**PART 2. PRACTICE EXERCISES**

**1.1 Complete these sentences with the words in the boxes. You do not need all the words.**

carry out check connect database diagnose provide send support

1 If you have a problem with your computer hardware, call the \_\_\_support\_\_\_ technician.

2 I \_\_\_check\_\_\_\_\_ my emails twice a day to see if anyone has sent me a message.

3 First, \_\_\_ diagnose \_\_\_\_\_ the problem. Then solve it.

4 In our company we \_\_ provide \_\_ support to users of all kinds of operating systems.

agenda characters clients data minutes normally occasionally suppliers

5 Make sure you read the \_\_\_data\_\_\_\_\_ before the meeting so that you know what we’ll talk about.

6 I travel a lot in my role as salesperson because my company has many \_\_\_clients\_\_\_\_\_ in different countries.

7 Passwords must be eight or more \_\_characters\_\_\_\_ long, including both letters and numbers.

8 I’m usually at my desk but I \_\_\_occasionally\_\_\_\_\_ go out to visit a supplier.

**1.2 Correct the mistakes in these sentences. Underline one incorrect word and write the correct word on the line.**

9 I use a computer very day. 🡪 every

10 Do your company supply software? 🡪 Does

11 I stand up new computers and maintain old ones. 🡪 start

12 How for buying some new computers? 🡪 buy

13 We produce hardware for office workers, such as word processors and   
 spreadsheets. 🡪 software

14 What are the rules about mobile phones in your office? Need you use mobile phones? 🡪 Do

15 ‘Have we buy some new computers?’ ‘Yes, great idea! We need some new ones.’ 🡪 Shall

**1.3 Complete these sentences with job titles from Unit 1.**

16 A(n) \_\_database administrator \_\_\_\_\_\_ looks after databases.

17 A(n)\_\_\_functional analyst \_\_\_\_\_ writes specifications for software.

18 A(n)\_\_\_project manager \_\_\_\_\_ manages projects.

19 A(n)\_\_\_\_service desk manager \_\_\_\_ manages a team of helpdesk workers.

20 A(n)\_\_\_computer technician \_\_\_\_\_ maintains computers.

21 A(n)\_\_\_\_programmer \_\_\_\_ writes software.

**1.4 Put these words in the correct order to make sentences and questions.**

22 at / centre / does / he / service / the / work / ? /

🡪 Does he work at the service centre ?

23 computers / repair / I /

🡪 I repair computers

24 answer / calls / don’t / in / office / personal / phone / the /

🡪 Don’t answer personal phone calls in the office

25 change / every / month / must / password / you / your /

🡪 You must change your password every month

26 computers / up / I / new / set /

🡪 I set up new computers

27 company / my / sells / software /

🡪 My company sells software

28 company / facilities / has / my / production / two /

🡪 My company has two facilities production

29 buy / computers / new / shall / we / ? /

🡪 Shall we buy new computers ?

30 about / how / software / the / upgrading / ? /

🡪 How about upgrading the software ?

**1.5 Read the text and do the tasks below.**

Computers are electronic machines which can accept data in a certain form, they process the data and give the results of the processing in a specified format as information.

Three basic steps are involved in the process. First, data is fed into the computer’s memory. Then, when the program is run, the computer performs a set of instructions and processes the data. Finally, we can see the results on the screen or in printed form. Information in the form of data and programs is known as software, and the electronic and mechanical parts that make up a computer system are called hardware. A standard computer system consists of three main sections: the central processing unit (CPU), the main memory and the peripherals.

Perhaps the most influential component is the central processing unit. Its function is to execute program instructions and coordinate the activities of all the other units. In a way, it is the ‘brain’ of the computer. The main memory holds the instructions and data which are currently being processed by the CPU. The peripherals are the physical units attached to the computer. They include storage devices and inputs/outputs devices. Storage devices (floppy, hard or optical disks) provide a permanent storage of both data and programs. Disk drives enable data to go into the computer’s memory. The most common input devices are mouse and the keyboard. Output devices enable us to extract the finished product from the system. For example, the computer shows the output on the monitor or prints the results onto paper by means of a printer. On the rare panel of the computer there are several ports onto which we can plug a wide range of peripherals-modems, fax machines, optical drives and scanners.

To perform any task on the computer, the user provides input to the computer with the help of input devices and then the input devices forwards the request of the user to the CPU which then processes data using its three main components i.e. the Memory Unit, Control Unit and Arithmetic and Logical Unit and then after processing the data, the Control Unit (which controls all other devices) forwards the processed data i.e. the information to the output devices and is displayed to the user.

***Answer the following questions.***

|  |  |
| --- | --- |
| 31 | What can computers do?  Computers can accept data in a certain form, process the data and give the results of the processing in a specified format as information |
| 32 | How many parts are there in a standard computer system? What are they?  A standard computer system consists of three main sections: the central processing unit (CPU), the main memory and the peripherals. |
| 33 | What section is the ‘brain’ of the computer? What is its aim?  The ‘brain’ of the computer is the central processing unit (CPU). Its function is to execute program instructions and coordinate the activities of all the other units. |
| 34 | Are mouse, key board, and printer peripherals?  Yes, they are |
| 35 | How many steps should be done to perform a task on the computer?  To perform any task on the computer, the user should be done 4 steps |

***Write T for True, F for False, or NI for No Information.***

|  |  |  |
| --- | --- | --- |
| 36 | T | Information is a result of the data processing given by computers. |
| 37 | NI | Step 1 is the most important one involved in the process. |
| 38 | T | The function of a computer is to execute program instructions. |
| 39 | F | Storage devices and input/output devices are peripherals |
| 40 | F | Five steps should be done to perform task on the computer. |

**1.6 Translate the following sentences in to Vietnamese.**

|  |  |
| --- | --- |
| 41 | Computers are electronic machines which can accept data in a certain  form, they process the data and give the results of the processing in a specified format as information.  🡪 Máy tính là máy điện tử có thể nhận dữ liệu ở một dạng nhất định, chúng xử lý dữ liệu và đưa ra kết quả xử lý ở dạng thông tin xác định. |
| 42 | A standard computer system consists of three main sections: the central processing unit (CPU), the main memory and the peripherals.  🡪 Một hệ thống máy tính tiêu chuẩn bao gồm ba thành phần chính: bộ xử lý trung tâm (CPU), bộ nhớ chính và các thiết bị ngoại vi. |

**1.7 Translate the following sentences in to English.**

|  |  |
| --- | --- |
| 43 | Tất cả các hoạt động của hệ thống máy tính được phối hợp bởi bộ xử lý trung tâm.  🡪 All operations of the computer system are coordinated by the central processing unit |
| 44 | Sản phẩm của IB Group bao gồm những ứng dụng văn phòng trực tuyến mà mọi người có thể sử dụng trên Internet bất kỳ ở dâu và vào bất kỳ thời gian nào.  🡪 IB Group's products include online office applications that people can use on the Internet at any where and at any time |
| 45 | Nhà phân tích hệ thống là người gặp khách hàng và tìm hiểu xem chính xác họ cần gì, rồi sau đó viết những đặc tính cho phần mềm. Các lập trình viên phần mềm sau đó viết phần mềm tương hợp với những đặc tính đó.  🡪 A systems analyst is someone who meets customers and finds out exactly what they need, and then writes special features for the software Setting up a membership software program then writing software that is compatible with those particular features |

**1.8** ► 04  **Listen and decide these statements are True or False.**

|  |  |  |
| --- | --- | --- |
| 46 | The company develops apps for Apple and Android devices. | \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 47 | Their customers are only companies wanting an app to show thier products. | \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 48 | They don’t work for educational organisations. | \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 49 | They produce hardware. | \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 50 | They have a product launch tomorrow night. | \_\_\_\_\_\_\_\_\_\_\_\_\_ |