|  |  |  |
| --- | --- | --- |
| **ufe** | **UNIVERSITY OF FIANARANTSOA**  **NATIONAL COMPUTERS SCHOOL**  **COURSE : SYSTEM AND NETWORK ADMINISTRATION**  **LEVEL : L2** | **C:\Users\Afjal\AppData\Local\Microsoft\Windows\INetCache\Content.Word\logo.jpg** |

**ENGLISH HOMEWORK**

**MEMBERS :**

**RANDRIAMPANALINDAHY Josephin Judicael N°2243**

**RANDRIANASOLO Tojonirina N°2333**

**RANDRIATAHINA Olivier Michel N°2271**

**ANDRIAMPARANY Tahina Herizo Jonah N°2374**

**UNIT 1:**

**WORKING IN IT**

1. Speaking
2. How do you use IT?

**As a computer sciences’ student I use IT as source of information. In my study, IT helps me to develop software and to get the opinions of other developers from all around the globe. As such, IT is a mean of communication for me.**

**Sometimes, thanks to IT, I can have funny moment by playing games, listening to music, watching movies.**

1. What devices do you use?

**I usually use computers and cellphone.**

1. What software do you use?

**Most of the time, I use web browsers such as Mozilla Firefox, Chrome, Opera Mini to search for information and go to forums.**

**For my study, some IDE are required to develop my software: Visual Studio, Sublime Text, Code:Blocks,... Offices are a must too.**

**Software like Facebook, Twitter, are for sharing memories and sending messages to my friends and family.**

**Of course, I play games using my PC.**

1. Listening
2. Maria is a **Software developer.**
3. Ahmed is a **helpdesk supervisor**
4. Freddy is a **project manager**
5. Hana is a **support technician**
6. Tim is a **database administrator**
7. Sophie is a **System analyst**
8. Listening
9. supervise **a team of technical support people**
10. have **a problem**
11. be responsible **for** IT projects
12. look **after** computers
13. install **software**
14. diagnose **the problem**
15. design **databases**
16. maintain **databases**
17. write **specifications** for software
18. Pronunciation!

...kkkkl!

1. Vocabulary

Supervise a network

Have a break

Be responsible for a department

Look after employees

Install applications

Design an interface

maintain system

write code

VI-Speaking

Maria writes software. Ahmed supervises a team. Freddy is responsible for IT projects. Hana looks after computers. Tim designs databases. Sophie writes specifications for software.

VII-Speaking

Web developers create websites.

Network administrators maintain network’s integrity and supervise traffics.

Cyber security persons are responsible for factories’ security over attacks from outsiders.

Computer science’s teacher teaches IT.

I’d like to be a cyber security person because I want to be safe from any cyberattack.

I wouldn’t like a web developer as there is too many people interested in and I’m afraid I couldn’t get a job.

VIII-Listening

He is a helpdesk support.

IX-Listening

1-F

2-V

3-X

4-X

5-X

6-X

X-Listening

1-Robert generally checks emails.

2-Robert usually has emails waiting for him.

3-Normally, Robert visits people at their desks.

4-Sales people have problems occasionally.

5-From time to time, Roberts attends meetings.

6-Roberts hardly ever visits other companies.

XI-Speaking

A: So, tell me about your current job.

B: Actually, I am a software developer. I write software for our customers.

A: What are your duties?

B: Well, generally, my works are divided into two steps: the front and the back. I first receive the design of the interface from the client and then proceed into creating it as an actual working window or website. That’s it for the front-end development. As for the back-end side, I have to make sure that the software works as the client wants it to.

A: That sure is a full time job. How often do you sleep?

B: I rarely sleep as long as the project isn’t finished. Sometimes, I stay awake two nights in a row in order to finish before the deadline.

A: Wow...

IT ORGANISATIONS

1. Speaking

Facebook. Facebook is worldly known as one of the greatest social network. It focus on communication and post sharing, provides applications for an easy access to their services.

1. Vocabulary
2. provider, suppliers
3. manufacturers
4. production facilities
5. products
6. online office application
7. clients
8. launch
9. Reading
10. IBGroup
11. Digital World, IBGroup
12. Futashiba
13. Digital World
14. IBGroup
15. Reading

Word processing: word office for creating, saving, editing and printing documents

Spreadsheet: excel office for calculating, saving, editing data

Presentation: power point office for displaying information and minutes

Database programs: access office for operations on database

Game: War of the Suns

1. Speaking

I’d like to work for Google because of how popular and big it is. Google offers many possibilities of service according to your experience. As it is a big company, it requires many employees so everyone can have a chance to work as long as they are capable enough.

VI-Listening

1-What does your company do?

2-Who are your customers?

3-Does your company produce any hardware?

4-What are your future plans?

5-Do you want to come?

VII-Speaking

A product launch is an event where a company offers a new product.

It is a good idea because it allows an increase in their incomes and fame.

Apple launches some big products occasionally. They hold a presentation in which they explain the new features of their products.

VIII-Pronunciation

...

IX-Writing

1-What does your company do?

2-Who are your customers?

3-Is there any difficulties your company have ever met thus far?

4-How many employees do you have?

5-Are you planning on recruiting in the near future?

6-What are your future plans?

7-Are you planning on entering the international business field?

8-When is your next product launch?

X-Speaking

1-Our company makes hardware. We specialize in computers’ components.

2-We mainly trade with other companies that manufactures computers and other devices requiring our products. But sometimes, we also do business with stores that sells hardware separately.

3-Yes, during the Covid-19 plague, our customers decreased significantly: our partners had to close their store because of the rules. Some of our employees couldn’t come at work. Our production had then become slow and eventually halt. We also got to fire many of our employees because we couldn’t afford their wages. Our company is almost bankrupt.

4-Before, we had 500 employees, but due to our recent reform, we’re only q left with around 150.

5-Yes, of course, exactly. We are in dire need of manpower to rise our production speed. In a while, we’re going to post a recruitment announce in which we offers 100 places.

6-We are planning to produce software. In the recent time, our employees couldn’t come at work, so with the new plan of producing software, we can make job remotely.

7-At the moment, we are focused on compensating our loss from the last few months so we can’t yet think about entering the international field.

8-Soon. We are going to launch our new product: a command management software. It will help us in our management and we also hope it can help others too.

XI-Speaking

...

IT WORKPLACE RULES

1. Speaking
2. Keep liquids away from hardware devices
3. Turn your phone off
4. Power off the computer before leaving

II-Speaking

At college, we had to turn our phone off during class.I think that’s good because it disturbs the teacher’s explanations and other students’ focus if it rings.

III-Vocabulary

1. Chief Information Officer
2. secure
3. data
4. password
5. network
6. alphanumeric
7. characters
8. colleagues

IV-Language

1-Don’t use

2-Must be

3-Need to

4-Should not

V-Speaking

1-Installing new software

You should not install new software yourself. Reason: you may mess up the installation and destroy data.

Do not download software from insecure and unknown source. Reason: those software may contain viruses.

1. Connection personal devices to company computers

Avoid connecting your devices to the company network. Reason: it can compromise the company’s data or destroy them.

1. Playing computer games

Do not play games at work. Reason: A workplace isn’t a place to play games.

1. Using social networking sites such as Facebook

Facebook is forbidden. Reason: social network site are a waste of time, it kills productivity.

1. Using mobile phones

Keep your phone on vibrator mode. Reason: maybe you will have to answer an important call.

1. Switching off your computer at night

Always power off computers at night when you leave the office. Reason: Electricity is expensive.

1. Downloading files

Never download files. Reason: it is company’s computer and you can always compromise our security policies.

1. Streaming music or video

No video or music unrelated to work. Reason: You are here to work.

Always put on your headphones. Reason: audios may disturb your colleagues

1. Listening

Lateefa V: Ask a technician to install software. Work from home

Ivan V: Install apps as often as he wants. Send mails.

Lateefa X: Make personal calls. Install software herself.

Ivan X: Make personal calls.

1. Listening

Lateefa doesn’t agree with many of the rules at her workplace. She is always complaining about some of the rules. She doesn’t like her manager either because she is happy when she doesn’t have to see her.

1. Speaking

Student A explaining rules

Hello Student B and welcome to our company. I hope you can feel good here. I am your new manager, I have a very cool personality but I have to be strict on some points so that we can work well together. First, never use the company’s equipment for personal reasons or whatsoever. Second,don’t install software by yourself. Third, change your password frequently. Those are related to security reasons over our network and all that stuff. Oh, Facebook is forbidden, but mails is OK though.

Student B explaining rules

Welcome to our company Student A, my name’s Manager, and I’m in charge of keeping you in tab over the rules in there. As you know, we start working at 8 a.m. Don’t be late. Keep your desk clean, meaning you can’t eat at your desk. And don’t connect your own devices onto our network. All clear?

1. Speaking

At our place of study, we can almost do everything we want as long as it concerns technology. For example, we can use our phones or computers during class for most of our courses are numeric. There is also Wi-Fi at our college, and everyone is free to use it if they have the password. I am currently happy about those rules so I don’t think I want them to be changed.

1. Writing
2. Do not install software without my authorization.
3. Do not play games on the computers.
4. Do not connect your own devices on the computers.
5. Keep away any liquids from the computers.
6. No download authorized.
7. Never disassemble devices.
8. No Facebook. No Twitter. No Instagram. No Porn. No Youtube. No....
9. Google for research purpose is okay.
10. Watch out for unsecured sites

MEETINGS

1. Speaking
2. In a work meeting, some staff of every department are present to discuss over the decisions. The responsible, usually the chairman, presides the meeting. There are some presentation displayed, every representative of a department takes turn to give in their report. There may be a review of the last actions of the company and a summary of the profits.
3. A while ago, I went to a meeting at the Pietra hotel with Sir Ratsima. It was something about financial education. It was just a day but I learned a lot. The leader talked about his experience in this field. There were many businessman doing the same. Mister Ratsima said he had already 18 companies. He started with a small company and grew up to have as many as 18. He said you don’t have to be able to do something if you can pay someone for it.
4. Vocabulary

.Chairperson is the person who presides a meeting. They are there to maintain order.

.Minutes is a written account of what happened at a meeting. It is a summary of every decisions taken at the meeting

.Video conference is a meeting held via a video link. Everyone with the link can attend to it.

.Agenda is a plan of matters to be taken up. It is held as to not forget something important during a meeting

.Teleconference is a remote meeting. That usually happens when some of the staff aren’t present at the company.

1. Listening
2. Upgrading the operating system to a new version.
3. The computers can’t run the new Windows because they are too old.
4. Buy more memory
5. Memory slots are full
6. Replace some of the computers first.
7. Buy 4 computers.
8. Listening
9. I’m afraid.
10. I really don’t think
11. Could we
12. That’s a pity
13. How about
14. Speaking

1-How about taking credits from the bank? I don’t think we can do that. The procedures are taking too long.

2-What if we sell our old computers and buy some that can run the new operating system? That may be a good idea but I think we won’t have enough computers by then.

3-Instead of replacing computers, how about replacing only the components? There’s a problem. Our computers may be not compatible with the new equipment either.

4-And if we launch a new product to gather funds and finance the replacement of our computers? A product launch is hard to come by, but what about an event or a competition to gather the funds?

VI-Speaking

A:Hello, I am Student A, the Operation Manager.

B:Good morning, I am Student B, an IT support technician. We got a problem. Seven of our laptops are very old and not operating normally. I think it’s time to change them to new ones.

A: I’m afraid we can’t. There isn’t much money. How about buying tablets instead?

B: The company’s software can’t run on tablets so I think that’s impossible. I suggest that we purchase some computers now and more later.

A: If there’s no other option, I guess we should tag along with that.

BUSINESS MATTERS

1. Reading
2. supplies
3. service centers
4. provide
5. spreadsheet and database
6. launched
7. client
8. installing
9. maintaining
10. diagnosing
11. from time to time
12. Speaking

A: Hello, may I come in?

B: Yes, take a sit please.

A: Thank you

B: So, Student B, I read here that you’ve got a diploma of Computer servicing. Can you talk more about it?

A: Yes. I studied for 5 years at INS school. I got my diploma 4 years ago and already started a job as a support technician. But I decided to quit because of my health. The workplace environment was not appropriate.

B: Oh, you already worked as a support technician?! Then I assume you’ve got experience on installing operating systems and the such? Aren’t you overqualified for this post?

A: I think I still have much to learn from your company.

B: Talking about your health, we may sometimes some evening and even weekends shift, are you okay with that?

A:That is not a problem for me. My illness isn’t due to overwork or something, it’s more like an allergy to some product.

B: I see. Then Student B, we can offer you 24,500 dollar a year with a prime at the end of the year. We also offer some insurance for our employees. Are you up to it?

A: Can I hope for a pay rise?

B: Of course, depending on how you perform.

A: Then, I’ll be counting on you from there.

B: Great! See you on Monday at 8 a.m then.

1. Writing

More detailed information first and more general information later.

1. Writing

Website Developer

Searching for a job? Want to work from home? We have the perfect job for you!!! OurCompany company is recruiting for:

1. A front-end developer

\*Knowledge about HTML5/CSS3, JS and its framework(Vue.Js, Angular.JS, React.Js)

\*UI/UX design

1. A back-end developer

\*Experience with back-end language such as PHP, ASP.NET, JAVA

\*Knowledge about SGBD like MySQL or PostGreSQL

\*Comfortable with back-end framework(Laravel, Symfony)

A computer and a good connection is a must.

Having a portfolio could be a good asset.

To apply, send your CV at ourcompany-recruit@ourcompany.org.

**UNIT 2**

**IT SYSTEMS**

| SPEAKING :

The peripherals hardware are all externals devices to be connected to the computer using the socket while internal hardware is a kit delivered inside the computer. For example: RAM, fan, drums, CPU are internals hardware,

externals hardware: mouse, printer, projector.

Yes i can install external hardware like the mouse, projector.

|| VOCABULARY

1. P
2. S
3. P
4. P
5. P
6. I
7. P
8. S
9. P
10. I
11. P
12. P

||| LISTENING

1. F
2. A
3. D
4. E
5. C
6. B
7. G

|V

1. tera-
2. giga-
3. mega-
4. kilo-
5. nano-
6. micro-
7. milli-
8. quad-
9. dual-

V PRONUNCIATION

1. a dual-core processor
2. a quad-speed blu-ray drive
3. a 3.5-millimeter socket
4. a micrometer
5. 18 nanometers
6. a 26-kilobyte file
7. 2.4 megaheteraby

V| LISTENING

Five laptops:

2.73 GHz dual-core CPU

1 x 500 GB SDD

16 GB RAM

Ladeon 3850 1 GB graphics card

15.6-inch WLED 1366 x 768 screen

4 x USB ports

No operating system installed

1 year warranty

10 desktop computers

3.4 GHz octa-core CPU

2 x 1 TB 7200 rpm SATA HDD

2 GB graphics card

6 x Blu-ray drive for optical drive

8 x USB ports

wifi card

V|| SPEAKING

Hi, we ordered some ne computers from you but the order is wrong. We ordered laptops with eight USB ports but they came with four USB ports.

V|||

A: How fast is the processor?

B: It’s 2.84 megahertz

A: How much memory do your pc have?

B: 8 GB dual-channel DDR4 1860 MHz RAM

A: How about disk drives it has?

B: It has 512 GB SSD

A: What about screen resolution ?

B: 15.6-inch IPS 1920 x 1080

|X

1. computers for administration staff
2. a computer for a designer

In my opinon a designer needs robust, fast and powerful computer

1. a server for a small business

From my point of viem a server for a small business should have a lot of RAM and Drives, need a best ventilator and with Linux operating system

1. a computer for a sales person.

A computer to sell, it should seductive for eyes.

GUI OPERATIONS

| SPEAKING

1 Different things can i do to a window :

I can scroll up, scroll down, resize, zoom in, zoom out, left click, right click, modify, quit, move it.

2 Matching word

1 : A

2 : L

3 : F

4 : G

5 : B

6 : K

7 : J

8 : C

9 : I

10 : E

11 : D

12 : H

3 Matching actions

1 b

2 f

3 a

4 e  
 5 d

6 c

7 g

4 LISTENING

The technician is looking for a date and date installation.

5

1 Can you croll up to the top?

2 Just select ‘Manage’.

3 Just right-click where it says ‘Disk 0’.

4 Choose ‘Properties’ from the menu.

5 Choose the ‘Details’ tab.

6 Select ‘Install date’.

6

Can you croll up to the top?

Just right-click where it says ‘Disk 0’.

Just select ‘Manage’.

Choose ‘Properties’ from the menu. ==> Can you choose ...

Choose the ‘Details’ tab. ==> Can you choose ...

Select ‘Install date’. ==> Just select ...

7

1

A: To begin, can you click on the ‘Start’ button?

B: Yep and then?

A: Then, choose Mozilla Firefox.

B: OK

A: After that, just double click on title bar.

2

T: First, right-click on ‘c:’ drive to open a new menu.

U: Yes

T: Then, can you choose ‘Properties’.

U: Of course I can

T: Now, click on ‘Sharing’ tab.

U: Ok

T: Next, choose ‘Advanced Sharing’.

U: Good

T: After that, you should check the ‘Share this folder’ check box.

U: Ok and then?

T: Just accecp it by clicking ‘OK’.

U: mmmh Cool

T: Finally you should click on ‘Close’.

3

A: Beginning of pressing ‘Start’ key and ‘E’ key to open Windows Explorer.

B: Um

A:

B:

A:

B:

A:

**UNIT 3**

Speaking 1

1- Which websites do you visit most often?

For my work, I visit often stack over flow to get some help when I have a bug or error in my program and I don't know how to correct it.

During my pastime, I'm going to Facebook to talk with my friends or to read meme.

But sometime I visit Wikipedia to obtain some knowledge.

I like read books to so best-seller.com is belonging my favorite website.

2- Which browsers do you use? Which is you favorite? Why?

In my phone and my laptop I have a lot of browsers like Firefox, Chrome, opera, kiwi but I use must chrome because of his rapidity in comparison to other but my favorite is Firefox thanks his graph and his tools better that else.

3-what kind(s) of devise(s) do you use to access the internet?

I use my phone and my laptop to access the internet.

Vocabulary 2-

1-D 2-E 3-B 4-A 5-F 6-C

3- Match verb

1-h

2-d

3-a

4-c

5-g

6-e

7-f

8-b

Speaking 4 what do you do in internet?

Actually, we can do a lot of think in the internet like stream video when you are boring, download a lot of photo you want... that's my favorite hobbies. But it's not only for fun, I use it to work too for example take part in a webinar.

Listening 5-Does the ID specialist solve his problem? What does the admin assistant like about the new browser?

Yes, The IT specialist solve his problem.

The bookmarks are easy to access.

6-three things does the admin assistant need help with.

In the first, the admin assistant can't find the box for searching in the new browser. Second, he don't know how to open a new tab and in the last he don't see the menu.

7- Underline the present simple and circle the present continuous. Why did the speaker use the tense in each case?



1-The trouble was in his browser and it is still present at the moment he talk.

2- He use the present because it is the action actually.

8- Complete the conversation

A.1: type in

A.2: is open

A-3: is not working

B-4: check

A-5: know

Speaking 9-RolePlay phone

A: Hello!

B: Hello! What could I help you?

1- Well, I'm streaming video usually I have no problem but now it's not working.

B: Ok, I see. Maybe it is causing for the trouble of internet connection, could you check it for first?

A: hmm... wait... yeah, it's working now but I have another question.

B: Yes sir...

2- The connection is stable now but the site web image is not appearing but before I can see it. What can I do to resolve this?

B: Just unchecked "automatically load images".

3-A: Read... A last, why actually when I visit website it give me a error message?

B: Check on the search bar.

A: Ok...

B: it is "www" not "wwww"

A: Dumb, why do I not see it? Thank you for all.

Listening 10: Complete with correct symbols from the web address

1- "-" 2- "." 3- "/" 4-"\_" 5-"?"

11- Website dictate is 3

Speaking 12-Convercation

A: 1- w-w-w dot w dash 3 dot org

A: 2- w-w-w dot aceinfo dot net dot au slash about

A: 3- w-w-w dot basic dash comp dot co dot JP Slash forum slash 1 underscore 754

B: 1- w-w-w dot worldbox dot com dot sa

B: 2- w-w-w dot intermode dot net dot de slash business underscore intro

B: 3- w-w-w dot ug dot edu slash study slash program dot html question mark prog equal 2236

NETWORK

Speaking 1

- Ask and answer these question

1- What computing devices do you use in your daily life?

In my daily life, I use a phone and a laptop

2- Do you think they are on a network? Is it wired or wireless?

Yes, they can be connected on a network. In my phone, I have access with internet on wireless: Wi-Fi or WLAN. But in my laptop, I can use the both way: internet cable and Wi-Fi.

3- Are these devise secure? What security feature do they have?

I use a traditional password but strong. What is the difference? A strong password is content a random character so it is so difficult to find. But it is not sufficient. The wireless network is easy to hack so it need more secure like identification with address mac or limitation of the number of person can be connected in it.

Reading 2- match he paragraph

a) Line 22 to line 30

b) Line 1 to line 10

c) Line 11 to line 21

3- What do there word refer to?

1- Types of wired network

2-star system

3-types of wired network

4- Central cable

5- Mesh

6-mesh

4-Label these types of network

1- Ring system

2-star system

3-Mesh

4- Bus system

Speaking 5

1- Do you think these use LAN or WAN?

b) ATMs

2- Which of these types of software are usually clients?

b) Web browser

6-

Line 5: they: Computers

Line 11: One: type of wired network

Line 12: This: Star system

Line 14: this: ring system

Line 17: it: central cable

Line 17: Mesh

Line 18: Mesh

Line 22: client-server system

Speaking 7:

1-Browser:

We use it to access in the network

2-Search bar:

It is a part of a browser how can help you to search in internet

3- Bus

4- WAN

It is a type of network how cover a large area.

5-wired network

It is a type of network where devises are linked in the cable.

6- Printer

It is a device can prints.

Listening 8

1- How secure is the current system?

The current system is easy to hack.

2-How secure is a VPN?

It encrypt all of data send in the network so it is too difficult to read.

3- Compared with the current system, how easy is a VPN to use?

It not change the habit of connection. It just secure the network.

9- Meaning

1-dongle:

It is something we plug into the laptop to send data in phone

2-wifi

This is a wireless connection

3-VPN

Virtual private network. It is a system to use when we want to secure our data because it encrypt there to be not read.

11- Which sentence in each in paragraph's topic clearly?

a) The First sentence

Writing 12- White a paragraph for an internal web site about how a VPN works.

VPN is a system make secure your data in internet. Virtual private network is his meaning. Your network is protected to be not pirated because this system encrypt your data and make sure your anonymity in this large web. It is also anti-virus: it ensure you the Malware will not installed in your PC.

MOBILE COMPUTING

Speaking 1:

What features do you use on a mobile device? What do you use them for?

My favorite feature is Camera to take picture to be a memory. I use also GPS to find my way or to find someone (actually GPS has this functionality).

2- How might a mobile device be useful to them?

1- a company sales person who visits many client companies: Phone or tablet

2- A delivery driver for a parcel delivery company: Mobile phone

3- A technician who installs entertainment systems in people's home: Laptop

3-Complete the flowchart with steps a-f in the correct order

a) e) d) b) c) f)

4- How do you think the workflow in 3 will change if the technician has a mobile device?

It is usefull to print instruction.

d) c) f)

Listening 5-

The technicians receive instruction in tablet and the paperwork is be electronic so the client signs electronicaly the paperwork.

6- Complete these zero conditional sentences

1-doesm't know, uses

2-is, signs

3-changes, updates

4-needs, sends

Speaking 7-

Tablet make the work of technician easy and quick because he oe she has access to GPS to find the best way to go to client. He or she don't need to wear alot of paper like paperwork and instruction, there are in the tablet. the update is also easy, just to change the original and all will change, not like on paper.

8-How are these mobile device features and functions useful?

Calculator is very usefull when we have a complexe operation to do.

Calendar is for to have date.

We can take picture thanks to camera.

e-book reader make easy the life of alot of blind person to listen the content of a PDF book.

GPS is need to find places.

Long battery life is very imporant to access on application without electricity for a longtime as possible.

torch is to have light

USB recharger is use to recharge mobile device.

9-What is the person in the photo doing ? what is her job? How might a mobile device help her in her job?

This is a traffic warden, she control the parking, and if a car violate the rule, she give a sanction. The mobile device help her to send infraction to database immediatly.

Vocabulary 10-

1- new hand held

2- save data

3-Locatisation

4-OCR(Optical Character Recognition)

5-Transmit

6-

7-database

8-accelerometre

Speaking 11- Suggest how and why you could customise mobile devices for these jobs.

1- delivery driver

In my opinion, delivery driver need GPS to his work to find easely the place where he or she needs to go.

2- salesperson

Calculator is useful for this job to calcul quickly the sum spending by the customers

3- nurse

This person need baby phone to listen if a baby are child need her help if she or he does something at other room.

EMAIL

Speaking 1- How often do you use email? When do you choose email instead of instant messaging, face-to-face or telephone communication?

I use email to send message to someone far away or to send document. I choose it because I can receive email for someone who I don't know but need my service or vice versa. It is also store in the cloud so if I lost some important document but it is sended by email, I can restore it. I can too speak with important person... Actualy, alot of office propose to send CV in mail, that's why I have it.

Vocabulary 2- Match word

1-I

2-C

3-F

4-B

5-A

6-J

7-E

8-G

9-D

10-H

3-Comparaison note

....

4-Complete this intranet post about email guidlines with a, an or the

1)an 2)a 3)the 4)the 5)an 6)the 7)the 8)a

BUSINESS MATTERS

Speaking 1-

1- List of hardware and software

screen:not work well

email: work well

system: not work well

tablet: work well

cameras: not work well

2-

Sales team need a new software for replying automaticaly the email. With this, they will have more time to customer. They need too a messaging software in order that the manager can be call there every moment. I suggest to use a media social to send video to the customer. A electronic organizer is also important. EveryOne in the office have access with it so they can mention their appointments. For the security of network, all of device would install a firewall to avoid pirate and use VPN to encrypt data for to be difficult to understand. The sales representative need to have get readily photo, I propose to use server so all of data is store on it and everyone can upload something they need on it.

3-

The company have alot of problem with organisation. But it is very impportant if we want a large profit, customers want to have a good quality of service and employee like to have a work place comfortable for working.

For example of matter is the communication. The managers want to get a immediatly answer by their subordinate so I propose a messaging software with a bot can select the person not having job . It not make alot of moment to be receive and to be answer. It will efficient to have a speed service.

Marketing field need to send video not photo to costumer to for convince the client. I propose a social media to send it because it is easy to use for the both for example whatsapp or more.

An electronic organizer is very important for arrangement. Everyone must to access on it to fixe their appointement and other can see that.

Alot of time is spending with email so we will install a software can replying a mail automaticaly, we need just enter the prototype of email and the bot do the rest.

For network the installation of firewall and VPN is necessary to protect data to be not read by other person not at the company.

To access at every data, a server is our friend.

There proposition help alot the organisation of work to be productive and to give a quick service with quality.

UNIT 4- ADMINISTRATION

**Spreadsheets and formulae**

1. **Speaking**
2. What do people use spreadsheets for?

People use spreadsheets for saving data specially the data financial. Thanks to spreadsheets, financial calculations and plans become easy.

1. 2- Do you use spreadsheets? What for? What do you find easy /difficult about using them?

Yes I do. I use it for my work which concern the data capture. It make easy my work due to the table ready to use. But the many formula are very complicated.

1. VOCABULARY

Work in pairs. Match sentences 1-4 to sums a-d. Then rewrite the sentences using the words in brackets.

\* if we divide 8 by 2, we get 4.(divided by) : 8/2

\* if we subtract 2 from 8, we get 6(minus) : 8-2

\* if we multiply 8 by 2, we get 16.(times) : 8 x 2

\* The sum of 8 and 2 is 10. (plus) : 8+2

- 8 divided by 2 is 4.

- 8 minus 2 il 6.

- 8 times 2 is 16.

- 8 plus 2 is 10.

Work in pairs. Write eight sums each but don’t show your partner. Then take turns to read your sums to your partner for him/her to calculate

1. What is 15 times 3?
2. If you divided 100 by 4.5. What do you get?
3. What is 98 minus 43?
4. What do you get if you multiply 40 by 9?
5. What is the sum of 34 and 39?
6. If I subtract 399 from 1930, what do I get?
7. Divide 78 by 3.
8. What is 333 plus 20?
9. Listen to a trainer explaining a formula in this spreadsheet. Match these words to A-F in the spreadsheet. What does the formula do?

A= formula

B= row

C= value

D = worksheet

E = column

F = cell

1. SPEAKING

Work in pairs. Student A, look at the information on this page. Student B, look at the information on page 70. Follow the instructions.

=C2 + (B7-B3): equals C2 plus open bracket B7 minus B3 close bracket

=B7\*C8/C9: equals B7 multiply by C8 divided by C9

=A2-SUM(B2:B20): equals A2 minus SUM open bracket B2 colon B2 nought close bracket

=SUM(C7:j7)-7: equals SUM open bracket C7 colon j7 close bracket minus 7

1. Read audio script 17 on page 75. Which tenses are used? Complete this sentence.

The speaker used the **present simple** **tense** to explain what a function does and the **past simple tense** to describe past events

1. Listen to four employees explaining their problems with spreadsheets. Complete this table

|  |  |
| --- | --- |
| **Action** | **Problem** |
| 1. Typed in a formula | Get an error.message |
| 1. Saved a spreadsheet | Cannot find the spreadsheet |
| 1. Designed a spreadsheet | The spreadsheet doesn’t work |
| 1. Type in a date into a cell | It shows a number instead |

1. SPEAKING

Work in pairs. Match these explanations and solutions to problems 1-4 in 7. Then roleplay the situations you heard.

1. Saved in another folder by mistake: 2
2. Misspelt the function in the formula: 1
3. Need to right-click on the cell, select ‘Format cells’, then select ‘Date’ : 4
4. Chose the wrong formula: 3
5. Work in pairs. Take turns to describe an IT problem. Explain what happened and how you solved the problem. Then form new pairs and describe your first partners’problem to your new partner

A: Hi, what’s wrong?

B: I’d like to make the letter bold by I don’t know how?

A: What software do you use?

B: I use Office Word

A: Well, Just select the word you like to be bold. Then look at the letter G in the top left and click on it.

**DATABASES**

1. SPEAKING

Work in small groups. Discuss these questions:

1. What database programs do you know?

**MySQL, Microsoft Access, Microsoft SQL Server**

1. What do people use databases for? Give example

People use databases for knowledge of someone or something in which they want. For example: Etudiant’s databases allow the responsible if an etudiant’s mark, databases of all Clients of a restaurant allow the owner to know a client’s address.

1. LISTENING

Listen to a database administrator describing the structure of a company database to a trainee. Match these words to screenshots A-C

A= form

B= report

C= table

1. Listen again. Which option best describes what the database keeps track of?
2. Clients and orders
3. Vocabulary

1- fields

2- record

3-objects

4- unique

5- primary key

6- form

7- report

8- retrieve a record

9- query the database

1. SPEAKING

3 is a good primary key because a national identity card number is own of all. No another body can have this in the word.

1. Work in small groups, discuss tables, fields and primary keys that you could use for records in databases in these cases
2. A dentist’s database of patients

Table: PATIENT

FIELDS: IDPatient, PatientName, PatientAdresse

Primary key : IDPatient

1. A language school’s database of students

Table: Student

Fields: IDStudent, StudentName, StudentNaissDate, StudentAddress

Primary key: IDStudent

1. A travel agent’s database of airline tickets

TABLE: airline tickets

Fields: IDTickets, Name

Primary key: IDTickets

1. A database in an online multi-player game in which players can stop and restart their games whenever they whant

Table: PLAYER  
Fields: IDPlayer, PlayerName, PlayerLevel, PlayerAddress, PlayerAge

Primary key: IDPlayer

1. Compare your answer in 6 with another group
2. Work in pairs. Ask and answer questions about how to do these things
3. Find information in the database?

A: How to find information in the database?

B: you can find that by typing command line code using select for example

1. Add a column of numbers in a spreadsheet(sum/formula/spreadsheet)

A: How do you add a column of numbers in a spreadsheet?

B: you can do that by typing number into any cell in the spreadsheet

1. Make sure each record in a database is unique(use/primary key)

A: How can I assure that each record in a database is unique?

B: Just add a primary key in one field of each record

1. Print information from a database

A: How do I print information from a database?

B: you need to run a report.

1. SPEAKING

Work in small groups. Read this scenario and discuss possible solutions for each problem

* Information on paper takes up too much space in the office.

How about automate the data capture by buying a computer and using spreadsheet’s software.

* It is difficult to find information on paper:

Also the same, search an information in a database is easier than on paper.

* Admin staff spend a lot of time entering data. Surely computers can do this?

Entering data mostly needs someone to type this on the keyboard but sometimes, if the information is written on a paper, a scanner can scan it and save the data in the computer.

* They enter the same data into different spreadsheets:

It is practical to use database software than spreadsheets to avoid repetition task.

* Copying and pasting data from spreadsheets into word processor documents is very slow and doesn’t look very good.

I suggest to use another software. Or use Optical character recognition (OCR)

**SYSTEMS ADMINISTRATION**

1. SPEAKING

Work in pairs. Read this definition of what a systems administrator does and write the words in the box in the correct column in the table.

|  |  |
| --- | --- |
| **A systems administrator’s task** | **Not a systems administrator’s task** |
| Looks after network security  Sets up user accounts  Updates software across an organization  Deploys new software  Works on a help desk | Designs databases  Writes software to sell other companies |

1. Look at the second column of the table in 2. Choose a job title from page 4 for each task

Designs database: designer

Writes software: developer

1. Listen to a systems administrator asking a technician about the status of the company’s computer systems. Is it a small company? How do you know?

No it isn’t because they are just hiring new staff members. They also have a system administrator: it is used in a big company.

1. Listen again and tick the correct column in this table. Were there any big problems?

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Worked fine** | **Problem found** | **Not mentioned** |
| 1. Deploy new software upgrades | **\*** |  |  |
| 1. Deploy new software applications |  |  | **\*** |
| 1. Backup systems |  | **\*** |  |
| 1. Disk drives |  |  | **\*** |
| 1. Set permissions | **\*** |  |  |
| 1. Check logs |  | **\*** |  |
| 1. Reset passwords |  | **\*** |  |

1. VOCABULARY

Find words in the table in 4 that match these definitions

1. Change; set again: **reset**
2. Install on many computers at the same time:  **check logs**
3. Settings on a computer, file of folder that say who can use it: **Set permissions**
4. Data that a program or computer produces while it runs, to show how well it is working: **Backup systems**
5. Complete these collocations and phrasal verbs from the conversation with the words in the bos. Then read audio script 20 on page 75 to check your answers
6. Run **smoothly**
7. Disk **crash**
8. Be up and **running again**
9. Lock( someone )**out of**
10. Check (something) **out**
11. Go **smoothly**
12. Use these prompts to write sentences with while, before or after
13. After installing an operating system, the computer may reboot several times
14. Before deploying major software upgrades, train the users.
15. While you replace the hard drive, everything will go smoothly
16. After forgetting a password, reset it.
17. LISTENING

Listen to extracts from five conversations and write the action that should happen first in each case

1. Email a report
2. Partition the hard drive
3. Check schedule
4. Access to a machine
5. Ask the owner of the computer

PRONOUNCIATION

Before you close the database, could you email me a report on last month’s sales?

After partitioning the hard drive, could you run a memory check?

Check your schedule before you re-install the operating system.

After I get access to your machine, you’ll see the cursor mobbing around the screen.

Before remote accessing anyone’s computer, you should always ask them if it’s OK.

* Does the intonation go up or down in yes/no questions?

The intonation go up.

1. SPEAKING  
   Work in pairs. Take turns to ask your partner to do these tasks. Use while, before or after
2. After finishing work for the day, check the logs.
3. Before you will start work tomorrow, check out the database problem
4. While you are in the server room, check the network cables
5. After the new designer arrives, set permissions on his computer.
6. Work in small groups. Decide what precautions you would take in the situations. What would you do or check before. While or after doing the actions?

Remote access someone’s desktop:

Before remoting access someone’s desktop, I always ask him/her if it’s OK.

1. Writing

Write a response to this email. Use these prompts to help you

Email:

Dear systems Administration,

I want to transfer my folders of data to a new laptop. What steps should I follow.

Best wishes, Pietr

Response:

Dear supplier,

It is easy to transfer your folders of data to a new laptop. First plug the memory stick into the old computer. Then drag your folders into the memory stick. For this, use Windows Explorer. Next, unplug your memory stick from the old computer and plug it into the new laptop and just drag folders from the memory stick to the new laptop.

Best wishes

**PERIPHERALS**

1. SPEAKING

Work in pairs. Make a list of as many peripheral devices ( eg: printer, screen) as you can. Then describe the items on your list to your partner. Can she guess what they are?

USB: it is just a small thing which have little tip for connecting and show a telltale if it’s connected to a computer.

Keyboard: it is a rectangle thing where a letter or specifically sign are written on.

Headphone: two round thing which are related with a thread or something else.

1. VOCABULARY

Match photos A-H to definitions 1-8

A= NAS

B = touch screen

C=headset

D= touchpad

E= graphics tablet and stylus

F= stylus

G= multifunction printer

H= projector

1. Write I next to the input devices and O next to the output devices in 2. Which device are both? Which device is neither?

A= NAS: neither

B = touch screen: both

C=headset: O

D= touchpad: I

E= graphics tablet and stylus: both

F= stylus: I

G= multifunction printer: both

H= projector: O

1. Listen to an assistant systems administrator explaining a problem to his manager and complete this table

|  |  |
| --- | --- |
| **Action in progress** | **Problems** |
| The accountant **was trying to** save a spreadsheet to the NAS device | 1. **Got an error message** 2. **Could not connect to it** 3. **Network cable problem** |

1. Work in pairs. Take turns to explain these problems to your partner. Remember to say what you were doing at the time. Use the language box to help you.
2. I was printing when the paper jam ran out.
3. The sound stopped while I was listening my favorite music
4. Yesterday, I was studying using my graphic tablet when move stylus didn’t function normally, the cursor didn’t move.
5. During my shown, the light of the projector stopped working while I was explaining the second paragraph.
6. WRITING

Choose one of the problems in 5. Write a short email to your company’s IT Support Office explaining the problem.

Dear responsible,

I would like to ask you how to do if projector meet any problem. In my case, the projector’s light doesn’t work well. Could you help me? I really need it.

Best wishes. Fy

**BUSINESS MATTERS**

1. SPEAKING

Work in small groups. Read this scenario and choose three of the problems. Discuss possible solutions to the problems you chose.

* Salesperson’s laptop: hard drive crashed

In my opinion, you should buy a new one because if a hard drive is opened, it will not work. Or meet a hardware professional: it might works.

* Projector: wrong cables

There are many kind of projector cables. We should to correct the cable to correspond with our computer to make it works well.

* Backup system: failed

About this, we need to loot at the hard drive if it works well. If another problem, we should do an analyze the computer to see if a malware disturbs it or else.

1. WRITING

Complete this log. Use problems from 1 or problems of your own choice

|  |  |  |
| --- | --- | --- |
| **Time** | **Problem** | **Action taken** |
| **12: 00** | **Salesperson’s laptop: hard drive crashed** | **Using a new one** |
| **14:04** | **Backup system: failed** | **Analyze malware** |
| **16:10** | **Projector: wrong cables** | **Changing cables** |

1. SPEAKING

Work in pairs. Take turns to explain the problems from the log in 2 to your partner. Pay attention to the tenses you use, and use while, before or after where appropriate.

At twelve o’clock, while I was working, the hard drive crashed.

Then after a few hour, the backup system failed too before using it. And about at 4 p.m, I was to change the projector’s cable, it was wrong.

1. WRITING

Read the scenario in 1 again and write an email to Zafia

Dear Zafia,

I’m an assistant in our company and I was to look after the company’s IT systems seeing you are not here. Some problems was happened as the hard drive of the salesperson’s laptop crashed. Also, the marketing department wanted a new report in their database. The internet connection met a several dropouts too and the backup system failed. There was also a new employee who locked out of the human resources database. And last, our projector was a wrong cables. Fortunately, all problems were solved so you don’t have to worry.

Best wishes and have a nice day, FY

Unit 5:

1. Speaking
2. When I want to buy something It-related, it doesn’t take much time because I always know what to buy, its specifications, its general price. So I don’t waste much time comparing, I just go to the store, buy it and then leave.
3. Vocabulary
4. dedicated hosting
5. guarantee
6. uptime
7. minimum
8. bandwidth
9. IP address
10. Reading
11. We can send our specifications to them.
12. They guarantee a replacement of hardware within 24 hours and a support available at any time
13. Yes, we can
14. Of course, if we chose the all plans, we can host as many website as we want.
15. Unfortunately, no. The minimum length is 6 month for all plans.
16. It depends on the plan: up to 2 TB, 5 TB or 25 TB.

IV-Language

1. the most powerful

2. more drives than

3. the same uptime

4. less bandwidth than

5. the most bandwidth

6. the same set-up fees

7. higher than

8. the highest

9. the most expensive

V-Pronunciation

1. Dedicated hosting is more secure than shared hosting.

2. The Basic plan gives you more bandwidth than the Superior plan.

3. Websites run faster on dedicated servers than on shared servers.

4. Of the three, the Basic plan has the least powerful processor.

VI-Speaking

A: Hey, I made a website and I want to host it. I’m sure it will attract many customers so to avoid poor quality service, I need some wide bandwidth. Do you know any web hosting service that can provide that?

B: Sure, HostElite got you!!! Their plans offer many options for bandwidth. The widest one is of course the Premier server plan with 25TB of monthly bandwidth.

A: That’s great!!! What about the control panel?

B: Well, they say you can choose your own operating system and your licence. you can also buy it from them.

A: I guess I’m going to try it for one or two months and see...

B: I’m afraid you can’t as the minimum contract length is at least 6 months

A: Is that so? Then how much is the monthly fee?

B: It depends on the plan you choose. The cheapest is 200$ and the most expensive is 500$.

A: Okay, got it

VII-Listening

1. b
2. b
3. b
4. c
5. a
6. b
7. Speaking
8. Actually, I just got my computer and my cellphone. I’d like to have a Wi-Fi adapter.
9. They’re quite expensive.
10. I don’t understand that question.
11. Vocabulary

1. internet

2. card

3. USB

4. training

5. spare

6. battery

7. purchase

8. technical

9. memory

10. software

11. extended

III-Speaking

1. Internet service

2. My computer really needs it.

IV-Listening

She is talking about a digital camera.

V-Listening

1. cost
2. spent, on
3. was, for
4. pay
5. in

VI-Language

1. As I use internet everyday, I spend a lot of money on it, an average of 10,000Ar weekly.
2. Last year, I think I got over 150,000Ar.
3. Quite a lot actually as my internet connection is mostly on my mobile phone.
4. I got my computer for a little over 1 million Ar.

VII-Speaking

Total Cost of Ownership

Number of year: 3

|  |  |  |
| --- | --- | --- |
| Item | Samiba Dr750 | Sundai TB10.6 |
| Initial purchase cost | $540 | $499.90 |
| Software costs | $379.95 | $$295 |
| Warranty | $0.00 | $39.90 |
| Technical support costs | $0.00 | $0.00 |
| Training | $0.00 | $179/person |
| Other items | $79.80 | $35.75 |
| Total cost of ownership | $999.75 | $1049.55 |

VIII-Speaking

As you can see, the TOC of the Samiba is less expensive than Sundai. Also, it includes many free of costs specifications and no training is required. As for the Sundai, there’s a need for training per person but it includes a warranty and the software costs are cheaper.

IX-Writing

1. the first sentence

2. also, however

3. overall

X-Writing

Hello Sir,

I have finished the TCO of the past 3 years for the Samiba DR750 and the Sundai TB10.6.

First, we purchased the Samiba with more funds than the Sundai.

Also, the softwares for the Samiba costs more than that of the Sundai

Furthermore, we got to buy some items and it turned out the Samiba’s are a bit expensive than the Sundai’s

On the other hand, Sundai offers up a warranty and training fees which add on the TOC.

So at the end of the day, I think the Samiba costs less to own than the Sundai.

Best regards, Thyler.

1. Speaking

The last time I decided to buy something, I got over some few points before making my choice. Of course, the priority was the price because I don’t want to buy something I can’t afford. Then, I thought about the hardware. For example, when I bought my cellphone, I reconsidered how much memory I needed, was the RAM enough for what I was going to use it for, does the battery last long... I also thought about the overheating and many more problems that may occur. It seems like those weren’t enough because right now, I’m facing some problems I didn’t think about. I’ll be sure to make sure next time.

1. Reading

1. freeware

2. subscription pricing

3. traditional pricing

4. tiered pricing/freemium pricing

5. subscription pricing

6. freemium pricing

III-Listening

1. traditional

2. freemium

3. tiered, subscription

IV-Listening

1. how much it costs

2. if there’s a

3. what the price is

4. how many

V-Pronunciation

1. Rising

2. Rising

3. Rising

VI-Reading

1. Microforce: Freemium; Jozo: traditional

2. Microforce: depending on the plan, on the internet, by email and/or by telephone; Jozo: on all plans: web, telephone and/or email

3. a/ one location; b/ one location

VII-Speaking

.a freelance person: Microforce’s Free plan is most suited because of the low cost and the features are more adequate for one person.

.a small company: Also Microforce’s Free plan as there is an allocation of at most 3 users at a site. If there’s a need for larger features, the Microforce standard plan is clearly cheaper than Jozo before an upgrade.

.a large government department: we can choose either Microforce’s Enterprise plan at $300 per year or Jozo at $699 until an upgrade is necessary. Microforce is a better choice in case of more site, as unlimited site licence is included in the price.

VIII-Speaking

A: Hello

B: Hello, how may I help?

A: Actually, I’m searching for a database software, what do you recommend?

B: There’s many software like that but may I get your attention on these?

A: Oh, pretty interesting. Can you explain further?

B: Ah yes! As you can see, we got the Microforce’s software and the Jozo’s. I would recommend using Microforce Hypernamic as it provides different plan that may suits from their free plan to their enterprise plan. I is up to you to choose because only you know how many users you need on the database, the costs are pretty correct too and you can get a trial period of two weeks fro the standard plan onwards. There’s site license too!!! And they provides support via e-mail and some training.

A: That sounds really good, and tempting. What about the Jozo software?

B: Well, this one seems pretty good too. Look, they offer unlimited users on the database, of course less than 100 is recommended but it’s expensive, even without the upgrade. But there’s a trial period of two months and they provide supports via telephone and mails! If you need training, you can contact their sales representatives. Another amazing feature is that they can store over 100,000,000 records. So what do you think sir? Are you interested in any of them?

A: I must say I’m amazed by both but as the project I’m working on right now isn’t on a large scale, I think I should opt for the Microforce’s software.

B: Excellent choice!

IX-Reading

They have a free plan which allows up to three users at one site.

X-Writing

Hello sir,

I have searched for a database suitable for our department as per your request. I found two suitable ones but I think we should go for the Microforce’s software. As we are still a small company, we can’t afford the cost of the Jozo’s, but worry not, the standard plan of the Microforce’s software is likely suitable for us. It allows 10 users on a site for a monthly cost of $10. We can store up to 20,000 records and get support via email. A trial of 15 days is a given and a training for accessing videos.

Best regards, Thyler

1. Speaking

Lastly, I used a software called WinDesign. It allows you to to your data conceptual model and generate a script that sets up your database according to the conceptual model. It’s very easy to use and can even indicates errors in your works to a certain extent. I think it’s a great software as it doesn’t take much time as doing it on paper and then scripting yourself your database. What really amazes me is that it can generates a script for every DBMS you can think of!!! I would certainly recommend it to you.

1. Speaking

These features would be useful for CAD: 2-D drawing tools, 3-D drawing tools, good compatibility with file formats from other software, network capabilities.

1. Listening

1. small company (1 person)

2. small company (14 people in total)

3. medium-sized company

IV-Listening

1. SuperCAD, as it’s free (and he is looking for something low-cost). Most of his work is in 2D and as he is not certain he will need 3D in the future, it’s not necessarily a good idea to pay for it. This package does have limited 3D tools, though. SuperCAD does not have good training but this isn’t a problem because he is good at working out how to use software by himself. The only problem might be if he needs support; the forum may provide quick answers but might not. As he is working by himself, networking capabilities are not so important.

2. CADmium Pro. This and CAD 8-8-8 would both be reasonably suitable but as the company does not have a lot of money at the moment, the pay-per-month solution might work best. It does everything they need but their main issue is training. CADmium Pro has plenty of that.

3. Their main issue is file compatibility. CAD 8-8-8 has the highest ranking for this. As for cost, she says they are happy to spend money if necessary.

V-Speaking

It includes every features but the email support. Instead, they are open for $1 per minute of telephone support .

The file compatibility is ranked the highest.

You can get a licence for $899.95 per computer.

VI-Writing

Hello,

In regards of your problem on CAD, I think you should use CAD 8-8-8 as your main issue is the file compatibility. I includes every features but the email support. Instead, they are open for $1 per minute of telephone support . The file compatibility is ranked the highest and you can get a licence for $899.95 per computer.

Best regards, Thyler.

1. Speaking

In my opinion, a good presentation should include:

\_ Clear and clean introduction so that everyone can understand quickly

\_Detailed development of the ideas you want to transmit

\_ A short and concise conclusion of what you talked about

1. Reading

Server: option 1, it’s a dedicated server with fast response and great storage.

CMS: option 2, it includes every features the company wants

As a medium-sized company, they should be able to afford the fees.

1. Listening

Server: option 2

CMS: option 2

1. Listening

Expressions in presentation

Introduction: First I’ll give ..., Then I’ll talk about ...

Body: Let’s look at ... first, As for ...

Conclusion: So, in conclusion, ...

1. Speaking

Server: option 2

CMS: option 2

The cost comes at 44.90/month

1. Speaking

For a website, we need two things: server and a CMS.Each comes with two options. First, I’ll give a detailed explanation of each option for the server. Then I’ll talk about the options of the CMS.

Let’s take look at the server, a super-computer that can handle multiple tasks and queries at the same time. So it needs fast processing units and storage space. So the option 1 of the server which includes 16 cores of CPU and a storage of 2TB is has a performance far above the second option with only 8 core processors and a shared server at that, fast response isn’t really guaranteed.

As for the CMS, Content Management System, we got the following options:

option 1, open source so free of use, support databases and blogs but can’t go on mobile devices, we have to buy the support package for the set-up which is really expensive.

option 2, we have to get a monthly subscription but it supports everything we need for a cheap price that I think we can afford.

In conclusion, for the needs of our company, we should choose the second option for both the server and CMS as it will only cost us $44.90 per month.

UNIT 6 INTERACTIONS

1 SPEAKING

Axm: Hi Thyler.

Thyler: Hi man.

A: How do you communicate electronically with friends and family?

T: Well, to communicate with friends and family, I usualy use social media and phone call.

A: OK and which types of communication do you think are better for communicating information?

T: In my opinion, I think social media is very speed, can publish with images and videos but peoples need others source of information like TV or Radio FM to verify.

A: The same for being friendly?

T: Probably, social media is the best, Facebook for example.

2 MATCHING WEBSITES

1 c 2 d 3 a

3 SPEAKING

1 Differences between the systems

Facebook is for friends, allows longer messages

Twitter is with limmited messages but reasonable messages.

Linkedin is for business, allows longer messages.

2 Using

For work, they used to get information and selling things.

With friends, they used to share moving moment, share image, to be friendly, discussings severals things.

3 In a company

Security: User might give their personnal information to the company

Privacy: They used for social reasons but the company might see user’s private life.

4 LISTENING

1 A 2 B 3 A 4 B 5 A

5 Underlining parts of sentences

1 Our websites is getting more and more visits. We’ll need more bandwidth soon.

2 My colleague gave me some good news. Laptops are getting cheaper! I’ll buy one soon.

3 The number of companies using a social networking system is increasing.

4 The number of visits to our websites is going down. This isn’t good. We need to look at this.

5 More and more staff are asking for mobile access in order to work from home.

6 Completing

1 A: Hard drives are getting cheaper.

2 A: Our website is getting slower.

3 A: Our forum is becoming more and more popular.

7 Listening

It is easy to get the features who wants the manager because severals of requested features are ordinary.

8

Current system: 1 2 3 4 6

New system: 4 5 7 8

9

1↓ 2↑ 3↑ 4↑ 5↑ 6↑

10 Language

1 Our staff are using the current system one less and less nowadays.

2 Our staff are spending time more then before with emails.

3 We are doing more and more work with overseas departments nowadays.

4 People are needing data access at home.

5 The security is becoming more important than before.

6 The voice recognition seems to be getting popular.

11 Speaking

1 The some current trends in IT are upward and downward.

2 Enterprise social networking can help company by decreasing worker’s lost time, increasing company visibility and make people able to work from home.

VIDEO CONFERENCING

1 SPEAKING

1 A: Hello

B: Hi

A: Can we talk about video conferencing ?

B: Why not !

A: OK. Which method of communicating do you prefer: face-to-face, by video or by telephone?

B: For me, I prefer to communicate face-to-face by video

A: Because ?

B: Because, with this features we can see other no need to travel tghat’s all in lower cost and less time wasted.

A: I see, I agree with you.

2 I didn’t use a video conferencing set-up so I don’t know the description of the situation but I think it need control panels, high-definition monitor and local participants.

3 Advantages of video conferencing:

No need to deplace

lower cost

No more lost time

Give more flexibility

2

Control panels, high-definition monitor, local participants, remote participants.

3 LISTENING

The two types of system are dedicated systems and desktop systems.

4

1: dedicated system

2: remote control

3: MCU

4: (data) compression

5 Underlining all of the examples of the second conditional.

If we had one of those now, we could connect to our Tokyo, Dubai, and Paris Offices. ==> We use Past simple in the if clause and could in the main clause.

If we had a video conferencing system, we would save in other areas. ==> We use past simple in the if clause and would in the main clause.

6 LISTENING

1 likely

2 unlikely

3 unlikely

4 likely

5 unlikely

7 SPEAKING

How many locations of participants? | More than two

How many participants in each locations? | More than two

Cost? | More expensive

Room | special room

Equipment needed | high-definition monitor, video cameras, remote controls, MCU.

Advantages:

Videophone is less expensive, any room is OK and not need other equipment.

Dedicated video conferencing system don’t limit the partipants, location of user.

Disadvantages:

Dedicated video conferencing system is more expensive, need a lot of other kits and must in a special room.

Videophone limits the number of participants and their locations.

UNIT8

Investigation

Speaking 1-

1- What was the last problem you had with an electronic device? What other problem could happen?

My last problem is about my phone. The charging circuit was broken, I can't recharge my phone. Other that, last year, my laptop couldn't turn on.

2-When you have problems with a device, what do you do? How can you find help?

When I have problem, the first thing I do is to verify all possibility to know what is really happen and if I can repair it, I do it myself but if I can't I find help to my friend, my schoolmate.

Listening 2-

Complete the sentence about each speaker's problem

1-hanging

2-crashes

3-connection error

4-running slowly

5-Failure

6-fault

3-Which problem in 2 means that the computer or program is still running but nothing can be typed into it?

answer: 1

Speaking 4- Describe one of the problem without saying the word:

When I execute any software, it work but when I work on it it give me a windows grey and I can't do anything.

Listening 5-

7

9

5

1

8

3

10

4

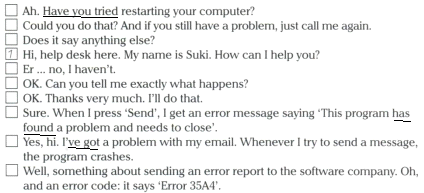
2

6

6- What is the problem? what is a solution?

The problem is with email. The person can't send any message because it is crashed. And the help desk say to restart the PC to resolve it.

7-



8- Complete conversation

1A:Have you charged

1B:charged

2A:Have you repaired

2B:I hadn't

3A:Have you tried

3B:have started

4A:Have you receive

4B:did'nt receive

4A:Have you cheked

9-Use these prompts to write questions and short answers

1A: Have you checked the manual yet? B:Yes, I have

2A: did they contact support last week? B: No, they didn't

3A: Have you checked the cable yet? B:Yes, I have

4A: did you test the broken computer yesterday? B: No, I didn't

5A: Have you tryed inserting another DVD? B: Yes, I have

Pronunciation 10

...

Speaking 11- Have you ever had a problem with any of these? What happened?

I already had a problem in internet connection. It alwas give me an error about DNS protocole.

12-

A:Hi, help desk here, what can I do for you?

B: I have a problem with my internet connection

A:Have you reboot your device?

B:Yes but nothing is happened, it has not worked

A:So Have you check the cable?

B:No, I haven't

A: I propose you to doing it and if it not work, call me.

B: Ok, thank you

Diagnosis

Speaking 1:

1- Look at the photo. what do you think is happening?

The man call a help desck because he have trouble in this computer.

2- Have you ever called an IT help desk call center? What happened? How was the experience?

Yes, I have. This was about the password of my bank's account and the person receiving me was very cordial and polite so it was a good experience despite my stress.

Vocabulary 2-Find words in the form that match there definitions

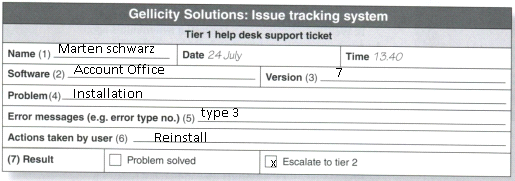
1- Gellicity Solution

2-Problem

3-tier

4-Escalate to tier

Listening 3-complete the form



4-

1- What does the help desk technician think the problem might be?

Some file is missing in the computer of the person.

2-What happen next?

She'll escalated the ticket to tier 2 and the customer needs to wait 24 hours to have answer

3-which level of support do customers reach first:

answer tier 1

5-Say what you think the problem is in these situations

1- It might be viruses

2-It couldn't be in the server, I've looked everywhere

3-He may be helped people at their desks

4-the battery might be plat

5-the problem must not the cable because I've checked it

6-I could checked whether the network cables are plugged in.

Reading 6- Complete

1-is switched on

2-is not connected

3- is not switched on

4-is a power problem

5-are not connected

6-may be faulty

7-is not faulty

8-is faulty

Solution

Speaking1:

6

3

1

4

2

5

Listening 2- Have they solved the problem yet?

I think yes, the problem is solved

3-



4-Complete sentence

1-should change setting the app might update

2-cheking the network and the connections settings

3-removing it

4-should check the usage regularly you might be ok

5-Complete definition

1-usage

2-bloatware

3-bill

Speaking 6-

A: My mobile phone is working but the data is always turn down

B: Should you check if it is switched off?

A: I was checked settings and battery level but all is OK

B:OK, Try a different network

Vocabulary7- match A-F to 1-6

A-1

B-5

C-3

D-2

E-6

F-4

match 1-6 to a-f

1-b

2-f

3-e

4-a

5-c

6-d

Writing 8

a- Move the cable, if you don't, someone might fall and trip

b- If you bend your back while sitting at a desk, you might have backache

c-If you have a short circuit, try cool it down

d-If it should burn, unplug

e-To not get RSI try keeping your wrists straight

f-If you spill your drink, it might provoke electric shock

Speaking 9-

A: Don't put your drink between your laptop?

B: Why?

A: because if you accidentally push it, it might spill in your laptop and it will provoke electric shock.

B: hhmm... OK, so what should I do?

A: Just put it far on your laptop.

B: OK thanks for all

Your Future in IT

Speaking 1. What area of IT would you most like to work? why?

I want to be a developer to program a specifically software for the profit of a lot of people. I can also make real my imagination in the functionality of my work or make someone dreams to be possible. I want to develop bot too to life in the world like a fiction movies.

Reading 2- complete CV

1:d

2:j

3:f

4:h

5:a

6:i

7:g

8:b

9:c

10:e

speaking 3-

1- what technical skills do you have? where have you used them?

I have phone and laptop. I bring it everywhere I am but the skill never leave me is my phone

2- what personal skills do you have? In what situations have you used them?

I want to say my phone because I'm the only one can open it thanks to password and I use it everytime as long as it will not be fat.

Writing 4- Write your own CV

Elie Wot

Lot 32G33 Antanambao

+261 34 32 432 45

Elie@wot.com

2010-present

Project Manager

Responsible for supervise a team during a project

IT service, Paris, France

2004-2009

Engineering diploma in the web developer

Front end and back end developer, Work organization, Conception project

IT University, London

Malagasy

I am very sociable and I like help my colleagues. I'm smart to fix problem.

I am much organized because without it we can finish the project at time. I am very strict at work when someone in my team doesn't finish what I get him or her to do.

Planning project, supervise process, fix problem

Speaking 5-

After get my engineering diploma, I want to work freelancing for the first. I will search where I can have very important project, visit a lot of website can give me this opportunity and when I find stability I want to create a team. I will there project manager and my own secretary to search other project and recruit other team. If I can't supervise the staff, I'll look for a lot of person to be in the responsibility I need. I like to set up a company.

Business matters

Speaking 1-

1- How do you feel about interviews?

It's so stressful because of the likely questions and the way I must reply.

2-Have you had an interview? Tell the group about an interview experience. What was the interview for? What happened in the interview? How did you feel?

I want to talk about my first interview for a training. I was very in stress because it is my first time. I thank about a lot of thing like:" what the interviewer will ask to me? am I presentable? How I must to speak?". But when I opened the door of room where the interview was, the person looked at me and smiled. It comforted me. I saluted him and he said me to take place. The interview went so well and I leaved the room after finished.

2- Personal and technical skills you might need if you apply for these jobs

If you work as project manager, you might be capable to supervise a team and there work.

If you are a software developer, you must to be creative and careful about the project giving but the customers.

If your choose is to be a systems administrator you need to manage and maintain computer system

If systems analyst is you want to be, you have to be very good on writing specifications of software

You are obligated to look after security of data and make attractive your website if you want to be a web developer.

3-Discuss these questions

1- What might you be asked about in a job interview?

I might be asked about my last experiences, my competence for the job, my personnality at work and more about me...

2-At what stage in the interview can you usually ask questions? what might you ask the interviewer about?

when the interviewer let me to ask question. I might to know when I start to work and how much I will payed.

4-

A(interviewee): Good morning sir

B(interviewer): Morning, take place pleace...

A:Thank you sir

B: your name please.

A: Emile Wien.

B:mmmh... are you here for Web developer?

A: Yes sir

B: OK, tell me about your experience?

A:Well, I'm in freelance since my study ending. Someone contact me at my email and if the project is interesting I send a answer to the person for interview phisical or with videoconference. I finish the project for few moment as possible.

B: well, So what about your technical skills?

A: I know alot of technology like: HTML5/CSS3, JavaScript, and JS framework like Jquery, Vue, PHP, Mysql...

B: Tell me about your personal skill?

A:I'm very good on design and photography...It is my passion since my childhood

B: Why are you want to get this jobs?

A: Because I want to get stability. Freelance job pay when I find opportuneness. Sometimes I don't have work so I don't have money, I'm like an unemployed

B: So have you a question?

A:If I get this job, How much I will pay?

B:It's depending your post but it is between 1500$ and 2500$

A: thank you very much

B: your welcome