

## Unit 1: Working in IT

### PART 1. PRE-STAGE

Write the translation for each lesson before class.

#### Lesson 1A: IT jobs and duties

WORD	DEFINITION	TRANSLATION
database administrator (n)	sb whose job is to look after a computer database that has many users	
helpdesk supervisor (n)	sb who supervises the department of a company that people call for help, especially with computer problems	
project manager (n)	sb whose job is to manage a carefully planned piece of work	
developer (n)	a person or organisation that works on a new piece of software to make it successful	
support technician (n)	sb whose job is to provide help or information that you need to improve a computer system, make it continue working, or use it correctly	
systems analyst (n)	sb whose job is to study a company's computer needs and provide them with suitable software and equipment	
supervise (v)	to be in charge of (an activity or person) and make sure that things are done in the correct way	
be responsible (v phr)	to have a duty to be in charge of or to look after sb or sth	
install (v)	to put (a piece of equipment) somewhere and connect it so that it is ready to be used, or to add (new software) to a computer so that it is ready to be used	
diagnose (v)	to find out what the cause of (a fault) is, after doing tests, examinations, etc.	
design (v)	to make a drawing or plan of (sth that will	

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	be made or built)	
maintain (v)	to keep (a machine, building, etc.) in good condition by checking and repairing it regularly	
check email (phr)	to look to see whether you have received messages that are sent from one person to another using computers	
attend meetings (phr)	to go to events at which people meet to discuss and decide things	

### Lesson 1B: IT organizations

WORD	DEFINITION	TRANSLATION
carry out (phr v)	to do (sth that needs to be organised and planned)	
provider (n)	a company or person that provides a service	
supplier (n)	a company or person that provides a particular product	
manufacturer (n)	a company that makes large quantities of goods	
production facility (n)	a place or building used for making or growing things to be sold, especially in large quantities	
product (n)	sth that is grown or made in a factory in large quantities, usually in order to be sold	
service centre (n)	a building from which a particular type of help or work is provided by a business to customers, but not one that involves producing goods supply cloud	
computing (phr)	to provide computing facilities and storage capacity as a service to a group of similar customers	
word processing (n)	the activity of using computer software or a small computer for writing letters and other documents	

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spreadsheet (n)	a document produced by a computer program that can show and calculate financial information	
presentation (n)	a document produced by a computer program that can show a new product or idea or display information	
database (n)	a large amount of data stored in a computer system so that you can find and use it easily, or a file that stores this data	
client (n)	sb who gets services or advice from a professional person, company or organisation; a customer	
operating system (n phr)	a system in a computer that helps all the programs in it to work together	
launch (v)	to make (a new product, book, etc.) available for sale for the first time	
version (n)	a copy of sth that has been changed so that it is slightly different	

### Lesson 1C: IT workplace rules

WORD	DEFINITION	TRANSLATION
security (n)	things that are done to keep a person, building or country safe from danger or crime	
data (n)	information in a form that can be stored and used, especially on a computer	
password (n)	a secret group of letters or numbers that you must type into a computer before you can use a system or program	
network (n)	a set of computers that are connected to each other so that they can share information	
alphanumeric (adj)	using letters and numbers	
character (n)	a letter, mark or sign used in writing, printing or on a computer	
colleague (n)	sb you work with, used especially by	

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	professional people	
connect (v)	to join (two or more things) together	
personal (adj)	belonging or relating to one particular person, rather than to other people, to people in general or to the company you work for	
download (v)	to move (information or programs) from a computer network to an individual computer	
stream (v)	if you stream sound or video, you play it on your computer while it is being downloaded from the Internet, rather than saving it as a file and then playing it	

## Lesson 1D: Meetings

WORD	DEFINITION	TRANSLATION
chairperson (n)	sb who is in charge of a meeting or directs the work of a committee or organisation	
agenda (n)	a list of the subjects to be discussed at a meeting	
minutes (n pl)	an official written record of what is said and decided at a meeting	
teleconference (n)	a discussion in which people in different places talk to each other using telephones or video equipment	
videoconference (n)	a discussion in which people in different places talk to each other using video equipment	

## PART 2. PRACTICE EXERCISES

**1.1 Complete these sentences with the words in the boxes. You do not need all the words.**

carry out   check   connect   database   diagnose   provide   send   support
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- 1 If you have a problem with your computer hardware, call the \_\_\_\_\_ technician.
- 2 I \_\_\_\_\_ my emails twice a day to see if anyone has sent me a message.
- 3 First, \_\_\_\_\_ the problem. Then solve it.
- 4 In our company we \_\_\_\_\_ support to users of all kinds of operating systems.

agenda   characters   clients   data   minutes   normally   occasionally   suppliers
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- 5 Make sure you read the \_\_\_\_\_ before the meeting so that you know what we'll talk about.
- 6 I travel a lot in my role as salesperson because my company has many \_\_\_\_\_ in different countries.
- 7 Passwords must be eight or more \_\_\_\_\_ long, including both letters and numbers.
- 8 I'm usually at my desk but I \_\_\_\_\_ go out to visit a supplier.

**1.2 Correct the mistakes in these sentences. Underline one incorrect word and write the correct word on the line.**

- 9 I use a computer very day. \_\_\_\_\_
- 10 Do your company supply software? \_\_\_\_\_
- 11 I stand up new computers and maintain old ones. \_\_\_\_\_
- 12 How for buying some new computers? \_\_\_\_\_
- 13 We produce hardware for office workers, such as word processors and spreadsheets. \_\_\_\_\_
- 14 What are the rules about mobile phones in your office? Need you use mobile phones? \_\_\_\_\_
- 15 'Have we buy some new computers?' 'Yes, great idea! We need some new ones.'  
\_\_\_\_\_

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### 1.3 Complete these sentences with job titles from Unit 1.

- 16 A(n) \_\_\_\_\_ looks after databases.  
17 A(n) \_\_\_\_\_ writes specifications for software.  
18 A(n) \_\_\_\_\_ manages projects.  
19 A(n) \_\_\_\_\_ manages a team of helpdesk workers.  
20 A(n) \_\_\_\_\_ maintains computers.  
21 A(n) \_\_\_\_\_ writes software.

### 1.4 Put these words in the correct order to make sentences and questions.

- 22 at / centre / does / he / service / the / work / ? /
- 

- 23 computers / repair / I /
- 

- 24 answer / calls / don't / in / office / personal / phone / the /
- 

- 25 change / every / month / must / password / you / your /
- 

- 26 computers / up / I / new / set /
- 

- 27 company / my / sells / software /
- 

- 28 company / facilities / has / my / production / two /
- 

- 29 buy / computers / new / shall / we / ? /
- 

- 30 about / how / software / the / upgrading / ? /
-

### 1.5 Read the text and do the tasks below.

Computers are electronic machines which can accept data in a certain form, they process the data and give the results of the processing in a specified format as information.

Three basic steps are involved in the process. First, data is fed into the computer's memory. Then, when the program is run, the computer performs a set of instructions and processes the data. Finally, we can see the results on the screen or in printed form. Information in the form of data and programs is known as software, and the electronic and mechanical parts that make up a computer system are called hardware. A standard computer system consists of three main sections: the central processing unit (CPU), the main memory and the peripherals.

Perhaps the most influential component is the central processing unit. Its function is to execute program instructions and coordinate the activities of all the other units. In a way, it is the 'brain' of the computer. The main memory holds the instructions and data which are currently being processed by the CPU. The peripherals are the physical units attached to the computer. They include storage devices and inputs/outputs devices. Storage devices (floppy, hard or optical disks) provide a permanent storage of both data and programs. Disk drives enable data to go into the computer's memory. The most common input devices are mouse and the keyboard. Output devices enable us to extract the finished product from the system. For example, the computer shows the output on the monitor or prints the results onto paper by means of a printer. On the rear panel of the computer there are several ports onto which we can plug a wide range of peripherals- modems, fax machines, optical drives and scanners.

To perform any task on the computer, the user provides input to the computer with the help of input devices and then the input devices forwards the request of the user to the CPU which then processes data using its three main components i.e. the Memory Unit, Control Unit and Arithmetic and Logical Unit and then after processing the data, the

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Control Unit (which controls all other devices) forwards the processed data i.e. the information to the output devices and is displayed to the user.

***Answer the following questions.***

31 What can computers do?

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32 How many parts are there in a standard computer system? What are they?

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33 What section is the 'brain' of the computer? What is its aim?

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34 Are mouse, key board, and printer peripherals?

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35 How many steps should be done to perform a task on the computer?

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***Write T for True, F for False, or NI for No Information.***

36 ..... Information is a result of the data processing given by computers.

37 ..... Step 1 is the most important one involved in the process.

38 ..... The function of a computer is to execute program instructions.

39 ..... Storage devices and input/output devices are peripherals

40 ..... Five steps should be done to perform task on the computer.

**1.6 Translate the following sentences in to Vietnamese.**

41 Computers are electronic machines which can accept data in a certain form, they process the data and give the results of the processing in a specified format as information.

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- 42 A standard computer system consists of three main sections: the central processing unit (CPU), the main memory and the peripherals.

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## 1.7 Translate the following sentences in to English.

- 43 Tất cả các hoạt động của hệ thống máy tính được phối hợp bởi bộ xử lý trung tâm.

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- 44 Sản phẩm của IB Group bao gồm những ứng dụng văn phòng trực tuyến mà mọi người có thể sử dụng trên Internet bất kỳ ở đâu và vào bất kỳ thời gian nào.

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- 45 Nhà phân tích hệ thống là người gặp khách hàng và tìm hiểu xem chính xác họ cần gì, rồi sau đó viết những đặc tính cho phần mềm. Các lập trình viên phần mềm sau đó viết phần mềm tương hợp với những đặc tính đó.

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## 1.8 ▶ 04 Listen and decide these statements are True or False.

- 46 The company develops apps for Apple and Android devices. \_\_\_\_\_
- 47 Their customers are only companies wanting an app to show thier products. \_\_\_\_\_
- 48 They don't work for educational organisations. \_\_\_\_\_
- 49 They produce hardware. \_\_\_\_\_
- 50 They have a product launch tomorrow night. \_\_\_\_\_