

Name:

Datum:

## Unit 4, Part B, exercise 2

## 2 Taking action to achieve desired outcomes

A 13 ))) Listen to their conversation and match the reasons (a–d) Gavin's boss gives for why he thinks the suggestions (1–4) won't work.

1 forced updates

a confusion for users

2 telling users how many times they can delay an install

b restart can take an extremely long time

3 emailing users

c most users won't read the communications

4 installing on startup

d users may not be able to use their computers when they need to

B 13 ))) Listen again and complete the sentences, using the notes.

1 If we minimize the options that users have, we will have a clean, secure software environment.  
(secure / we / software / clean, / will / a / environment / have)

2 If we allow them to control when their updates are installed, \_\_\_\_\_  
\_\_\_\_\_.  
(complaints / get / we / less / will)

3 \_\_\_\_\_ if we want to do our job properly.  
(control / they / should / can / what / we / restrict)

4 If we want a good balance, \_\_\_\_\_  
\_\_\_\_\_.  
(good / them / installation / to / is / a / allowing / delay / idea)

5 If we want them to have control, \_\_\_\_\_  
\_\_\_\_\_.  
(we / them / times / how / install / could / many / they / tell / can / delay / an)

6 If we send them an email to explain how important installs are, \_\_\_\_\_  
\_\_\_\_\_.  
(likely / be / delay / they'll / less / to)

7 \_\_\_\_\_ if their battery goes flat in the middle of the day.  
(they'll / startup / about / complain / the / slow / call / and)