

# 1.1 Information Technology

## IT Department Restructuring

DataPro Inc is growing, and so our workload is increasing. But our IT department is not dealing with the increase effectively. So, I am dividing the IT department into three sections: quality assurance, data processing and information security. The responsibilities of each section are:

QUALITY ASSURANCE	DATA PROCESSING	INFORMATION SECURITY
Testing hardware	Writing code	Encoding online data transfers
Providing technical support	Organizing data	Updating security software

These changes are not simple or easy. But smaller groups deal with tasks more efficiently than larger ones. See your supervisors to your new section assignment.

### ACTIVITIES

#### A. Before you read these passage talk about these questions:

1. What is Information Technology?
2. What do Information Technology professionals do?

#### B. Read the statement from the DataPro Inc CEO. Then, mark the following statements as true (T) or false (F).

- 1 \_\_\_\_\_ The IT Department is increasing
- 2 \_\_\_\_\_ Data Processing employees now encode data
- 3 \_\_\_\_\_ Supervisors know the employees new assignments

#### C. Match the words (1-10) with the definitions (A-J)

1. Software
2. Code
3. Hardware
4. Data Processing
5. Information security
6. online
7. Technical support
8. Data

9. Quality assurance

10. Encoding

- A. Putting secret information into code.
- B. The physical part of the computer.
- C. Connected to the internet
- D. Numbers entered/held into a computer
- E. Checking products for problems
- F. The act of using information
- G. Programs/ instructions added to computers
- H. Helping people use/understand technology
- I. Program language
- J. The act of protecting information

#### **D. Listening**

1. Listen and read the statement from the DataPro Inc. CEO again. Which section is responsible for helping people to understand technology?
2. Listen to a conversation between a DataPro Inc. employee and her supervisor.

Choose the correct answers:

1. *What is the dialogue mainly about?*

- A. asking for a raise
- B. requesting a transfer
- C. assuring product quality
- D. improving hardware

2. *What can you infer about the employee?*

- A. She does not like her new section.
- B. She has experience with hardware.
- C. She does not understand the changes.
- D. She creates valuable software.

3. Listen again and complete the conversation.

Employee: Excuse me, Mr. Hopkins? I have a question about the 1 \_\_\_\_\_

Hopkins: Please, come in. What's your question?

Employee: Well, I'm now in the 2 \_\_\_\_\_ section.

Hopkins: Yes. You have a great understanding of hardware.

Employee: Thanks, but I have more experience with 3 \_\_\_\_\_

Hopkins: I see. You want a 4 \_\_\_\_\_ then?

Employee: Exactly. I feel that I'm more valuable there.

Hopkins: Let me 5 \_\_\_\_\_ it

*Source: Career Paths, Information technology. Express Publishing*