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| **No.** | **Questions** |
| 1 | How do you use IT?  - I use IT to study and relax. IT helps us to study online at home and help prevent Covid 19. In addition, we can watch movies, listen to music,... |
| 2 | What devices do you use?  - I usually use the mobile phone and the laptop. I use my phone to call and text my friends. It is small and very convenient. I use my laptop to study and relax like watching movies because it has a big screen. |
| 3 | What software do you use?  I use Microsoft Word for word processing, Microsoft Teams for online learning at home, Visual Studio for software development. For entertainment, I usually use Facebook, TikTok, Instagram, .. |
| 4 | What job would you like to do in the future? (then ask one of these questions)   * I would like to be a mobile developer in the future. Because I like mobile and I want to write software that helps people have a better quality of life.   What does a database administrator do?   * A database administrator looks after databases.   What does a helpdesk supervisor do?   * A helpdesk supervisor is responsible for a team.   What does a project manager do?   * A project manager supervises the project.   What does a software developer do?   * A software developer writes software.   What does a support technician do?   * A support technician installs software.   What does a system analyst?   * A system analyst supervises software developers. |
| 5 | Can you tell me a name of a technology company?   * Yes, I can, there are many technology companies such as: Viettel, BKAV, Google, Facebook, …   What activities do they carry out?   * They develop software, social networks, like BKAV, this company produces a lot of mobile devices, such as Bphone. In addition, it creates Bluezone sofware. |
| 6 | What is the IT organization would you like to work for?   * I would like to work at Viettel, because this is one of the biggest technology companies in Vietnam. It has a good working environment, friendly people. I have dreamed of becoming an employee at the company for a long time.   Why?   * Because It is a famous corporation and it has a good working environment, friendly people. |
| 7 | Can you tell me the difference between peripherals and internal hardware?   * Internal hardware is the physical component that is installed in a computer, such as RAM, hard drive, CPU, etc. Peripherals are things that you plug into computers such as microphone, mouse, USB, etc |
| 8 | What can you do to a window?   * I can see the applications which are opening and switch between them. |
| 9 | What do you use computers for?   * I use a computer for learning, …   I don't have much free time so I use my computer for learning my subjects. I use it for writing some simple programs and learning English. I use a computer for studing and relaxing like watching movies because it has a big screen.  Tôi dùng máy tính để học tập và giải trí. Tôi dùng máy tính để phát triển phần mềm, tra cứu thông tin trên internet, nó giúp tôi học được rất nhiều thứ. Bên cạnh đó, tôi thường xem phim trên máy tính vì nó có màn hình lớn. |
| 10 | Which website do you visit most often?   * I often access Google, Youtube, Facebook,…   I often visit facebook.com to chat with my friends and qldt.utc.edu.vn to check information such as the time table of the subjects and exams.  - Tôi thường truy cập vào các trang web như Google để tìm kiếm thông tin trên internet, Facebook để vào mạng xã hội, youtube để nghe nhạc và thư giãn. |
| 11 | Which browsers do you use?   * I usually use Google Chrome, Cốc Cốc, FireFox,…   Which is your favorite?   * I like Microsoft Edge most.   Why?   * Because It is easy to use, control data, and faster access.   I have ever used Coc Coc, Firefox, and Google Chrome. I like Google Chrome the most because it is convenient and faster than others.  - Tôi thích Cốc Cốc nhất vì nó dễ sử dụng, nhanh, an toàn, và đặc biệt là do lập trình viên Việt Nam phát triển. |
| 12 | What kind(s) of device(s) do you use to access the internet?   * I ofter use the laptop, mobile phone, personal computer.   I usually use my mobile phone and my computer for accessing the  Internet. I use my computer for learning and my mobile phone for entertainment.  Tôi sử dụng điện thoại và máy tính. Tôi dùng điện thoại để gọi, nhắn tin với bạn bè. Nó nhỏ gọn, rất tiện lợi. Tôi dùng máy tính để học tập và giải trí như xem phim vì nó có màn hình lớn. |
| 13 | What computing devices do you use in your daily life, (e.g. ATMs)?   * I usually use a smartphone, tablet, computer in my daily life.   (Do you think they are on a network?)   * Yes, they do.   Is it wired or wireless?   * Some device is wired and some device is wireless   Are these devices secure?   * Yes, they are   What security features do they have (e.g. a PIN)?   * Password, fingerprint security, lock screen, face ID.   I do not use ATM but I use Viettel Pay Service to pay money. It is wireless and secure. It has a PIN for security. |
| 14 | What features do you use on a mobile device? (e.g. GPS, maps, camera)   * I use GPS, map, camera, note,…   What do you use them for?   * I use the map to find an address that I want to go to.   - I use the camera to take some funny moments.  - I use GPS to locate my location now.  - I always use camera on my mobile phone. I use it for taking some photos with my family and friends. I sometimes use GPS for finding an address. |

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| 15 | How often do you use email?   * I often use email to send data or images.   Tôi thường xuyên sử dụng email để liên lạc, trao đổi công việc và gửi tài liệu cho bạn bè, thầy cô.  I use email 3 times a week. I usually check my email and send some files to my friends. |
| 16 | When do you choose email instead of instant messaging, face-to-face, or telephone communication?Tôi dùng email khi trao đổi công việc và gửi tài liệu cho bạn bè, thầy cô cần sự riêng tư.   * I choose email when I want to send files to some people because the others do not support sending data. |
| 17 | What do people use spreadsheets for?   * People use spread-sheets for office work like calculating employee salaries, managing goods, or storing a list of the employee. |
| 18 | Do you use spread-sheets? What for?   * Yes, I do. I usually use spread-sheets for saving data.   (Em sử dụng bảng tính để tạo ngân sách, tạo đồ thị và biểu đồ cũng như để lưu trữ và sắp xếp dữ liệu)what sò |
| 19 | What do you find easy about using them?   * A spread-sheet is an easy way to store all different kinds of data.   What do you find difficult about using them?   * It is difficult to use proficiently.   A spread-sheet is an easy way to store all different kinds of data. It is difficult to use proficiently. |
| 20 | What database programs do you know?   * SQL Server is a popular database program I know. It helps people to create databases, create tables, query the databases, and so on. * Database programs I know are Microsoft SQL Server, MongoDB, Teradata, Oracle, MySQL...   Và tôi thường dùng SQL Server và MongoDB vì nó dễ sử dụng. |
| 21 | What do people use databases for? Give examples.   * People use the database to store data like product name, product price, or security information about users the like username and password in one place that can be easily organized, managed or query data for many purposes later. * People use databases for management, such as the information of students, employees, subjects, classrooms, products, and so on instead of paper. |

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| 22 | Can you describe …….? (Examiner may choose one of these)   * NAS device? * NAS is a system that allows files to be stored and retrieved across a computer network. * a touchpad? * A touch pad is an area on a computer that you touch to tell the computer what to do or to get information. * a stylus? * A thing shaped like a pen, used for writing on a special computer screen * a graphics tablet and stylus? * A device that allows you to draw on its surface, using a stylus rather than a mouse, with the results appearing on your computer screen. * A thing shaped like a pen, used for writing on a special computer screen * A graphics tablet is a device that allows you to draw on its surface, using a stylus rather than a mouse, with the results appearing on your computer screen. * a touch screen? * A touch screen is a type of computer screen that you touch in order to tell the computer what to do or to get information. * a projector? * A projector is a piece of equipment that makes a film or picture appears on a screen or flat surface. * a headset? * A headset is a set of headphones, often with a microphone attached. * a multifunctional printer? * A multifunctional printer is a printer designed to have several different uses, eg. printing, faxing, scanning, etc. |

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| 23 | How do you communicate electronically with friends and family?   * I usually use an Internet-connected phone to send an instant message, image, file to my friends and family. * I usually communicate electronically with my friends and family by chatting or video. It is very convenient so I do not have to go anywhere. |
| 24 | Which types of communication do you think are better for communicating information?   * I think sending email is better for communicating information because It can send data, files, and a large amount of information.   Which types of communication do you think are better for being friendly?   * I think face-to-face is better for being friendly because we can see people’s face and their feeling. * I think video conferencing and forums are better for communicating information and face-to-face is better for being friendly. |
| 25 | Which method of communicating do you prefer: face-to-face, by video, or by telephone?   * I prefer communicating by video to communicating by telephone because I can see my friends or my family when I am far. |
| 26 | What do you think are the advantages of video conferencing over face-to-face meetings?   * The advantages of video conferencing are as follows: * Save money and time * Good options for remote working, online interview, and distance learning * More effective communication * More flexibility. * Higher productivity and efficiency.   I think that video conferencing has some advantages. People use a mobile device and do not have to go anywhere, so they can save money. They feel comfortable and focus on their work because the environment is unnoisy and they do not have to depend on the rule |
| 27 | Do you buy things on the internet?   * Yes I do because it's very convenient and time-saving.   Why (not)?   * Yes, I do. I sometimes buy things on the Internet. I usually use my mobile phone and buy on Shopee because it is a modern and convenient ecommerce service. I can buy things easily and quickly.   Có, tôi đã mua rất nhiều thứ trên internet như: sách, thiết bị điện tử, trà sữa, … Vì nó rất thuận tiện, nhanh chóng, dễ thanh toán và không cần phải di chuyển. |
| 28 | What are the advantages and disadvantages of internet shopping?   * Advantages: * Save time to change clothes and fuel when going to a mall. * Shop in many places fast payment. * Easily compare prices. * Check, view, and order. * Disadvantages: * The products are not the same as in the pictures. * Asking for too much information from the buyer. * It is very difficult to check the quality of goods. * Internet shopping has some advantages. People use mobile devices or computers to buy things easily and quickly and do not have to go to the store. They can pay money by using some services, such as Viettel Pay, Visa, 123pay, and so on, then the item they bought will be moved to their home without being stolen. However, Internet shopping has some disadvantages. On the Internet, there are some fake websites so people do not believe them. While buying things, people cannot check the quality of the items so they can take some fake items. |
| 29 | When a company buys new technology, how important do you think it is to train users?  Vì người dùng cần biết cách sử dụng…   * I think that training for users when a company buys new technology is important because the users can control and use it in their work easily and consistently. |
| 30 | What do you think are the advantages of e-learning over face-to-face learning?   * There are some advantages of e-learning over face-to-face learning such as: * cost-effective * student centered (lấy học sinh làm trung tâm) * increased productivity (tăng năng suât) * real time access (truy cập thời gian thực) * More flexibility * avoid traveling (ping)   I think that e-learning has some advantages. Students use a mobile device for participating in a course and do not have to go anywhere, so they can save money. They feel comfortable and convenient. They can do something while studying. |
| 31 | What was the last problem you had with an electronic device?  - I just got an electric shock last night when I was cooking rice/ using a computer.  - I just got a short circuit last night when I spilled my drink on my computer.  What other problems could happen?  - My electric cooker was broken.  - My computer is shut down unexpectedly.  I sometimes have problems with electronic devices but the last problem I had was the BSOD of my computer. My computer was crash while I was writing a program, then it appeared a blue screen with an error code. It could restart automatically. |
| 32 | When you have problems with a device, what do you do?  - First I try to check my device what the problem is.  How can you find help?  - If there is a problem that I cannot repair, I will take it to a repair center.  I use a lot of devices and have a lot of problems. When having problems with a device, such as my computer, I usually restart it. If the problems are not solved, I try to find suitable solutions. I can find help by following forums |
| 33 | Have you ever called an IT help desk center?  - Yes, I have called.  What happened?  - My computer is slow and dropped internet connections.  How was the experience?  - It was a good experience. He only took about fifteen minutes to fix my computer errors.  Yes. I have called him when my computer was slow and appeared a blue screen. It was a great experience. He took about 1 hour to repair my computer and fix errors. |
| 34 | Can you talk about steps to solve an IT problem?  First, diagnose the problem. Next, check what the symptoms of the problem are. Then think of some possible solutions. After that, decide which of the possible solutions is the most likely and then try the solution. If that does not work and the problem is not solved, try another solution. Finally, continue this process until something works. |
| 35 | In what area of IT would you most like to work in the future?  - I ‘d like to work most in the company of design game.  In the future, I would like to work about artificial intelligence because I am a technophile and I want to write software that helps people have a better quality of life.  Why?  - Because I like to play games that I create myself and feel it.  In the future I would like to design an application for mobile devices. Because it is my favorite work and people always use mobile phones in every area. |
| 36 | What technical skills do you have?  - I have some technical skills such as using Word, PowerPoint, and Excel  competently.  Where have you used them?  - I have used for my project and homework at school.  I have some technical skills, such as designing and presenting documents. I have used them for creating my projects and sharing my knowledge to my friends |
| 37 | What personal skills do you have? In what situations have you used them?  - I have good teamwork skills, I work well with people from many different backgrounds. People find me friendly and easy to work with and I understand other people easily. Therefore I can easily work with colleagues on big projects of the company.  I have teamwork skills. I usually work with a group having 4 to 6 people. They believe me and work friendly with me. I understand them and focus on the work. Therefore, I can work with big projects of the company. |