



100 Ready-To-Use English Expressions To Gather Requirements From IT-Business Clients

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100 must-known expressions for IT-business communication

1. Please tell me what kind of goals you want to achieve by creating this system?

2. What kind of budget do you have at your disposal?

3. When is the deadline of the system deployment?

4. Tell me now how exactly it should work?

5. Could you send me an email with the detailed description of changes you want me to implement?

6. Could I ask who's calling, please?

7. I'm calling to clarify...

8. I'm calling to ask about/discuss/clarify...

9. Hello, this is [your name] from [company name].

10. May I speak with...?

11. Could you confirm me your requirements on the email, please?

12. Is there anything else you want to ask me?

13. Do you understand what I mean?

14. As far as I am concerned/In my opinion/To my way of thinking/...

15. Could you spell that for me, please?

16. What would you suggest?

17. I'll send you the detailed report about the changes as soon as possible.

18. Sorry, but I am not allowed to give details about that.

19. Thank you very much for your time/help/co-operation/

20. Ok, let's take a closer look at it.

21. I will show you how it works .

22. Could you share me your screen please?

23. This is all that I wanted to say to you about this solution/function.

24. Is there anything you want me to ask me?

25. I'll ask him to call you as soon as he gets back.

26. I am afraid we couldn't include this new functionality in the price, because it requires additional work of our programmers/team.

27. But I will talk to my boss about it, and we will see what we can do with it, ok?

28. Thank you for your time.

29. I totally agree with you.

30. I see your point, but...

31. What is the purpose of the project?

32. What are the time frames for this project?

33. What do you understand by saying ...(here you put the client's words that you don't understand)?

34. Please describe me in detail the function you want to apply in your system.

35. Can you explain me vividly the process you want to implement?

36. Who is the primary contact person for the project?

37. Do you have any other questions for me?

38. Excuse me, could you repeat your last sentence, please?

39. What do you exactly mean by saying that?

40. Hmm, I am afraid that I haven't understood you correctly. Could you explain it to me in more detail?

41. Now I would like to show you the new solution I have implemented last time

42. In my opinion we should completely change the way how it works.

43. I fully agree with you that the changes you proposed me to introduce would be beneficial for your company...

44. ...But because it was not included in the documentation and we have to spend extra time and resources working on it, it will cost additionally.

45. I am afraid that this change was not included in the agreed scope of the project.

46. I need to discuss it with my boss.

47. Unfortunately we will be unable to deliver you the project in the next week, because of unexpected issues which have appeared during the testing.

48. I think your software needs an update.

49. We will call you back within 60 min.

50. **Please don't hesitate to contact me if you have any further questions.**

51. **requirements gathering** - the process of generating a list of requirements (functional, system, technical, etc.) from the various stakeholders (customers, users, vendors, IT staff, etc.) that will be used as the basis for the formal Requirements Definition

52. **requirements elicitation** - requirements gathering

53. **compatible** - that can be used together with some other equipment

54. **consultant** - a person whose job is to give expert advice or information to companies

55. **to delete** - to remove a file or erase information.

56. **variable** - named identifier with an associated value that changes throughout the execution of an application or program

57. **constant** - a named identifier with an associated value that does not change throughout the execution of an application or program

58. **conditionals** - when code must make a choice as to which way to proceed, *conditionals* process those decisions

59. **API** - short for *application programming interface*, an *API* is a set of programming instructions and standards for accessing the functionality of an operating system, software application, or utility. Software developers release their APIs to the public so that other developers can take advantage of their products' functionality and services in their own projects.

60. **system deployment**: delivery, installation, and testing of a computer or system

61. **data processing** is generally the collection and manipulation of items of data produce meaningful information.

62. **to resolve the issue** – to fix the problem

63. **It's on my radar** - I'm considering it

64. **SAP** - "Systems Applications and Products." The original SAP idea was to provide customers with the ability to interact with a common corporate database for a comprehensive range of applications

65. **It's not rocket science** - it's not difficult

66. **I'm swamped** – I am very busy

67. **ticket** - in IT security, a number generated by a network server for a client, which can be delivered to itself, or a different server as a means of authentication or proof of authorization, and cannot easily be forged

68. **help desk** - is a place that a user of information technology can call to get help with a problem.

69. **SaaS** - Software as a Service

70. **backup** - a copy of files

71. **browser** - a program like Firefox, Safari or Google Chrome

72. **driver** - a small program that tells a PC how a peripheral works

73. **operating system (OS)** - the basic software that manages a computer (for example, Windows 10, Android, OS X, Unix, iOS).

74. **resolution** - the number of dots or pixels per inch (sometimes per centimetre) used to create the screen image

75. **to configure** – to choose options in order to create a custom system

76. **encryption** – the process of transforming information to make it unreadable to anyone who doesn't have the password needed to decode it

77. **instant messaging (IM)** – the ability to exchange short messages online with coworkers or others

78. **vulnerability** – a weakness in a computer that allows an attacker to make unauthorized changes. Vulnerabilities include weak passwords, poor configuration, or software bugs.

79. **database** - an organized collection of information

- 80. **to develop something** - make something bigger/more complex/ more advanced
- 81. **to implement something** - to put something into effect
- 82. **to integrate** - combine two or more things to create a new one
- 83. **the system crashed** – the system stopped working
- 84. **the application didn't load at all** – the app doesn't start working
- 85. **to navigate** - the act of moving around the Web or application.
- 86. **sitemap** - outline, or map of the pages needed for a website
- 87. **user research**- investigating how users act and what they need and want to better design a website for them
- 88. **UX** - User Experience - how people feel when they use a website
- 89. **cloud computing** - storing and accessing information and services via the Internet
- 90. **deal** - a business transaction
- 91. **drawback** - disadvantage, a feature that's not good
- 92. **efficient** - productive with minimal effort/expense
- 93. **to increase** - to become or make something bigger in size or number
- 94. **instruction** - steps or orders to be followed
- 95. **to reduce** - to make something smaller in size, weight, price etc.
- 96. **to replace** - to take the place of something or somebody
- 97. **in terms of** - in relation to
- 98. **to shut down the project** - to close the project

99. **to reinvent the wheel** - waste a great deal of time or effort in creating something that already exists

100. **to turn something into something** - to change and become something different

Would you like to raise your English communication skills to the level when you can get your dream IT job ? Contact me:

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