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ENI (**E**cole **N**ationnale de l' **I**nformatique)

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Number : 2413

UNIT 1 :

Working in the IT industry

Recording 2 :

1-N: Hi, my name's Natasha.

K: Pleased to meet you. I'm Khalid Ali.

N: Pleased to meet you, too. [P = Phillip; A = Ahmed]

2-P: Good morning. What's your name?

A: I'm Ahmed. And you are?

P: My name's Philip. Nice to meet you. [T = Tim; A = All; I = Ingrid; L = Linda]

3-T: Hi everybody, this is Ingrid.

A: Hi!

T: Ingrid, this is Ahmed, Linda, Mohammed and Mansoor.

I: Nice meeting you all.

L: Likewise.

T: Welcome to the team and good luck.

Recording 3 :

[Ka = Kathryn; K = Karim]

Ka: Karim, what do you do?

K: I'm a network administrator. Who do you work for?

??: I work for CISCO. I'm a system analyst there. Where are you from, Karim?

K: I'm from Kuwait. I work for Microsoft there. And where are you from, Kathryn?
Ka: I'm from the UK but now I live in Qatar. Do you know where Glenda's from?

K: She's from the US.

Ka: And what's her job?

K: She works for IBM. Her job is to set up new systems.

Recording 4 :

I'm,

You're,

She's,

He's,

It's,

We're,

They're

Recording 5 :

1   Hi, I'm Karl. I'm a software developer. I design and develop computer games. Thank you. 2   Good afternoon everyone, I'm Heba. I'm a system analyst. I solve computer problems.

Nice to meet you all.

3   Hi, My name's Wojtek. I'm a database administrator. I analyse and present data. Thank you.

Recording 6 :

[A = Ahmed; B = Betty; M = Milo] A: Where do you work, Betty?

?: I work for Dell in Dubai. What about you?

?: I work for HP in Budapest. What do you do, Milo?

M: I'm a software developer. I work for Microsoft in Prague.

B: Milo, do you know Frida?

M: Yes, I do. What do you want to know?

B: Where does she work?

M: She works with me in Prague. She designs websites for E-commerce. ?: I see. Right, let's go. The workshop starts in five minutes.

Recording 7 :

1-Where do you work?

2-What about you?

3-What do you do?

4-What do you want to know?

5-Where does she work?

Recording 8 :

[P = Penelope; D = Don]

P: Hi, Don. How are you?

D: I'm fine, thanks, Penelope. And you?

P: I'm OK. Bit tired from the flight.

D: Right.

P: What workshop do you want to attend today, Don?

D: I want to go to the CISCO network security workshop.

P: Sounds interesting. What time does it start?

D: It starts at 9.15.

P: And when does it finish?

D: It finishes at 4.00 in the afternoon.

P: Well, I want to attend the Microsoft Windows Applications workshop. It begins at 8.30 am and ends at 6.00 pm. But they have two breaks, at 10.30 and 12.45.

D: That's good.

P: Hope you enjoy your session. D: You too. See you around.

Recording 9 :

1 7.05

2 6.45

3 8 o'clock

4 10.45

5 4.35

6 2.15

7 12 o'clock

8 9.50

UNIT 1

Recording 10 :

1 It finishes at 5.00.

2 It ends at 8.00.

3 It starts at 6.00.

UNIT 1

Recording 11 :

A: Bob, can you help me, please?

B: Sure.

?: I don't understand this acronym. What does it stand for?

B: Let me see. W3. I'm not sure. Maybe WWW, the World Wide Web.

A: OK. What does P2P stand for?

B: It stands for person-to-person.

A: OK. What does IP mean?

B: It means Internet Protocol.

A: How do you spell 'Protocol'?

B: P-r-o-t-o-c-o-l.

A: Thanks.

B: You're welcome.

UNIT 1 Recording 12

a h j k b c d e g p t v z f l m n s x z i y

o

q u w r

UNIT 2. Computer systems

UNIT 2. Computer systems

Recording 13 :

[B   = Bob; D = Daisy]

B: What do you think? Which laptop is better for the sales team?

D: I'm not sure. This computer has a bigger memory and I think it has a better processor.

B: And the other one?

D: Well, it is smaller.

B: And lighter.

D: Yes, you're right. Lighter and smaller.

B: But the bigger one is cheaper.

D;   So what is our decision?

B: I'm not sure. Let's go for a coffee and discuss this again.

UNIT 2 :

Recording 14 :

1 lighter

2 more efficient

3 longer

4 wider

5 heavier

6 faster

7 darker

8 softer

9 harder

10 more durable

Recording 15 :

T: What do you think about these three photo imaging packages?

S: It's a difficult choice. All three are very good but they have different strengths.

T: I agree.

S: Serif Image Plus has the best image correction.

T: OK.

S: But Magic Extreme has the fastest processing of images.

T: You're right. Also, Serif has the best special effects. But what about Snap Pro?

S: Well, it has the best dubbing options.

T: And Snap Pro is the best for burning photos.

S: I'm not sure. Serif has the most efficient compression.

T: Which is the most expensive?

S: Oh, Serif Image Plus.

T: And the cheapest?

S: Snap Pro.

T: Let's get Snap Pro then. S: I'm still not sure!

Recording 16 :

1 We've got the best software.

2 Does it have the most reliable anti-virus software?

3 She has the cheapest computer.

4 They haven't got the latest version. 5   Do you have the fastest processor? 6   Has it got Windows?

7   They have the latest software. 8   It has the biggest screen.

UNIT 2

Recording 17

[P = Paul; B = Brinitha] P: Hi, Brinitha.

B: Hi, Paul.

P: How's it going?

B: Fine, fine.

P: What are you doing at the moment?

B: Oh. I'm installing Nero.

P: How are you getting on?

B; Well, I'm setting up a network. I'm using Microsoft Server.

P: Right. Where is Jackie today? Do you know?

B: Yes. She is on a training course today. She's learning about the new database system.

P: What about Mary and Imran? Where are they?

B: They aren't coming in today. They have a day off.

UNIT 2

Recording 18

1 What are you doing now?

2 Are they setting up the network?

3 She's working at home today.

4 I'm not installing the software. 5   We're not using Word.

UNIT 3 :Websites

UNIT 3

Recording 19

1   Which websites do you use? 2   Why do you use Wikipedia?

3   What do you use CNN for? 4   When does she use CNN?

UNIT 3

Recording 20

[S = Sarah; G = George]

S: George, l need some information about our website.

G: OK, what do you need to know?

S: Well, I need some information about website traffic, you know, external visits to our website.

G: OK.

S: Could you do a report for me?

G: Sure. When do you need it by?

S: Er, tomorrow morning, I'm afraid. It's for the finance director.

G: OK, what do you need to know exactly?

S: Well, the number of visitors to our website last month, their movements and actions on the website, and where they're from.

G: OK, I can do that.

S: Thanks very much indeed.

UNIT 3

Recording 21

1 How many people visit the site?

2 Where do they go on the website?

3 How long do they spend on the website?

UNIT 3

Recording 22

1 30,000

2 700,000

3 10,000,000

4 100,000 5 80,000

UNIT 4. Databases

UNIT 4

Recording 23

[C = Chris; T = Tim]

C: Tim, could you help me a moment, please?

T: Sure. What's the problem?

?: I need some information about a book budget from the database.

T: OK.

C: But I don't know how to get it.

T: No problem.

C: So what do I do first?

T: Enter your name and password and press enter.

C: Erm … ?

T: You have got a password?

C: Erm, I can't remember it.

T: Use mine. Type in t evans, that's t-e-v-a-n-s, then snavet s-n-a-v-e-t.

C: OK.

T: Now press Enter. Now what is the name of the book?

C: Basic French.

T: OK. Type in that in the title field in the first column. Now Press Find. There it is. OK, budget.

Click on Publishing and scroll down to Plant Costs and click on that.

C: Good. There's the budget in the second row. Thanks, Tim. T: No problem.

UNIT 4

Recording 24

1 Could you help me please?

2 Please could you help me?

3 Would you help me with this software?

4 Please could you explain how to do that?

5 Please would you give me your password?

UNIT 4

Recording 25

[I = IT expert; C = Colleague]

I: Right, the first step in the process is you gather the raw data which you want to process. That's called collection. OK? C: Yes, data collection.

I: Good. The second step is you create categories to organise the data into relevant groups. We call that sorting. Understood?

C: Sorting, right.

I: Then we arrange and systemise the data. That's coding. Got that?

C: Yes, I think so. The third step is coding.

I: After that, we enter the data into a system. That's entry.

C: OK.

I: Then, we clean the data and double-check for faults and inconsistencies. That's the validation part of the process.

C: Fine, Validation.

I: Finally we format and arrange the data so that it can be analysed. That's tabulation. All right?

C: Thanks very much. I: No problem.

UNIT 4

Recording 26

1 entry

2 collection

3 tabulation

4 validation

5 sorting 6   coding

7 gather

8 create

9 arrange

10 enter

11 double-check

12 format

UNIT 4

Recording 27

1 emerging technology

2 cloud computing

3 data storage

4 hard drive

5 external drives

6 back-up providers

UNIT 4

Recording 28

[T = Tim; S = Sandy]

T: Sandy, could you give me some advice on storage devices?

S: Sure. How can I help?

T: I'm a bit worried about my computer at home.

S: Right.

T: I've got lots of music and photos on my computer and I think I should back them up.

S: I know what you mean.

T: What should I buy?

S: I'd recommend an external hard drive. That's what I've got at home. How much can you spend?

T: $200.

S: That should be fine. You should be able to get something good for that. Oh, one thing: I'd really recommend you get one that backs up automatically from your computer when it is connected.

UNIT 5. E-commerce

UNIT 5

Recording 29

[I = Interviewer; D = David]

I: Dav1d, tell me, how much of your business is online now?

D: Not much, really. Only about 7%.

I: Why's that, do you think?

D: Well, most of our customers buy our cleaning products in supermarkets when they buy their food. And most people go out to buy their food. They go to the supermarket.

I: Do you think this will change?

D: Probably but slowly. Last year our online buying was about 5% of our business.

I: So, it is growing a little.

D: Yes, but only a little. And in future our customers will still buy our products from the supermarkets on their websites. I don't think they will buy online from us direct.

UNIT 5

Recording 30

1 not a lot of time

2 too much work

3 only a little money

4 a few computers

5 a lot of memory

UNIT 5

Recording 31

1 open an account

2 go to the checkout

3 put an item in the basket

4 browse the website

5 choose an item

6 check the order

UNIT 5

Recording 32

1 The company won't provide Internet access to all employees.

2 I'll do the security checks and then upgrade this week.

3 When will you finish the work?

4 Yes, I will.

5 No, she won't.

UNIT 5

Recording 33

[M = Monika; S = Shayan]

M: Shayan, can you explain how a customer completes an online transaction?

S: OK, it's very easy. First, the customer will place an order. The seller's web server will confirm availability of the product and send a response. After that, the customer checks out and completes the payment instructions. Then the server will send a payment request to a payment gateway. The payment gateway will check the buyer's ability to pay with the bank. OK?

M: Fine. Go on.

S: The bank will respond and send payment acceptance or rejection to the seller's web server through the payment gateway. Finally, the customer will receive the server response with the order confirmation or rejection,

M: Will the customer have to register?

S: Yes, all buyers must have their accounts before they complete the transaction.
M: Thank you. Now I understand.

UNIT 6. Network systems

UNIT 6

Recording 34

[A = Agatha; K = Katharina]

A: Hi, Katharina. It's good to see you again. How are you?

K: I'm fine. And you?

A: Fine, thanks.

K: I'm really glad to hear about your success.

A: Thank you.

K: So how can I help you?

?: I wanted to see you because I need your advice. We think we should offer our products and services online to increase our market share. What do you think?

K: That's a great idea. You should definitely do that.

A: Good. So what exactly should J do?

K: I'd recommend that you set up an Ecommerce flower shop.

A: OK.

?: I'll send you an e-mail with some recommendations.

A: Oh, thank you very much. We ought to be ready for Mother's Day.

K: In that case, I'd suggest we start right away. Let me ask you some questions...

UNIT 6

Recording 35

1 modem

2 repeater

3 bridge

4 router

5 gateway

6 switch

7 hub

8 wireless

9 access point

10 network connectors

11 network interface card

UNIT 6

Recording 36

[B = Boris; A = Ahsan]

B: I have a problem with the network download speed. What can you suggest?

A: Why don't you change the hub?

?: I don't think that will work. The hub is fine.

A: OK How about adding a repeater then?

B: Hmm, I'm not sure it will help. It's not a problem with the signal strength.

A: OK, then you should check the cables and network devices to make sure that they are compatible with your network. B: What about changing the modem?

?: I don't think it's necessary. I think it's a problem with the bridge, switch or the router. You should look at the specifications.

B: OK, I will. Thanks for your help.

A: Why don't you check user recommendations on the internet as well? B: Good idea. I'll do that.

UNIT 6

Recording 37

1 Why don't you change the modem?

2 How about connecting a repeater?

3 What about looking on the website?

UNIT 6

Recording 38

1 When did they start work?

2 They installed the computers yesterday 3 We didn't work last week.

4   She went to the office on Sunday. 5   Did you finish the report?

UNIT 6

Recording 39

[K = Karoline; S = Sam]

K: How do you describe network speed?

S: In bits, kilobits, megabits and gigabits. They describe network speed. For example, dial-up connections allow 56 kilobits per second and DSL from 512 kilobits per second to 3 megabits per second.

K: OK. I've got that. What about the range?

S: Range is the distance of network coverage, so distance units represent network range. Most countries use metric but some use feet as units of measurement. Metres or feet usually describe the range of a network. Home networking routers support a range up to 150 feet or 46 metres indoors and 300 feet or 92 metres outdoors. K: Thanks.

UNIT 6

Recording 40

1 77 kilobits per second

2 5 megabytes a second

3 2 gigabytes per minute

4 250 metres 5   40 feet

UNIT 7. IT support

UNIT 7

Recording 41

[H = Haider; M = Maryam] H: Hello, IT Help Desk.

M: Hi, this is Maryam from Human Resources.

H: Hi, this is Haider. How can I help you, Maryam?

M: I switched my computer off yesterday and today I can't turn it on.

H: What type of computer do you have?

M: I'm not sure. It's a desktop computer.

It worked fine yesterday.

H: Don't worry. Have you checked the cable connections?

M: No, I haven't. I can see some cables but I don't know which cable goes where.

H: Make sure all cables are tight and fully plugged in.

M: Ok, give me a sec. Oh, I think I've found the problem. I have one cable that is unplugged. It's the power cable. Where does it go?

H: The power cable should go in the three-pronged port on the computer.

M: OK, done. Let me try now. It's working fine. Sorry about that. Stupid of me.

H: Maybe the cleaners disconnected your PC by mistake last night.

M: Maybe. Good, we've solved the problem. Thank you, Haider.

H: You're welcome. Have a good day. M: You too.

UNIT 7

Recording 42

1 checked

2 switched

3 unplugged

4 worked

5 disconnected

UNIT 7

Recording 43

1 Have you run the computer in the battery mode?

2 How long have you had the iPad?

3 Have you charged the battery?

4 Has he opened the file?

5 Has she entered her username and password?

6 Have they changed the Internet Service Provider?

7 Have you checked the remaining disk space?

8 Have you installed or uninstalled software recently? 9   Has Dillip updated the drivers recently?

UNIT 7

Recording 44

Customer 1

Today is 5 May. Please leave your message after the tone.

Hi. My name is Bolek. I've received a Word File but it won't open in Office. Can you help? My contact number is 050 444 5553. Thank you. Thank you for your call. The service person is Alex.

Customer 2

Today is 16 June. Please leave your message after the tone.

Hi, my name is Sara. I've lost a file that I opened from an attachment. Please help.

My contact number is 055 8214328. Thank you. Thank you for your call. The service person is James.

Customer 3

Today is 13 July. Please leave your message after the tone.

Hello, my name is Sylvia. I've deleted some files. Can I recover them?

My contact number is 050 7895421. Thank you. Thank you for your call. The service person is Mahmoud.

UNIT 7

Recording 45

1 reversible ratchet driver

2 screwdriver

3 hex key set

4 pliers

5 wire cutter

6 wire stripper

7 insertion/extraction clipper

8 three prong holder

9 tweezers

10 anti-static wrist strap

UNIT 7

Recording 46

[H = Helpdesk technician; T = Tuka]

H: Hello, Aqhel speaking. How can I help you?

T: Hi, my name's Tuka. I've upgraded my computer to Windows 7 and now I can't find my personal files anywhere!

H: I see.

T: I've checked Windows 'help' and that didn't tell me anything. I need one file urgently. H: I'm sure we can find your file. Don't worry.

T: Well, I hope so.

H: What Windows version did you have before?

T: Before I had Windows Vista.

H: OK, Is your computer on?

T: Yes, it is.

H: Good. Find Windows.old folder in your C drive.

T: I don't understand. How? I can't see it in Windows Explorer.

H: Please go to the search box, write Windows.old and click enter.

T: OK.

H: The Windows.old folder contains different folders. Your folders and files are in Documents and Settings. You should find the files there.

T: I'U do that.

H: I'll come down to your office if you still have a problem. Good luck. T: Thanks.

UNIT 7

Recording 47

1   How can I help you? 2   I see,

3 I'm sure we can find your file.

4 Please go to the search box...

5 Good luck.

UNIT 8. IT security and safety

UNIT 7

Recording 48

[L = Ludek; A = Ales]

L: Ales, can you check my laptop? Nothing seems to work.

A: Hmm, what have you done this time? Wow! Your laptop is a mess.

L: Sorry about that. I'U clean it up.

A: Have you updated your antivirus software recently?

L: Yes, I have. I did it last week.

A: Well, that's good.

L: I'm afraid I may lose my project. I haven't backed it up.

A: Hmm. You might have spyware or some other malware on your computer. You should install a good spyware doctor program. An antivirus program may not catch everything.

L: OK, I'll do that.

A: And why don't you protect your WLAN access with a password? It's likely you will attract hackers and piggy backers and then you might lose a lot of work.

L: Fine, I'll do that.

A: I'll scan your system with my anti-spyware software now and see if there is a problem. L: Thanks.

UNIT 7

Recording 49

1 Your mustn't put your cup of coffee on the computer.

2 You mustn't work without breaks.

3 You aren't allowed to smoke in the office.

4 We aren't allowed to send private emails. 5   You shouldn't eat lunch at your desk.

Partner files: Student B

1 Working in the IT industry

Business matters

Speaking exercise 4 page 11

Student B: You are Sharifa. You will receive a call from Mrs Mahmoud in answer to your email. Make sure she answers the questions in your email.

3 Websites

Website analytics

Speaking exercise 8 page 23

Student B: Give Student A information about website traffic to your company's website. Ask about his or her website.

Your company:

Number of visitors: 500,000 each month

Visitor location: the Middle East and North Africa

Length of time on site: 2 minutes

6 Network systems

Business matters

Speaking exercise 4 page 51

Student B Monday

morning — attended a training course at the college

afternoon - went to the doctor Tuesday morning — worked at home afternoon — was off

7 IT support

Fault diagnosis

Speaking exercise 8 page 53

Student B

1 Help Student A with the problem.

The mail server asks for a username and password. Has Student A used the wrong password?

Student B

2 Call the IT help desk.

You cannot access the Internet at the moment. Ask for help.

Student B

3 Help Student A with the problem.

There is a new default printer.

Student B

4 Call the IT help desk.

The opened page is too large for the screen.