



Tecnicatura Universitaria en Programación

INGLÉS II

Unidad Temática N° 4:
Software

Material Teórico
1° Año – 2° Cuatrimestre



Índice

El Proceso de Desarrollo de Software / The Software Development Process.	2
Software Cleverbox: Problemas y Opciones / Cleverbox Software: Problems and Options.	6
Computación en la Nube: ¿Quién está en la Nube? / Cloud Computing: Who is in the Cloud?	11
BIBLIOGRAFÍA	13

UNIDAD N° 4: SOFTWARE

El Proceso de Desarrollo de Software / The Software Development Process.

1. Think about your answers to this quiz.

- Your favorite and least favorite piece of software.

I love _____ because _____.

I hate _____ because _____.

- A piece of software you use regularly and what its main advantages and disadvantages are.

_____ *is great because* _____.

_____ *is not so great because* _____.

- The best cheap / freeware application you have downloaded from the Internet.

I love _____ because _____.

The Software Development Process

2. Complete the diagram with information about your company's IT.

USER

e.g. different departments: Finance, HR, etc.

1. _____

2. _____

3. _____

APPLICATION

e.g. Word, Sage

1. _____
2. _____
3. _____

OPERATING SYSTEM

e.g. Windows, Linux

1. _____

HARDWARE

e.g. mainframe

1. _____
2. _____
3. _____

- 3. What problems might your company have if it took over another company that used different operating systems and applications?**

- 4. Cleverbox is a manufacturer of a new type of IP router that is bought by telecoms network operators. It has grown rapidly, both organically and through acquisition. This rapid growth is now causing business problems with integration. The Cleverbox IT Director, Jane Simmons, sent an email to Elizabeth Hardy, from software development company Talking Software Ltd, outlining their problems. Complete Jane's email with the expressions below.**

applications – customized – data format – helpdesk – operating system –
releases – software licenses – upgrade

Cleverbox uses a single operating system across its departments, but many of our departments have ⁽¹⁾ _____ their applications and processes, which means that there are ⁽²⁾ _____ and integration problems in the company. On top of this, some departments have been slow to ⁽³⁾ _____, which means that different departments have different software ⁽⁴⁾ _____. Things are getting very expensive because all of the ⁽⁵⁾ _____ we have to buy. Maintaining all of this and providing ⁽⁶⁾ _____ services for our customers also costs us a lot of money.

To make things even more complicated, our latest acquisition, Smart Route, uses a completely different ⁽⁷⁾ _____, which means that none of their ⁽⁸⁾ _____ will work with Cleverbox.

5. You are going to hear Elizabeth giving Jane a short sales presentation about Talking Software. Before you listen, check that you know the meanings of these words. Match the words 1-12 with their definitions a-l.

- | | |
|------------------|--------------------------------------------------|
| 1. Bespoke | a) Small and medium-sized enterprises |
| 2. Bugs | b) Specially produced for someone |
| 3. Cutover | c) Detailed description of what is required |
| 4. Modular | d) Work finished or completed |
| 5. Off the shelf | e) Strong, reliable |
| 6. Output | f) Standard and commercially available (package) |
| 7. Robust | g) In separate, independent sections |
| 8. Rollout | h) Errors in a program |
| 9. Sign off | i) Gradual implementation |

- | | |
|-------------------|----------------------------------|
| 10. SME | j) Final move to a new system |
| 11. Specification | k) Finish and leave |
| 12. Steady state | l) Working properly and reliably |

6. Listen to Elizabeth's presentation and complete the three slides detailing Talking Software's areas of expertise.

- *Business Processes*

Team

(1) _____ Consultants

Tasks

(2) _____ business processes and provide a
(3) _____ or Software Requirements Analysis

- *Software Development*

Team

20 (4) _____, programmers and coders

Tasks

Design (5) _____ and code and
compile software

Test for (6) _____

(7) _____ existing software products

- *Application Implementation*

Team

Ten people led by a (8) _____

Tasks

Install (9) _____ software

Install customized products

Install (10) _____ packages

7. Answer these questions. Then, discuss them with a partner.

1. What problems have you personally had with software packages?

2. What problems has your company or organization had with software applications?

3. What problems have you seen other people or other organizations have with their software?

4. How were these problems fixed in each scenario?

Software Cleverbox: Problemas y Opciones / Cleverbox Software: Problems and Options.

SOFTWARE SOLUTIONS

8. After analyzing the two businesses, Talking Software produced a report for Cleverbox. Read the Executive Summary below and match sentences 1 - 6 with sections i) - iv) c of the summary.

1. The accounts packages are not being used effectively. _____
2. Information needs to be stored in one location and this will save money. _____
3. The software needs standardizing and updating regularly, and this will save money. _____
4. The personnel departments of the two companies operate differently. _____
5. One of the bespoke applications is not particularly useful and cannot be used by the other company. _____
6. The two companies need to use a single operating system. _____

Cleverbox Software: Problems and Options

Executive Summary

Talking Software carried out an analysis on the IT estates of the two businesses and the high-level summary is as follows:

Problems: Talking Software has noted that:

- i) The IT Infrastructure of the two businesses requires consolidation into a single data centre and database. There is an opportunity to reduce cost through server consolidation. Communications infrastructure is compatible (MPLS based) but will require some capacity increases on certain links to ensure the end users' experience of using the applications is acceptable.
- ii) Server Operating Systems are incompatible being Windows and Linux. Desktop Operating Systems are also a problem because Windows and Mac OS are used.
- iii) Software Licenses: all departments have been purchasing their own licenses and there are lots of agreements with lots of vendors and no volume discounts. There are no coordinated upgrades leaving some

formats and scheduling. This is leading to delays in Payroll for your own staff, late billing to your clients and late invoice payments to suppliers. Smart Route uses the Sage Release 2.0 which you will not be able to integrate to.

- c) Manufacturing: Cleverbox uses a self-developed application that integrates well within the business but will be completely incompatible with Smart Route. Although it is integrated, the functionality is limited and it provides very little management information.

Options: Given the observations above we believe the options for Cleverbox management are to:

1. Invest in Smart Route to change their operating system and replace their applications to mirror Cleverbox. A second stage would then consolidate the information of both businesses into a single database. This solution will support your business for the next three years. The cost of Option 1 will be one year's profit and it will take two years to execute.
2. Scrap all the legacy software in both businesses and invest in an off-the-

<p>users and departments without the software functionality they need. This is all leading to high numbers of calls to the IT Helpdesk and significant training costs.</p> <p>iv) At a departmental level there are the following issues:</p> <p>a) Human Resources: Cleverbox uses HR Pro as its HR application in real time, whilst Smart Route runs their HR activities using Microsoft Excel updated monthly.</p> <p>b) Finance: Cleverbox Finance is struggling to integrate with your own HR, Sales and Procurement applications due to different data</p>	<p>shelf ERP (Enterprise Resource Planning) system. This will provide a common database and synchronized data across the combined business. Modular software applications for each department allow every department to store and retrieve standardized data in real-time. This option is future proof. Option 2 will cost two years of profit and take one year to implement and will support your business for seven years.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

9. Read sections i) to iv) again. Look for words or phrases that have a similar meaning:

- | | |
|----------------------------------------------|-------------------------------------------------|
| 1. _____ | 6. Price reductions for buying in bulk
_____ |
| 2. Able to function well together
_____ | 7. Properly organized
_____ |
| 3. Improvements in size or power
_____ | 8. Usefulness _____ |
| 4. Unable to function well together
_____ | 9. Problems _____ |
| 5. Sellers _____ | 10. Combine to work together
_____ |

10. Use some of the words from the previous exercise to complete the following sentences.

1. The trial version only has limited _____ - if you want to use all the features, you have to buy the full version.

2. We had some serious _____ with our IT infrastructure, so we called in some consultants.
3. If the printer isn't _____ with your operating system, it won't work.
4. After a series of _____, our broadband speed has now risen to 24 Mbs.
5. The rollout of the new software was very well _____, and everything went smoothly.
6. If all our departments buy new software licenses at the same time, we'll get good _____.

11. Elizabeth from Talking Software is having a conference call to discuss the rollout of the new ERP software for Cleverbox. Listen to the extract and say if the following statements are True (T) or False (F).

1. Elizabeth is expecting some delays and missed deadlines. _____
2. Elizabeth explains the workstreams involved in preparing the data templates. _____
3. The four departments will all follow a similar procedure for the ERP rollout. _____
4. Mustafa is unsure when the data migration will begin. _____
5. HR cannot employ anyone new after May 3rd. _____
6. Manufacturing will be very busy during the testing period. _____

12. Match the words 1 – 8 with the definitions a – h.

- | | |
|--------------------------------|-------------------------------------------------------|
| 1. Bottleneck | a. Delay |
| 2. Within scope / out of scope | b. Leave unchanged |
| 3. Slippage | c. Blockage |
| 4. Rollout | d. Final date for completing (a project) |
| 5. Stick to (a date) | e. Move (data) from one system to another |
| 6. Dirty data | f. Implement and start using (new software) |
| 7. Deadline | g. Information with mistakes (e.g. spelling mistakes) |
| 8. Migrate | h. Suitable / unsuitable for inclusion |

13. Complete the following extract from an email using some of the words from the previous exercise.

I'm sorry to have to tell you that there has been some ¹⁾ _____ in the project and we won't be able to ²⁾ _____ our original ³⁾ _____ on July 30th for completing the ⁴⁾ _____ of the new software.

Pedro's absence for three weeks caused a bit of a ⁵⁾ _____, and there were more delays when we realized that there was still some ⁶⁾ _____ in the database that needed cleaning up.

Still, I am confident that we can complete the project by the end of next month.

14. Time Periods: Prepositions and time words.

We normally use some specific prepositions with these time expressions.

AT	6:15 (time)	ON	Monday (day)
	the end of the month		Monday morning
	the weekend		the 15 th
	night		August 11 th
IN	August (month)	NO PREPOSITION	yesterday
	2007 (year)		last week
	1990s		next week
	the morning (part of the day)		tomorrow

BY

BY means not later than.

I need that report by Wednesday.

(Monday, Tuesday or Wednesday will be OK. Thursday will be too late.)

UNTIL

UNTIL means from time A (often now) to time B.

We will be working with you until the project is completed.

(We will be working here from now up to the end of the project.)

15. Complete the sentences with *by, until, in, on, at, or* – (no preposition).

1. Would you mind waiting _____ Ms Langton gets back?

2. By the way, could I remind everyone that our next meeting will be _____ Tuesday 18th _____ 11.10?
3. I had a few problems connecting to the internet _____ I installed Wi-Fi.
4. Could you give this invoice to Helen? I think she's coming in _____ tomorrow.
5. My father worked for NCR until he retired _____ 1990.
6. We can't use the new system _____ it has been fully tested.
7. I need that report _____ 6.30 tomorrow at the latest.
8. What did you do _____ the weekend? Did you go to London?

Computación en la Nube: ¿Quién está en la Nube? / Cloud Computing: Who is in the Cloud?

16. Output. Read the article about Cloud Computing.

The "cloud" and cloud computing are among the buzz words of the year. The big players are moving into this area in a big way. Google will already run your email and host your documents, and its App Engine lets users run custom applications. Amazon has a service that allows users to set up virtual servers on the internet, and Microsoft is joining the party with Windows Azure.

At the same time, the concept of cloud computing is far from new, and one company that has been in the business since 1999 (an age in internet terms) is salesforce.com. The business lets customers manage their sales data, leads and other information on the internet using salesforce.com's online applications, and with over \$1 bn in annual revenue, it is clearly a model that works. Marc Benioff, the company's 44-year-old chief executive and co-founder is convinced that cloud computing is the way ahead. 'This is the future,' he says. 'If it isn't, I don't know what is. We're in it. You're going to see this model dominate our industry.'

Benioff sees the service cloud as the alternative to call centers and telephone helplines. He believes that when customers have a problem with a product or service they no longer call a helpline, they go to Google. Companies like Orange are already using the service cloud, where they can set up their own web portal with links to customer services and other applications.

But are there any dangers to this the brave new world? When Gmail was hit by an outage in February, Twitter was alive with cries about the risks of moving mission-critical data and applications outside your own IT department's control, even though the downtime lasted only about two and a half hours. Besides questions about reliability, some doubters also voice worries about privacy and security.

But supporters of the cloud say that organizations like Salesforce and Google do a much better job of uptime and transparency than most IT departments. 'All complex systems have planned and unplanned downtime,' says Benioff, who claims 99.9% uptime last year. 'The reality is we are able to provide higher levels of reliability and availability than most companies could provide on their own.'

His 55,000 customers and 1.5 million subscribers will be hoping that he is right.

17. Read the article again and say if the following statements are True (T) or False (F).

1. Salesforce has been operating cloud services longer than the big players. _____
2. Salesforce has had to change its business model because of falling profits. _____
3. Benioff believes cloud computing will replace call centers and helplines. _____
4. Cloud Computing suffers from more unplanned downtime than average in-house IT departments. _____

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