration is regulated by a set of legal acts, including:

Federal Law No. 149-FZ of July 27, 2006, "On Information, Information Technologies, and Information Protection."

Federal Law No. 152-FZ of July 27, 2006, "On Personal Data."

Federal Law No. 63-FZ of April 6, 2011, "On Electronic Signatures."

Decree of the Government of the Russian Federation No. 1646 of October 10, 2020, which establishes the procedure for developing and implementing departmental digital transformation programs.

Answer the questions:

Name the regulatory acts that govern the use of ICT in public administration.

Правильный ответ: Federal Law No. 149-FZ "On Information, Information Technologies, and Information Protection", Federal Law No. 152-FZ "On Personal

Data", Federal Law No. 63-FZ "On Electronic Signatures", and Decree of the Government of the Russian Federation No. 1646 on departmental digital transformation programs.

Задания комбинированного типа:

Прочитайте и переведите текст, выберите правильные ответы и запишите аргументы, обосновывающие выбор:

Despite the obvious benefits, the implementation of ICT in public administration entails a number of challenges:

The digital divide. Not all citizens and regions have equal access to digital technologies or the skills to use them.

Cybersecurity threats. The rising number of cyberattacks necessitates enhanced data protection measures.

Insufficient digital literacy. A portion of the population and civil servants lacks the skills needed to effectively use new tools.

Erosion of trust in government institutions. Risks of data breaches and digital service disruptions can undermine confidence in government services.

Ethical issues. The use of AI and other advanced technologies raises complex ethical and legal dilemmas.

Answer the questions:

1. Read the text and choose the correct answer (A, B, C, D, E or F).

What influences the implementation of ICT in public administration?

A. The digital divide

B. Cybersecurity threats

C. Insufficient digital literacy

D. Erosion of trust in government institutions

E. Ethical issues

F. All of the above

Justify your choice.

2. Write 2–3 sentences (20–40 words) to explain why you chose this answer. Use the words "because" and "and". Find and copy one phrase from the text to support your answer.

Правильный ответ: 1) F.

2) The implementation of ICT in public administration can be influenced by a combination of numerous factors and risks, because all the aforementioned difficulties represent significant barriers. Phrase from text: "entails a number of challenges".

Прочитайте и переведите текст, выберите правильные ответы и запишите аргументы, обосновывающие выбор:

The further development of ICT in public administration is linked to strengthening technological independence and the security of critical information infrastructure, developing integration platforms (such as the unified "GosTech" digital platform), expanding the use of innovative technologies (AI, blockchain), and reinforcing the regulatory framework. Key principles of this transformation must remain a focus on the needs of citizens and businesses, a commitment to openness and accountability, and the continuous enhancement of the digital competencies of public servants.

Answer the questions:

1. Read the text and choose the correct answer (A, B, C or D).

Name the key principles of ICT transformation in public administration.

A. Focus on the needs of citizens and business

B. Ensuring openness and accountability

C. Continuous enhancement of employees' digital competencies

D. All of the above

Justify your choice.

2. Write 2–3 sentences (20–40 words) to explain why you chose this answer. Use the words "because" and "and". Find and copy one phrase from the text to support your answer.

Правильный ответ: 1) D.

2) All the aforementioned principles are key factors in the further development of ICT, because they ensure a citizen-centric approach and secure infrastructure. Phrase from text: "Key principles of this transformation".

Задания закрытого типа:

Прочитайте текст и установите соответствие:

The use of ICT in public administration offers a range of benefits affecting the operations of government bodies, interactions with citizens, and the quality of decision-making.

Increased efficiency and cost reduction. Automating routine tasks frees up staff time for more complex work.

Transparency and execution monitoring. Digital systems track the status and deadlines of directives, allowing for real-time monitoring.

Improved interagency collaboration. Platforms such as SMEV enable automated data exchange between agencies.

Better-informed management decisions. The use of big data, analytics, and predictive models supports evidence-based decision-making.

Process centralization and standardization. Unified digital platforms enable the standardization of services and processes across different regions.

Advantages of using ICT	Characteristic
1. Increased efficiency and cost reduction	А. Digital systems track the status and deadlines of directives
2. Transparency and execution monitoring	Б. Automating routine tasks
3. Improved interagency collaboration	В. Use of big data, analytics, and predictive models
4. Better-informed management decisions	Г. SMEV platform for automated inter-agency data exchange
5. Process centralization and standardization	Д. Unified digital platforms

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4	5

Правильный ответ: 1–Б, 2–А, 3–Г, 4–В, 5–Д.

Прочитайте текст и установите соответствие:

The use of ICT in public administration offers a range of benefits for citizens and businesses:

Accessibility and convenience. Government services are available online 24/7, eliminating the need for in-person visits or waiting in lines.

Faster processing times. Many services that previously took weeks are now delivered within days or even hours.

Clarity and predictability. Portals typically provide clear instructions, lists of required documents, application status updates, and timelines.

Reduced corruption risks. Minimizing direct contact between citizens and officials through automation and transparent procedures limits opportunities for informal practices.

Opportunities for feedback and participation. Online surveys and platforms for proposals and discussions allow citizens to influence decisions.

Advantages of using ICT	Characteristic
1. Accessibility and convenience	А. Provision of services within a few days or even hours.
2. Faster processing times	Б. Portals usually provide clear instructions, a list of required documents, application statuses, and timelines
3. Clarity and predictability	В. Minimizing direct contact between citizens and officials through automation and transparent procedures
4. Reduced corruption risks	Г. Government services are available online 24/7, eliminating the need for in-person visits or waiting in lines
5. Opportunities for feedback and participation	Д. Online surveys, platforms for proposals and discussions

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4	5

Правильный ответ: 1–Г, 2–А, 3–Б, 4–В, 5–Д.

Прочитайте текст и установите соответствие:

Technological and strategic advantages of ICT in public administration:

Data accumulation and reuse. Unified registries and databases allow information to be entered once and reused across various services and reports.

Scalability and flexibility. Digital services are easier to scale to new user groups or regions and can be readily adapted to legislative changes.

Integration with innovations. ICT provides the foundation for implementing AI, predictive analytics, chatbots, document recognition, and other technologies.

Advantages of using ICT	Characteristic
1. Data accumulation and reuse	A. Scaling to new user categories or regions, adapting to legislative changes
2. Scalability and flexibility	Б. Unified registries and databases
3. Integration with innovations	B. Implementation of AI, predictive analytics, chatbots, document recognition, and other technologies

Запишите выбранные буквы под соответствующими цифрами:

1	2	3

Правильный ответ: 1–Б, 2–А, 3–В.

Прочитайте текст и установите соответствие:

How do ICTs enhance security?

Data protection. Encryption technologies, digital signatures, and access control systems help ensure the confidentiality, integrity, and availability of information.

Rapid response. Real-time monitoring and event analysis systems (SIEM) detect suspicious activity, enabling faster containment and neutralization of threats.

Mitigating the human factor. Automating routine checks and implementing strict access rules (such as multi-factor authentication) minimize employee errors.

Resilience of critical systems. Redundancy mechanisms and network segmentation are built into the design of government information systems.

Transparency and auditing. Digital logs record all system activities, aiding in incident investigations and enhancing overall accountability.

Methods for enhancing ICT security	Characteristic
1. Data protection	А. Real-time event monitoring and analysis systems (SIEM)
2. Rapid response	Б. Design of state information systems
3. Mitigating the human factor	В. Encryption technologies, electronic signatures, and access control systems
4. Resilience of critical systems	Г. Automation of routine checks and implementation of strict access rules
5. Transparency and auditing	Д. Logging of all system actions in digital logs

Запишите выбранные буквы под соответствующими цифрами:

1	2	3	4	5

Правильный ответ: 1–В, 2–А, 3–Г, 4–Б, 5–Д.

2.4. Дополнительные материалы и оборудование для выполнения проверочных заданий не требуются.