A destination du/des jury d'examen en anglais pour les BTS2 SIO

Rappel référentiel (**annexe 4 Epreuve E1-U12 Anglais)**

- *phase 1 : dans le cadre d'une prise de parole en continu, présentation des documents (3 maximum, dont 1 document vidéo) fournis à la personne candidate (5 minutes environ) ;*
- *phase 2 : l'évaluation se poursuit par une étape de prise en parole en interaction, et cet échange s'appuie sur le questionnement accompagnant la situation-problème et l'analyse faite par la personne candidate des supports proposés, dans le but d'exposer une ou des solutions adaptées.*
  Au fil des échanges, la personne candidate est invitée à réagir, décrire, reformuler, développer une argumentation, justifier son propos ou encore apporter des explications (15 minutes).

Ci-dessous à partir de la page 2, vous trouverez 2 sujets possibles pour la classe de BTS2 SIO INI. Préparation 20 minutes / passage à l'oral 20 minutes

Les 2 sujets sont basés sur une courte vidéo qui sera à analyser, portant sur le thème du dépannage informatique de base et du contact client. L'étudiant prend la parole en continu durant la **phase 1** pour résumer cette vidéo avec ses mots et son appréciation.
A ce stade de l'année les étudiants sont capables de se présenter personnellement et professionnellement, connaissent du vocabulaire informatique et professionnel et ont déjà traité des sujets écrits sur des thématiques I.T, des entretiens d'embauche …

Durant le début de la **phase 2**, le jury questionne l'étudiant pour pousser son raisonnement plus loin ou pour compléter les éléments qui n'ont pas été abordés durant sa synthèse (points de la vidéo oubliés, contresens éventuels …)

Le jury propose ensuite une interaction proche d'un format « jeu de rôle » dans lequel il interroge l'étudiant au cours d'une mise en situation (informations spécifiques à partir de page 2 pour chaque sujet, ainsi qu'une partie « solutions » à destination du jury avec des exemples de réponses attendues)

Ce moment doit permettre à l'étudiant d'utiliser un vocabulaire approprié dans le conseil informatique et d'évaluer sa capacité à comprendre, analyser, et répondre aux questions en anglais.

L'objectif principal étant avant tout d'évaluer les qualités de compréhension et d'expression du candidat, la conversation peut évoluer sur d'autres sujets/conversations suivant le déroulé de l'oral. Les questions « roleplay » sont simplement des pistes utilisables par le jury.

SUJET 1

Phase 1 : Analyse de cet extrait vidéo par l'étudiant (Troubleshooting for laptops)
(Le véritable contenu de la vidéo commence réellement a 0 :50).

https://www.youtube.com/watch?v=Ng4bswjxTxw&t=22s

Phase 2 :
a) Additional questions about the student video's summary
b) Interaction

Interaction roleplay :

You work in a communication company, and you have many problems with your old laptop.
You need help from an IT support (played by the student) as soon as possible.

- *Your internet connection is unstable and shutdown from time to time*
- *A few times this last month, a blue screen with an error message appeared during the launch of the device.*
- *When the computer works, it runs pretty slow, and it feels like it is overheating.*
- *Are those problems resolvable on the long term ?*
- *Should you buy another one in order to keep your professional activity going ?*
- *Is a "classic" computer better than a laptop for daily work ?*

Solutions :

(Internet connection)
Check for Service Outages: *Check if there are any reported service outages in your area. Your internet service provider (ISP) may have a status page or a customer service hotline to provide information on outages.*

Restart Your Modem and Router: *Unplug the power cables, wait for about 30 seconds, and then plug them back in.*

Wired Connection: *Wired connections are generally more stable and less susceptible to interference.*

Check Wi-Fi Signal Quality: *If using Wi-Fi, ensure that your device is within a reasonable range of the router. Walls and other obstacles can weaken the Wi-Fi signal. Consider repositioning your router or using Wi-Fi extenders if needed.*

Update Firmware/Software: Ensure that your modem and router have the latest firmware updates installed. Check the manufacturer's website for your specific model for instructions on updating firmware

(Blue screen)

The blue screen usually displays an error message along with a stop code. Take note of this information, as it can help in identifying the cause of the issue.

Restart Your Computer: Sometimes, a temporary glitch or driver issue may cause a blue screen. Try restarting your computer to see if the problem persists.

Boot into Safe Mode: Safe Mode loads only essential drivers and may help you identify if a third-party driver or software is causing the problem.

Check for Hardware Issues: Ensure that all hardware components are properly connected. If you recently added new hardware, such as RAM or a graphics card, try removing it and see if the problem persists.

Update Drivers: Ensure that all your drivers, especially graphics and chipset drivers, are up-to-date.

Computer is slow & overheating

Check for Dust: Dust can accumulate inside your computer, obstructing airflow and causing components to heat up. Use compressed air to carefully blow out dust from fans, heatsinks, and vents.

Ensure Proper Ventilation: Make sure your computer has adequate ventilation. Ensure that air vents are not blocked by objects or placed against walls. Consider placing your computer in a well-ventilated area.

Monitor Internal Temperatures: Use monitoring software to check the temperatures of your CPU and GPU. Elevated temperatures during normal usage may indicate a cooling problem.

Check and Clean Fans: Ensure that all fans in your computer are working correctly. If a fan is not spinning or is making unusual noises, it may need to be replaced. Clean the fans regularly to prevent dust buildup.

Apply Thermal Paste: If you are comfortable doing so, you may consider reapplying thermal paste to the CPU and GPU. Over time, the thermal paste can degrade, affecting heat dissipation.

SUJET 2

Phase 1 : Analyse de cet extrait vidéo par l'étudiant (I.T interview tips)

https://www.youtube.com/watch?v=alleTCBUj9o

Phase 2 :
   a) Additional questions about the student video's summary
   b) Interaction.

   Interaction roleplay :

You and the student are preparing for an I.T interview in order to get your first job.

- *Ask the student to introduce himself from a professional point of view (personal & professional background, studies, experience, particular skills …)*
- *What are the things you should absolutely do/avoid during an I.T interview ?*
- *What are the best qualities that an I.T support professional should have ?*
- *How could we define the I.T support job ?*

Solutions :

(the typical I.T support job interview)
Highlight Technical Skills: *Be ready to discuss your technical skills and experiences. Showcase your proficiency in relevant programming languages, tools, and technologies mentioned in the job description.*

Discuss Your Projects: *Be prepared to talk about projects you've worked on in the past. Discuss your role, the challenges you faced, and how you overcame them. Be specific about the technologies and methodologies you used.*

Demonstrate Problem-Solving Skills: *Many IT interviews include problem-solving scenarios. Practice solving technical problems or answering hypothetical questions that assess your ability to think critically and troubleshoot issues. Provide Examples: Support your claims with real-world examples from your previous work experience.*

Show Enthusiasm and Passion: *Express enthusiasm for the role and the company. Discuss why you are interested in the position and how your skills align with the company's goals.*

Be Ready for Technical Assessments: *Some IT interviews may include technical assessments or coding exercises. Practice coding problems, algorithms, or system design questions relevant to the position.*

Review Soft Skills: _Highlight soft skills such as communication, collaboration, and adaptability. IT professionals often work in team environments, and employers value candidates who can effectively communicate and work well with others._

(What is an I.T support ?)
IT (Information Technology) support refers to the range of services and assistance provided to end-users or organizations to address issues related to information technology, computer systems, software, and electronic devices. The primary goal of IT support is to ensure that technology resources function efficiently, users can work without disruptions, and any technical problems are resolved promptly. IT support is an essential function in organizations of all sizes and industries, as it helps maintain a productive and reliable technology infrastructure. Key aspects of IT support include:

Troubleshooting and Issue Resolution: _Identifying and resolving technical issues that users encounter with hardware, software, networks, or other IT-related components._

Help Desk Services: _Providing assistance and guidance to end-users through a help desk, which may involve answering inquiries, offering technical support, and guiding users on how to use various systems and applications._

Software Installation and Updates: _Installing, configuring, and updating software applications on computers and other devices, ensuring that users have access to the latest features and security patches._

Hardware Support: _Addressing problems related to computer hardware, peripherals, and other electronic devices. This may involve troubleshooting issues, replacing faulty components, or coordinating repairs._

Network Support: _Managing and maintaining network infrastructure, including routers, switches, and other networking equipment. Ensuring that users can connect to the internet and access resources within the organization._

Security: _Implementing and maintaining security measures to protect against cybersecurity threats, including malware, viruses, and unauthorized access. This may involve implementing firewalls, antivirus software, and security protocols._

Data Backup and Recovery: _Implementing and overseeing data backup procedures to prevent data loss. In the event of data loss, IT support is responsible for executing recovery procedures to restore lost data._

User Training: _Providing training and guidance to end-users on how to use various software applications, tools, and technologies effectively;_