

LBE Computers and the Internet - Programme 9

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Characters: Beatrice (teenaged girl), John (teenaged boy), Internet (internet voice), expert (a male voice from the studio)

Clips (English) to be overvoiced: Daniel Gichuki (middle aged computer expert)

Additional voices: 1 speaker for in- and outro

Package 9.1

Music – [Full up for 0:10 then fade under Intro]

Intro 9.1

Hello and thank you for joining us on Deutsche Welle Radio's Learning By Ear series on Computers and the Internet. In this, the ninth and final part, Beatrice and John will explore the murky underworld of online crime. Everyday Internet fraudsters are busy at work stealing people's identification details and extorting web users of millions of dollars. But why is the Internet so popular with criminals? Stay with us to find out why and what they're up to ...

SFX_Internet_Dial_Up

1.Internet: Hello John and Beatrice...

2. John/Beatrice: Hello Internet.

3. Internet: I was wondering, have either of you seen a bank robbery before?

[SFX_Police_Sirens]

4. John: You mean with armed robbers stealing sacks of cash...?

5. Beatrice: Never.

6. Internet: Well, that doesn't surprise me. Or at least it wouldn't have done before the Internet entered into our lives.

7. John: Huh?

8. Internet: Now that you are surfing the web and have an e-mail account, the chances are high you are targeted by bank robbers in the guise of online fraudsters!

9. Beatrice/John: What!?!

10. Internet: You see it is very difficult to control me. So it is up to users like you to protect yourselves.

11. Beatrice: But how can we do that?

12. Internet: Well, you are going to hear more about that in the next part of the programme. You know, Internet fraudsters have stolen hundreds of millions of dollars and caused billions of dollars worth of damage.

13. John: So how do these criminals work?

14. Internet: Well, they work in different ways. Ultimately what they want is your money. And all they need is to cause the Internet user to divulge his account name and password.

17. John: But how? I mean, I would never reveal my secrets.

18. Internet They have different ways. One is by launching what they call spyware.

SFX_James_Bond_Anthem – if we can use it...

19. John: That sounds very devious...

20. Internet: It is. It's a programme which can be sent into someone's computer to steal their personal details like bank account numbers, passwords and so on.

21. Beatrice: Is that what they call a 419 scam?

22. Internet: Ah, no! 419s are perhaps the best example of online fraud to come out of Africa. It started out in Nigeria in

the early 1980s. You see here is my weakness: the massive increase of people using e-mail made the cost of sending scam letters through me very cheap.

23. John: Where do the numbers 419 come from?

24. Internet: They refer to the article of the Nigerian Criminal Code that deals with fraud.

SFX_Typing

25. Internet: Here's one I picked out of a users trash bin a short while ago. Have a read.

26. John: **(reading)** “Dear Sir, I have the privilege to request your assistance to transfer the sum of forty seven million dollars into your account.”

27. Beatrice: **(reading)** “The above sum resulted from an over-invoiced contract. It is currently held in an account at the Central Bank of Nigeria Apex bank.”

28. John: **(reading)** “If you find this proposal acceptable we shall require your bank account name and number as well as address”

29. Beatrice: [Laughing] And people really fall for this?

- 30. Internet:** Unfortunately, yes they do.
- 31. Beatrice:** So, what should we do if we receive a letter like this one?
- 32. Internet:** At the very least you should delete it straight away [SFX_Recycle_Bin]. There are also websites where you can report such cases of fraud.
- 33. Beatrice** Is all Internet crime money money-orientated?
- 34. Internet:** No, it's not, unfortunately. You may find people use me to post illegal pornographic pictures of children...
- 35. John** And I have a friend who was contacted by a stranger in an online chat-room.
- 36. Internet** That's another one you have to be very wary of. When you are chatting online you have no idea of the real identity of the person you are talking to. They might sound like a charming young man, ..
- 37. Beatrice:** But in reality they're a sex-offender.
- 38. Internet:** That's it, you just never know. So when you are using me, remember, never to let your guard down.
- 39. John:** That's good advice! Thank you, Internet.

Outro: That's it for now. Remember: Don't give away details you would never pass on to a stranger face to face. In the next part of the programme we'll hear from an IT expert who has some tips on how to protect your personal data from abuse.

Package 9.2

Music – Full up for 0:10 then fade under Intro_9.2

Intro 9.2

Welcome back to Deutsche Welle Radio's Learning By Ear series on Computers and the Internet. Earlier John and Beatrice jumped into the murky world of online fraud. What can we do about protecting our personal details when we surf the web? In the next part of the programme Beatrice will be talking to an IT expert in Nairobi about how to protect your private data from abuse, with a little bit of help from our in-house expert. Stay with us...

SFX_IAT_Gichuki_RoomTone

1. Beatrice The corridors at the Institute of Advanced Training hum with the sounds of whirring computers. I'm here to talk to Daniel Gichuki, one of the college's trainers, to learn more about how I can protect myself from online fraud. Now Daniel my first question is: when we surf the web do we leave any traces behind?

Clip: 9.2_Gichuki_1a

With any browser we have the capability to record certain information you have accessed.

2. Beatrice: Oh really, how?

Clip: 9.2_Gichuki_1b

For example we have a feature that most web-browsers have called cookies. When you have visited a website, you've left information like your username, your password, maybe you have gone to particular pages and you have keyed in your personal information, your address and that kind of a thing. So, cookies make it possible, if these are websites that you frequently visit, that you don't have to keep re-entering your information.

3. Beatrice: Well, that sounds OK. Surely these cookies are secure?

Clip: 9.2_Gichuki_3

They are vulnerable. In fact with cookies enabled, there is the possibility that someone can access those cookies and use that information against you.

SFX: Beep sound (should always be used to introduce the expert, like somebody answering in a quiz show)

4. Expert: Hi Beatrice, this is your studio expert. Did you know that whenever you use your computer, it is possible for people to find out exactly what you have been doing online? They can find out what websites you have visited, what documents you have used, which

movies you have downloaded. They can even access your personal details that you have entered along the way.

5. Beatrice: That sounds rather alarming. But sometimes you *have* to provide your personal details online, although I don't want others to access them. Daniel, is there anything web-browsers and web-sites can do to counter this problem?

Clip: 9.2_Gichuki_4

What various sites have tried to do is come up with secure sites, which means that the information that is there is sort of encrypted, meaning that it is not easy for someone else to view that information and understand it.

6. Beatrice: And is there anything else Internet users can do to protect themselves? Is there for example a way of preventing hackers accessing your computer?

Clip: 9.2_Gichuki_4

We have firewalls. It is possible to set up a firewall, most operating systems today come with a firewall capability so as to filter information coming in and going out..

SFX: Beep sound

7. Expert: Beatrice, let me jump in here if I may and explain this a little further.

8. Beatrice: Sure. Thank you..

9. Expert: A firewall is your first line of defence in protecting private information. A firewall is basically a programme that works like a barrier that keeps destructive forces away from your property. In fact, that's why it's called a firewall. Its job is similar to a physical firewall that keeps a fire from spreading from one area to the next.

11. Beatrice: Ok....

12. Expert All messages that hit a firewall are examined. Those that do not meet the specified security criteria are blocked.

13. Beatrice: Right...so Daniel, with a firewall set up, can we ever be certain our information is protected?

Clip: 9.2_Gichuki_6

I think we can never be 100% sure because the thing is based on the currency. You could come up with a very strong firewall and be assured that you are OK but then someone again is coming up with a new spyware or funny programmes.

Fade out SFX_ IAT_ Gicuki_RoomTone

Outro

And on that note that is where we have to leave to if for today and for the series. A quick reminder on what you've just heard: remember whenever you're online you are vulnerable to prying eyes. Be sure that any site that requires you to enter private details is secure, and set up a firewall. If you want to listen to the programme again or indeed to the whole nine episodes, or tell friends about it, then go to www.dw-world.de/lbe. Thank you for listening and join us again for other Learning by Ear programmes. Goodbye.