**Grammar unit 1+ 2**

1. The first thing she always does in the morning is checking her email.

A. always does B. sends C. writes D. checked

1. I have to call a support technician \_\_\_\_\_\_\_\_\_ when I have problems with my computer.
2. occasionally B. always C. often D. seldom
3. Pawl always takes the training courses two or three \_\_\_\_\_\_\_\_\_\_ a year to improve his ability.
4. minutes B. times C. seconds D. a time
5. \_\_\_\_\_\_\_\_\_ this software work on iPhones? – Yes, it does. It runs smoothly.
6. Could B. Do C. Does D. Did
7. \_\_\_\_\_\_\_\_\_ do you update the software? - I do it at least twice a year.
8. How long B. How much C. How often D. How many
9. Passwords must \_\_\_\_\_\_\_\_\_at least eight characters long, so it can’t be lost easily.
10. be B. talk C. read D. speak
11. I have to go to the canteen to eat! I can’t even \_\_\_\_\_\_\_\_ an apple at my desk!
12. have B. eat C. buy D. give
13. \_\_\_\_\_\_\_\_ your password secret, if not your private information will be stolen.
14. Keeps B. Keeping C. To keep D. Keep
15. Don’t share your password \_\_\_\_\_\_\_\_\_ other people because it is easy to be lost.

A. into B. between C. with D. from

1. We could \_\_\_\_\_\_\_\_\_\_ new computers, if we had more money.

A. buy B. sell C. borrow D. bought

1. We need more help. How about \_\_\_\_\_\_\_\_\_ a new technician?

A. working B. sending C. hiring D. buying

1. There is a problem \_\_\_\_\_\_\_\_\_ that idea. I’m afraid. We’re cutting costs at the moment.
2. with B. under C. on D. next to
3. He suggested \_\_\_\_\_\_\_\_\_\_\_ to a new version of windows and a new operating system.
4. upgrade B. upgrading C. download D. replacing
5. The computers won’t \_\_\_\_\_\_\_\_the new Windows well. They’re too old.
6. Match B. run C. compatible D. accept

Unit 2

1. I unplugged the cable \_\_\_\_\_\_\_ the computer when I don’t use it.

A. but B. from C. with D. and

1. Insert the plug \_\_\_\_\_\_\_\_ the socket, so that you can work with it.

A. into B. next to C. under D. opposite

1. \_\_\_\_\_\_\_\_ the process, the computer will restart by itself several times.

A. While B. during C. When D. with

1. Near the end \_\_\_\_\_\_ the process, you can partition the hard drives.

A. of B. during C. at D. with

1. At the end of the process, the operating system will \_\_\_\_\_\_\_\_ for the product key, time, date, network type and details for user accounts.
2. do B. look C. ask D. stand

20. There is a problem with that idea. I’m afraid. We \_\_\_\_\_\_\_\_\_ costs at the moment.

A. didn’t cut B. cut C. are cutting D. have cut

**Vocabulary unit 1 + 2**

1.A \_\_\_\_\_\_\_\_\_\_ is the person who writes specifications and develops software.

A. software developer B. manager C. administrator D. systems analyst

2. \_\_\_\_\_\_\_\_\_ is often abbreviated to gig when talking about memory such asa four-gig memorymodule.

A. Byte B. Gigabyte C. disk drive D. optical drive

3. A \_\_\_\_\_\_\_\_\_\_\_ is the person who not only supervises people but also manages projects.

A. IT supporter B. project manager C. IT expert D. web developer

4. \_\_\_\_\_\_\_\_\_\_ are the people who you work with in a company or an organization.

A. Staff B. Colleagues C. Employees D. Employers

5. \_\_\_\_\_\_\_\_\_ is a secret word that you type into a computer before you can you it.

A. security B. date C. character D. password

6. The information such as members and details about people, this is called \_\_\_\_\_\_\_.

A. document B. data C. information D. key

7. Passwords must be alphanumeric and be at least eight characters long.

A. alphanumeric B. short C. words D. symbols

8. Many companies want an \_\_\_\_\_\_\_\_\_\_to show their products, for example educational organizations to help people learn something.

A. app B. book C. web D. email

9. The \_\_\_\_\_\_\_\_\_\_ is divided into three categories: peripherals (things that you plug into computers**),** internal components and storage**.**

A. hardware B. circuit C. motherboard D. CPU

10. A \_\_\_\_\_\_\_\_\_\_\_ supervises software, or develops and writes specifications.

A. support technician B. Clients C. specialist D. customer

11. \_\_\_\_\_\_\_\_\_\_\_program**s** such asMicrosoft Word, OpenOffice Write. They are used for writing.

A. Word processing B. Presentation C. Database D. Operating

12. \_\_\_\_\_\_\_\_\_ is an example of spreadsheet program. It is used for doing things with numbers.

A. GUI B. Microsoft Excel C. MS D. Window

13.Presentation programs are used for \_\_\_\_\_\_\_\_\_ presentations, making slides such asMicrosoft PowerPoint.

A. doing B. making C. taking D. instructing

14. Database program is used for doing things or \_\_\_\_\_\_\_\_\_ information or data such as Microsoft Access.   
A. connecting B. Presenting C. processing D. teaching

15. World of Warcraft, Grand Theft Auto are examples of \_\_\_\_\_\_\_\_\_\_. It is used for having fun.

A. Passwords B. window C. webpages D. Games

16. \_\_\_\_\_\_\_\_\_\_\_\_ systems are used foroperating or controlling computers Windows, Mac OS, iOS, Android.

A. Link B. Taskbar C. Tab D. Operating

17. A \_\_\_\_\_\_\_\_\_ is something or an event for a new product, maybe to advertise it.

A. web design B. product launch C. folder D. filename

18. A \_\_\_\_\_\_\_\_\_\_ is the person who controls meetings and is useful for running the meeting smoothly and keeping it focused.

1. Businessman B. director C. editor D. chairman

19. An \_\_\_\_\_\_\_\_\_\_ is a list of points to talk about at a meeting and is useful so that people can prepare for the meeting before it starts and to keep the  
meeting focused.

1. Agenda B. note C. plan D. schedule

20. A \_\_\_\_\_\_\_ is a record of what people talked about and decided at a meeting and is useful so that people can remember the decisions.

1. Record B. minutes C. check box D. radio button

Reading

**Task 1: Read the text and choose the best option A, B, C or D**

**HOW TO INSTALL THE LATEST DRIVER**

Most printers require that you install the latest printer driver so that the printer will work well. If you recently upgraded from an earlier version of Windows, your printer driver might work with the previous version but might not work well or at all with Windows 10. Also, if you've experienced power outages, computer viruses, or other problems, your printer driver might be damaged. Downloading and installing the latest printer driver can often resolve these problems. Here are several ways to do this.

**Use Windows Update**

Windows Update might find an updated version of your printer driver. To use it: Select the **Start** button, then select **Settings** > **Update & Security**, and select **Check for updates**. If Windows Update finds an updated driver, it will download and install it, and your printer will automatically use it.

**Install software that came with your printer**

If your printer came with a disc, it might contain software that can help you install drivers for your printer or check for driver updates.

**Download and install the driver from the printer manufacturer’s website**

Check your printer manufacturer’s support site. To find that, search the internet for the name of your printer manufacturer plus the word “support,” such as “HP support.” Driver updates are often available in the “Drivers” section of a printer manufacturer’s website. Some support sites let you search for your printer model number directly. Locate and download the latest driver for your printer model, then follow the installation instructions on the manufacturer’s website. Most drivers are self-installing. After you download them, double-click (or double-tap) the file to begin installing it. Then follow these steps to remove and reinstall the printer.

1. Select the **Start**button, then select **Settings**> **Devices** > **Printers & scanners**.

2. Under **Printers & scanners**, find the printer, select it, and then select **Remove device**.

3. After removing your printer, add it back by selecting **Add a printer or scanner**. Wait for your device to find nearby printers, choose the one you want, and then select **Add device**.

**Questions:**

1. What problem can power failure or viruses cause to your printer driver?

a. reinstalling the printer. b. power outages c. removing the printer d. be damaged

2. How many ways of installing the latest printer driver are mentioned in the text?

a. 2 b. 3 c.4 d.5

3. What will Windows update do if it finds an updated version of printer driver?

a. Download and install b. Locate and download c. Install software d. Remove device

4. What word should be included along with the name of printer manufacturer when you search on the Internet?

a. Drivers b. Driver updates c. support d. HP support

5. How are most drivers described to be?

a. self-installing b. double-clicking c. double-tap d. reinstalling

**Task 2: Read the text and choose the best option A, B, C or D**

Primary duties: A data scientist analyzes and organizes data to determine trends that can influence business decisions. Their methods and IT tools use statistics and machine learning to help collect and process a company's data such as financial records, sales, prospects and lead generation. Some duties vary for specific industries. For example, data scientists in the healthcare industry keep electronic health records (EHRs) intact for hospitals to have access to confidential medical information. They may also use data to help healthcare organizations make sound business decisions.

Requirements: Many of these professionals choose to pursue both a bachelor's and a master's degree in IT or other business fields. Some pursue additional degrees, coursework and certifications that relate to their specific industry, such as health care.

Primary duties: An IT director oversees the strategy and execution of IT operations for an organization. They ensure that department tasks align with the company's goals and development. These professionals may also collaborate with other internal IT professionals as well as executive management to generate contingency plans, budgets and development goals.

Requirements: This position may require a graduate degree and relevant industry certifications, such as in certain programs or applicable management courses. Entry and mid-level roles in IT support and database architecture can provide these professionals with the well-rounded experience to help them advance to this management position.

1.Which industry-specific task might a data scientist perform in the healthcare field?

A. Keeping electronic health records (EHRs) intact for hospitals

B. Developing electronic health records systems (EHRs)

C. Conducting surgical procedures

D. Training hospital staff in IT software

2. Which educational path is most common for data scientists?

A. A high school diploma and technical training

B. A bachelor’s and master’s degree in IT or business fields

C. On-the-job training with no formal education

D. A degree in law with a focus on data ethics

3. What tools and methods do data scientists commonly use in their work?

A. Cloud-based accounting software

B. Graphic design and video editing software

C. Financial modeling tools only

D. Statistics and machine learning

4. Who might an IT director collaborate with to develop contingency plans and budgets?

A. Marketing managers

B. External contractors

C. Internal IT professionals and executive management

D. End-users and external stakeholders

5. What is one of the IT director’s goals when overseeing their department?

A. Ensuring IT tasks align with the company's goals and development

B. Supervising all non-technical staff in the organization

C. Minimizing the organization's use of IT resources

D. Selling IT hardware and software to clients

**Task 3: Read the text and choose the best option A, B, C or D**

**DESKTOP PUBLISHING PROCESS OVERVIEW**

**MAKE A SKETCH**: Before even opening the software it is wise to have an idea where you are going with your design. What do you want to create? You could skip this step but it is recommended to try to do a few thumbnail sketches first.

**CHOOSE A TEMPLATE**: If your chosen software has templates for the type of project you plan to do, take a look at those templates to see if they will work properly with a little tweaking for your project. Using a template can be faster than starting from scratch and a great way for those new to desktop publishing to get started. Or, as an alternative, find a tutorial for your software that takes you through the steps of learning the software while doing a specific project such as a greeting card, business card, or brochure.

**SET UP YOUR DOCUMENT**: If using a template, you may need to tweak some of the template settings. If starting from scratch, set the size and orientation of your document — set the margins. If you'll be doing text in columns, set up text columns. The specific steps you take in the document setup will vary from one type of project to the next. ​

**PLACE TEXT IN YOUR DOCUMENT**: If your document is mostly text, place it in your layout by importing it from a file, copying it from another program, or typing it directly in your program.

**FORMAT YOUR TEXT**: Align your text. Apply the desired typeface, style, size, and spacing to your text. You may end up making some changes later, but go ahead and select the fonts you believe you want to use. Apply embellishments such as plain or fancy drop caps. The specific steps of composing the text that you choose will depend on the amount of text and the type of document you are preparing.

**PLACE GRAPHICS IN YOUR DOCUMENT**: If your document is mostly graphics-based, you may want to place the images before adding bits of text. Import your graphics from a file, copy them from another program, or create them directly in your page layout software (simple boxes, rules, etc.). You can even do some drawing and graphics creation right in your page layout program.

**TWEAK YOUR GRAPHICS PLACEMENT**: Move your graphics around so that they line up the way you want them. Set up your graphics so that text wraps around them. Crop or resize graphics if necessary.

**APPLY THE RULES OF DESKTOP PUBLISHING**: Once you have your initial layout, improve and fine-tune. Simply applying these tried and true methods of arranging a page and doing desktop publishing will result in more attractive pages even without formal graphic design training. *In brief*: drop typewritten conventions such as two spaces after periods and double hard returns between paragraphs; use fewer fonts, less clip art; leave white space in the layout; avoid most centered and justified text.

**PRINT A DRAFT AND PROOFREAD IT**: You can proofread on-screen but it's always a good idea to print out your project. Proof your printout not only for colors (colors on screen don't always print as expected), typographical errors, and placement of elements. If it is to be folded or trimmed, make sure it folds properly and that trim marks print correctly. Think you've caught all the errors? Proofread it again.

**PRINT YOUR PROJECT**: Once you're happy with your layout and your proofs are printing properly, print your creation on your desktop printer. Ideally, even before you finalize your design you've gone through all the preparatory steps for desktop printing including calibration, print options, previews, and troubleshooting.

1. What should you do firstly before opening the software?

A. Make thumbnail sketches

B. Choose a template

C. Prepare the document needed

D. Take a look at templates

2. Which one is the best choice for those new to desktop publishing to get started?

A. A tutorial

B. A template

C. Both of them

D. Set the size and orientation

3. You should place the images before adding bits of text for \_\_\_\_\_\_\_\_.

a. The text-document

B. The graphics-based document

C. Any kind of the document

D. Improve and fine-tune

4. Where should you proofread the product?

A. In a printed draft

B. On the computer screen

C. Any kind of them

D. On your desktop printer

5. What will you do before printing your project?

A. Detect all typographical errors

B. Print the draft

C. Proofread it to check color and any errors

D. Proofread on-screen

**Task 4: Read the text and choose the best option A, B, C or D**

Information technology (IT) professionals are responsible for helping organizations maintain their digital infrastructure and providing troubleshooting assistance to technology consumers. IT employees are in demand to help others keep up with technological advances and security procedures.

**Primary duties:** An IT technician collaborates with support specialists to analyze and diagnose computer issues. They also monitor processing functions, install relevant software and perform tests on computer equipment and applications when necessary. They may also train a company's employees, clients and other users on a new program or function as well.

**Requirements:** IT technicians must earn an associate degree in IT or a bachelor's degree in computer science or networking. Technicians render services for IT companies depending on the industry they choose to work in and may need to learn more about database programming to give themselves an advantage in an entry-level role.

**Primary duties:** Web developers design the appearance, navigation and content organization of a website. They use coding languages such as HTML, CSS and JavaScript to manage graphics, applications and content that address a client's needs.

**Requirements:** Many web developers earn an associate degree in web development or another relevant IT field. Some may pursue a bachelor's degree in IT or another business field. Others may develop their web design skills through certificate programs or self-paced learning. To secure employment, previous experience and a portfolio of work are often required.

1. What is a common requirement for someone to become an IT technician?

A. A graduate degree in business administration

B. Certification in marketing and public relations

C. An associate degree in IT or a bachelor's degree in computer science or networking

D. On-the-job training with no formal education

2. Which additional skill might give an IT technician an advantage in an entry-level role?

A. Knowledge of graphic design tools

B. Database programming expertise

C. Proficiency in foreign languages

D. Advanced accounting skills

3. What additional duty might an IT technician perform in a company?

A. Training employees, clients, and users on new programs or functions

B. Writing software for mobile applications

C. Supervising marketing campaigns for IT services

D. Managing the company’s payroll system

4.What is often required for web developers to secure employment?

A. A master's degree in IT and engineering

B. Previous experience and a portfolio of work

C. Advanced marketing certifications

D. Proficiency in multiple spoken languages

5. What aspects of a website do web developers manage using coding languages?

A. Financial records and transactions

B. Human resources data and workflows

C. Security camera systems

D. Graphics, applications, and content