# Unit 1

## 3.

1. Software: Programs/instructions added to computers

2. Code: Program language

3. Hardware: The physical parts of a computer

4. Data processing: the act of using information

5. Information Security: the act of protecting information

6. Online: connected to the internet

7. Technical support: helping people use/understand technology

8. Data: numbers entered/held in the computer­

9. Quality assurance: checking products for problems

10. Encoding: putting secret information into code

## 4.

1. data

2. encoding

3. quality assurance

## 5.

quality assurance

## 6.

1. B

2. A

## 7.

1. restructuring

2. quality assurance

3. information security

4. transfer

5. think about

# Unit 2

## 2.

1. C  
2. D  
3. D

## 3.

1.PDA  
2.laptop  
3.desktop computer  
4.computer  
5.handheld pc  
6.server  
7.supercomputer

## 4.

1.B  
2.A  
3.C

## 5.

They use laptops when on business trips, however when they aren’t, they use desktop computers, PDAs or workstations

## 6.

1. D
2. B

## 7.

1. Desktop computers
2. IT Department
3. Workstation
4. log on
5. reserve

## 9.

1. Desktop computer
2. Laptops
3. connect to it
4. Workstation

# Unit 3

### 1.