

---

## **ASSIGNMENT 4: WORKING AS AN IT PROFESSIONAL**

due date: as written on e-learning

---

### **Guidelines**

1. Work in your group
2. Write them down on your own and do not use any tool to help you translate (such as google translate or chatbot). It is also forbidden to look for a solution on the internet.
3. You are allowed to use a dictionary (or an online dictionary), and you are welcome to ask me if you have any questions.
4. In the next meeting, you will be asked to present your recommendation in 10 minutes (maximum). I will appoint a group representative who must do the presentation, so everyone must be prepared!
5. Submit your assignment in **a single pdf file** with the naming “Ass-2\_\_two-last-digits-of-NIM-1\_two-last-digits-of-NIM-2” (example: Ass-2\_\_15\_28).

---

*I hereby certify that I am ready to accept all the consequences if any fraud is found in carrying out this assignment.*

---

## **Chapter 2: Computer consultant**

1. You are asked to recommend a computer and work station configuration for the sales team of a company. Given the following information, decide what to recommend.
  1. There are six people in the team.
  2. Five people are out of the office four days of the week (1 week is counted as 5 days).
  3. One person is in the office all the time (namely the team admin assistant).
  4. Employees need a network connection (wired and wireless).
  5. Employees print, scan, and copy.
  6. Company and client data must be stored on a separate device and backed up regularly.

**Remark.** You should use the vocabulary of prepositions that are discussed during the lecture.

2. In the following week, a representative of each group will be asked to present their work. I will appoint a student who will do the presentation, so everyone must be prepared.
3. Write a short email to the IT manager with your recommendations.

**Remark.** You should pay attention to the opening, main content, and closing of the email.

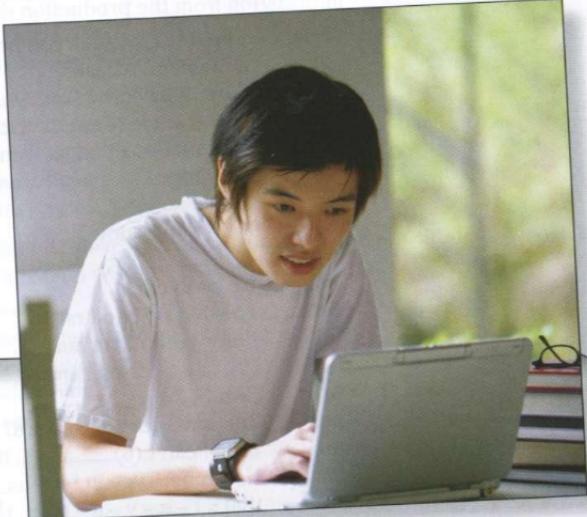
## Chapter 3: Website designer

1. You are a website designer. Read the information about Learning Now Ltd., and answer the following questions.

- What is the business type?
- What is the purpose of the websites: sell, inform, share, educate?
- Who are the website users? Where are the website users?
- What are the features of the website?

**Learning Now Ltd**

*Learning Now Ltd* is in the education business. It needs a new website to promote its courses, materials and learning resources and provide online language-learning services. The website users are young adults all around the world. The website needs to have these features: good interactivity, audio and fast download times.

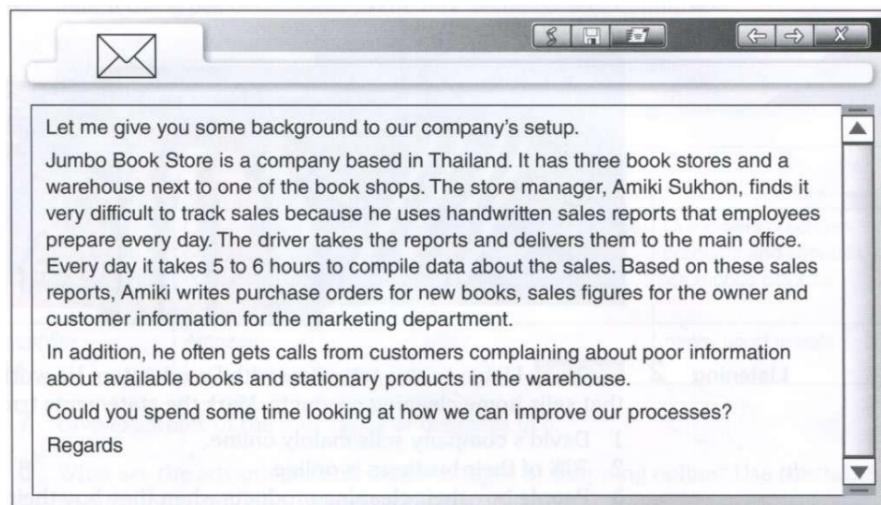


2. Write a proposal for Learning Now Ltd's website. Use your answers from the previous question and the following template to help you.

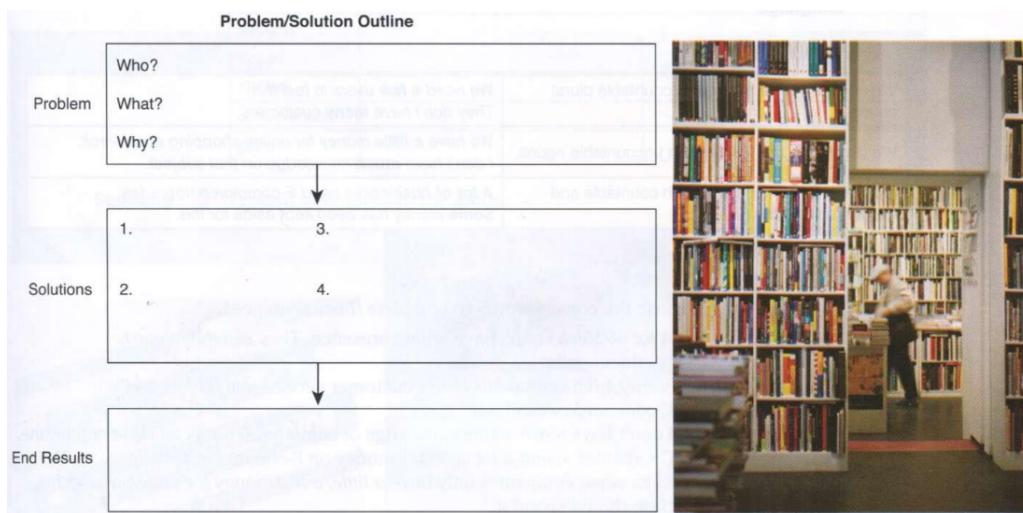
Proposal No. 2011/32154	Date:
Customer:	Business activity:
Subject:	
Purpose:	
Users:	
Features:	
Proposal presented by:	

## Chapter 4: Database administrator

1. Present the result of your discussion based on the questions below. Note that you must speak naturally without using text. If you feel that this is difficult, then you should write an outline and practice your speech several times before creating a video.
2. Read the following part of email sent by the owner of Jumbo Book store. Speak about the content of the email using the following questions as a guideline.
  1. What types of information does Jumbo Book Store communicate between its employees?
  2. How do the employees exchange information in the company?
  3. What documents does Amiki prepare?
  4. How much time does it take to compile the data?
  5. Why do the customers complain?



3. Prepare recommendations using the following outline.



## Chapter 5: E-commerce consultant

- Imagine that you work as a consultant in SellOnline.com, a company that develops E-commerce solutions for small business.

Your client, Document Ltd, sells stationery, lots of different types of products. Your client wants to develop its online presence to reach customers more effectively.

Complete the proposal template, and use the following questions to help you.

<b>Proposal No.</b> 2011/123/45	<b>Date:</b>
<b>Customer:</b>	<b>Business activity:</b>
<b>Subject:</b>	
<b>E-commerce type:</b>	
<b>E-commerce technologies:</b>	
<b>Security solutions:</b>	
<b>Website features and tools:</b>	
<b>Transaction process:</b>	
<b>Proposal presented by:</b>	

- Using the proposal, prepare and deliver a presentation for the marketing director of Document Ltd.

You can use some of the following phrases in your presentation.

Useful phrases for presentations	
Introduction	<i>Good morning/afternoon everybody. Thank you for coming.</i>
	<i>Today we are going to present ... .</i>
	<i>First, I am going to talk about ... .</i>
	<i>Then, we will show you ... .</i>
Speakers	<i>Finally, we will answer your questions ... .</i>
	<i>Now, I'll hand over to my colleague.</i>
Closing	<i>Let me start with ... .</i>
	<i>To finish ... .</i>
<i>Thank you very much for listening. Are there any questions?</i>	

## Chapter 6: Network system

- Karam and Natasha work for the ComHelp company. The company provides IT services to customers. Karam and Natasha work in different areas of the city. Every week they write a report for their boss. Read their notes.

Complete the table with your own note, depending on the activities you did last week related to work or college.

	Monday	Tuesday	Wednesday	Thursday	Friday
Natasha	called CISCO about a training do paperwork	went to British Council to install new software	attended the training on network cabling	day off	had a meeting with the team
Karam	went to TESCO to fix Cat6 cables	set up LAN in a paper factory	day off	installed an audio/video server in Welcare hospital	
You					

- Based on the note, write a short report about your activities last week. Use past tense in the correct way.
- Work in pairs to roleplay the following situation.

**Scenario:** You are explaining to your boss why you were not in the office. Create two videos, Student A acts as the worker, and Student B acts as the boss, then exchange the roles.

Student A	
Wednesday	morning – worked at home afternoon – went to the dentist
Thursday	morning – went to a company to check their network afternoon – installed network security at the company
Student B	
Monday	morning – attended a training course at the college afternoon – went to the doctor
Tuesday	morning – worked at home afternoon – was off

## Chapter 7: IT support

- Imagine that you work as an IT help technician. You are responsible for these tickets from your colleagues in your company. Explain the problems encountered by your colleagues.

Help Desk ticket	
Date	10.11
Name	Ben
Problem	I can't print out.
Contact	0504446231
Service Person	You

Help Desk ticket	
Date	11.11
Name	Clare
Problem	I can't connect to the network.
Contact	0504445558
Service Person	You

Help Desk ticket	
Date	12.11
Name	Simone
Problem	My computer fan is very noisy.
Contact	0504446553
Service Person	You

- For each of Help Desk tickets from 1, write questions for the fault diagnosis and possible solutions in a service report, as shown in the figure below. Examples of questions are:

- Is there an error message on your screen? What does it say?
- Have you tried restarting your computer?

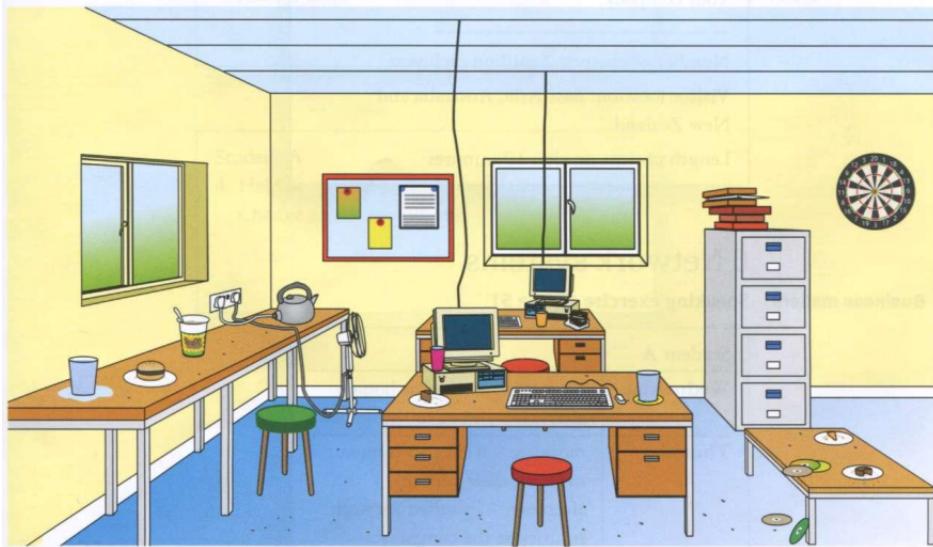
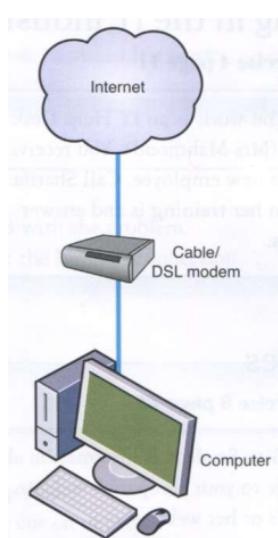
Service Report	
Date	
Name	
Fault diagnosis questions	
Possible solutions	

- Roleplay one of the conversations about the problems, where one of you will be the help desk technician and the other one is the colleague.

## Chapter 8: Systems safety coordinator

- Imagine that you are a team of systems safety coordinators. You have already completed two inspections of the IT systems in QuickFix Ltd. The first inspection was about network security and the second was about health and safety in a workplace.

Your investigation shows that the company has very poor security and safety systems. Look at the pictures and make notes.



- Based on the information in the pictures and your notes, present your report after the inspections.

- Student A: talk about health and safety in the workplace.
- Student B: talk about network security