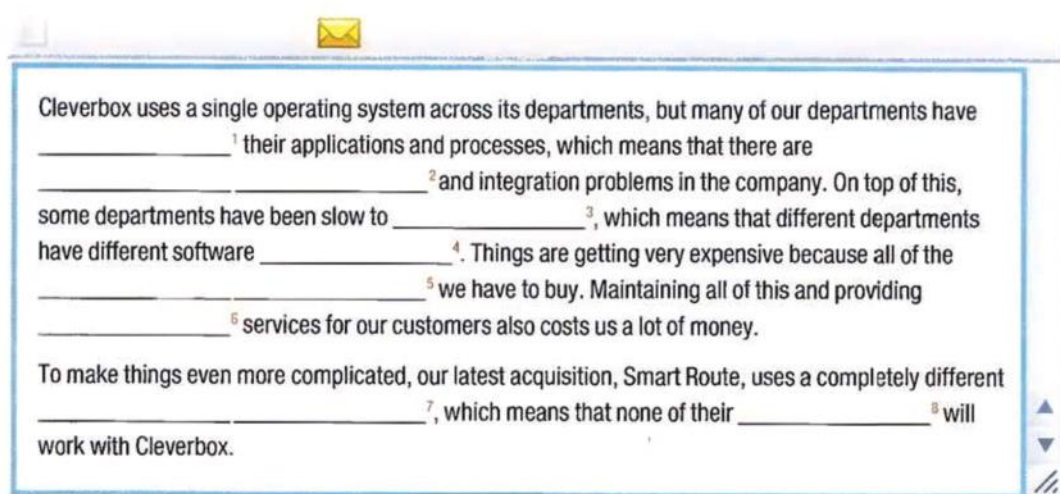


14 stycznia 2017
00:07

- 2** Cleverbox is a manufacturer of a new type of IP router that is bought by telecoms network operators. It has grown rapidly, both organically and through acquisition. This rapid growth is now causing business problems with integration. The Cleverbox IT Director, Jane Simmons, sent an email to Elizabeth Hardy, from software development company Talking Software Ltd, outlining their problems.

Complete Jane's email with the expressions below.

applications • customized • data format • helpdesk • operating system • releases • software licences • upgrade



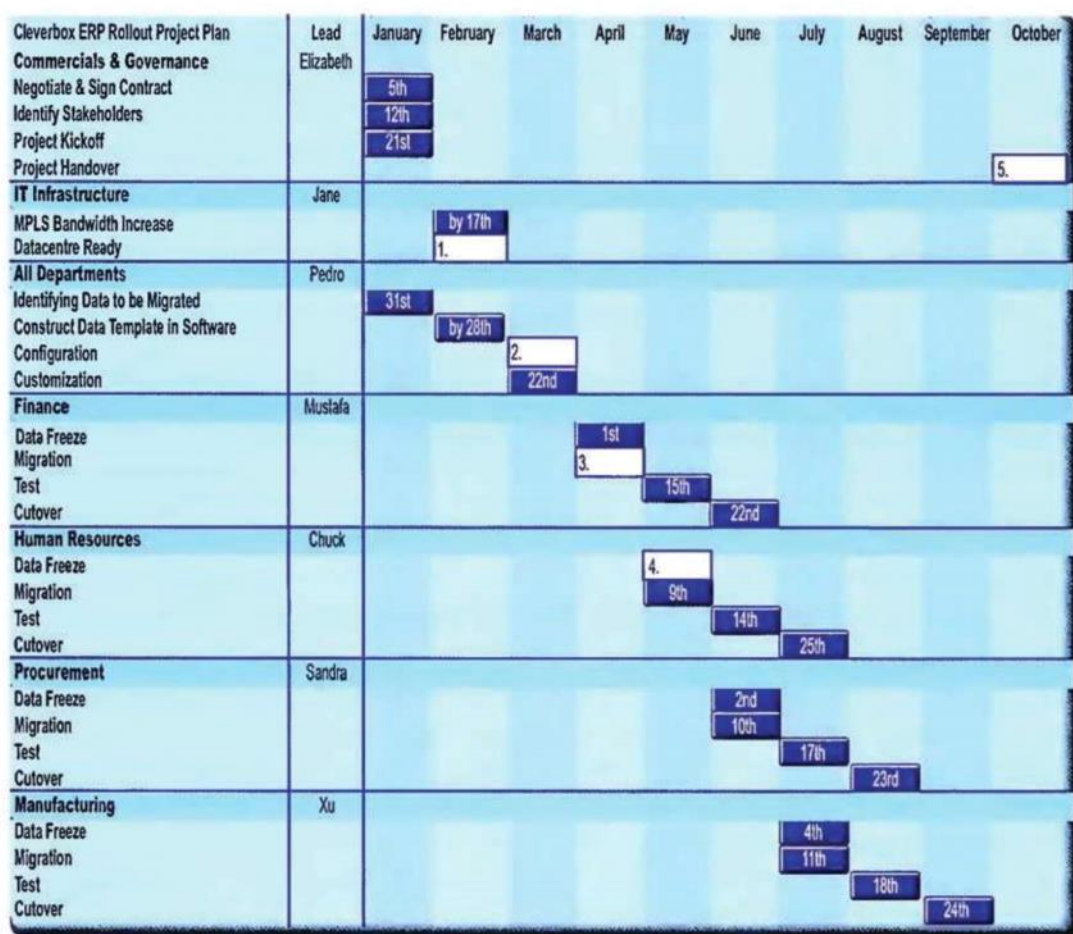
Cleverbox uses a single operating system across its departments, but many of our departments have _____¹ their applications and processes, which means that there are _____² and integration problems in the company. On top of this, some departments have been slow to _____³, which means that different departments have different software _____⁴. Things are getting very expensive because all of the _____⁵ we have to buy. Maintaining all of this and providing _____⁶ services for our customers also costs us a lot of money.

To make things even more complicated, our latest acquisition, Smart Route, uses a completely different _____⁷, which means that none of their _____⁸ will work with Cleverbox.

- 3** You are going to hear Elizabeth giving Jane a short sales presentation about Talking Software. Before you listen, check that you know the meanings of these words. Match the words 1–12 with the definitions a–l.

- | | |
|------------------|---|
| 1 bespoke | a small and medium-sized enterprises |
| 2 bugs | b specially produced for someone |
| 3 cutover | c detailed description of what is required |
| 4 modular | d work finished or completed |
| 5 off the shelf | e strong, reliable |
| 6 output | f standard and commercially available (package) |
| 7 robust | g in separate, independent sections |
| 8 rollout | h errors in a program |
| 9 sign off | i gradual implementation |
| 10 SME | j final move to a new system |
| 11 specification | k finish and leave |
| 12 steady state | l working properly and reliably |

PROJECT MANAGEMENT



11 Elizabeth from Talking Software is having a conference call to discuss the rollout of the new ERP software for Cleverbox. Look at the chart and answer the questions.

- When will the project kick off?
- Who is responsible for the Finance department?
- What department does Chuck lead?
- Who is in charge of upgrading the MPLS?
- When will the data freeze start for the Finance department?
- Which department will be migrating data on May 9th?
- When will HR start testing?
- When will Manufacturing cutover?

AUDIO



12

12 Listen to the extract and complete the missing dates 1–5 on the chart.


13 Listen to the extract again. Say if the following statements are TRUE (T) or FALSE (F).

- | | |
|---|--------------------------|
| 1 Elizabeth is expecting some delays and missed deadlines. | <input type="checkbox"/> |
| 2 Elizabeth explains the workstreams involved in preparing the data templates. | <input type="checkbox"/> |
| 3 The four departments will all follow a similar procedure for the ERP rollout. | <input type="checkbox"/> |
| 4 Mustafa is unsure when the data migration will begin. | <input type="checkbox"/> |
| 5 HR cannot employ anyone new after May 3 rd . | <input type="checkbox"/> |
| 6 Manufacturing will be very busy during the testing period. | <input type="checkbox"/> |

14 Match the words 1–8 with the definitions a–h.

- | | |
|-----------------------------|--|
| 1 bottleneck | a delay |
| 2 within scope/out of scope | b leave unchanged |
| 3 slippage | c blockage |
| 4 rollout | d final date for completing (a project) |
| 5 stick to (a date) | e move (data) from one system to another |
| 6 dirty data | f implement and start using (new software) |
| 7 deadline | g information with mistakes (e.g. spelling mistakes) |
| 8 migrate | h suitable/unsuitable for inclusion |

15 Complete this extract from an email using some of the words above.



I'm sorry to have to tell you that there has been some _____¹ in the project and we won't be able to _____² our original _____³ on July 30th for completing the _____⁴ of the new software.

Pedro's absence for three weeks caused a bit of a _____⁵, and there were more delays when we realised that there was still some _____⁶ in the database that needed cleaning up.

Still, I am confident that we can complete the project by the end of next month.

TIME PERIODS

Prepositions and time words

Look at the prepositions we normally use with these time expressions.

at	6.15	on	Monday
	the end of the month		the 15 th
	the weekend		August 11 th

in	August	no preposition	yesterday
	2007		last week
	the 1990s		next week
			tomorrow

by and until

by means not later than.

I need that report by Wednesday.

(Monday, Tuesday or Wednesday will be OK. Thursday will be too late.)

until means from time A (often now) to time B

We will be working with you until the project is completed.

(We will be working here from now up to the end of the project.)