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Information and communication technology: Exercises

12.1 Fill in the missing letters.

- Old IT systems (hardware or software) which are still in use are called 'l _ _ _ cy systems'.
- The written instructions for using IT software / hardware are called 'doc _ _ _ _ _ ion'.
- A piece of equipment intended for a particular purpose is called a 'de _ _ _ e'. The word usually suggests something portable and electronic.
- The rate at which data can pass through a communication channel is called its 'ba _ _ _ _ th'.
- A type of hardware and / or software on which application programs run is called a 'pl _ _ _ _ rm'.
- If a chip or wireless device is incorporated physically into an object it is described as being 'em _ _ dded'.
- A software application used to locate and display web pages is called a 'br _ _ _ er'.
- In knowledge management, a key function is the 'data wa _ _ _ use' – the place where all the company's data is collected together.

12.2 Complete the sentences using the pairs of words in the box.

accessibility / intranet aggregate / portal enable / devices
ensure / secure measure / efficiency retrieve / trends
stability / downtime translate / solution

- Perhaps the most important task for an IT manager is to increase the _____ of the system to reduce _____.
- IT managers also have to _____ that information is _____ and backed-up.
- It can be difficult to _____ business requirements into an IT _____.
- It can also be difficult to _____ the _____ of IT spending.
- Managers across the company use 'datamining' to _____ data from the data warehouse, and turn it into useful information by identifying patterns and _____.
- An extranet provides outsiders with various levels of _____ to the company's own _____.
- Bluetooth is a way to _____ short-range connection between wireless _____.
- Mobile phone companies charge for downloading content which they _____ on their own _____.

12.3 Look at the completed sentences in exercise 12.2 and find a word that means:

- make certain that something happens _____
- copied (in case the original is lost) _____

- needs _____
- find something that is stored in order to use it again _____
- make possible; often used as a past participle (an Internet-_____ed device is one that can use the Internet)
- ask someone to pay an amount of money for a service _____
- taking information from a network and putting it onto your own computer (or other device) _____
- put together _____
- a website that gives access to a wide range of services such as news and information, email, online shopping, links to other sites _____

12.4 Complete the text with the words in the box.

encryption firewall intranet LAN
servers stand-alone PC WAN workstations

It used to be common to see a ¹ _____ sitting on a desk. No more. Now, individual ² _____ inside a company are connected via a ³ _____ (= data communication system inside a building) to the company's ⁴ _____ (= high-capacity computers that store data and manage all the network resources). Large, multi-site organizations (eg a national health service) will require a ⁵ _____ (= computer network that covers a large geographical area). How is all the internal company information accessed by users? Easily, via an ⁶ _____. This is an internal network that acts just like a website, but is accessible only with a password and is protected by a ⁷ _____. Further levels of security are provided by ⁸ _____ (= transforming data into a code to protect its confidentiality) and, for large organizations, housing the servers inside a bunker to provide physical security in case of fire, etc.

12.5 Make collocations by matching a word from each column.

- | | |
|-----------------|--------------|
| 1 off-the-shelf | capacity |
| 2 wireless | connectivity |
| 3 processing | functions |
| 4 storage | package |
| 5 back-office | page |
| 6 intellectual | power |
| 7 click-through | property |
| 8 web | rate |

12.6 Use the words in the box to make pairs of collocations with a similar meaning.

~~application~~ customized defective ~~design~~
~~develop~~ environment faulty the latest
~~old-fashioned~~ out-of-date package platform
 provide run supplier supply tailor-made
 up-to-date use vendor

Verb + noun collocation

- 1 to design / develop software
 2 to _____ / _____ software
 3 to _____ / _____ software

Noun + noun collocation

- 4 software application / _____
 5 software _____ / _____
 6 software _____ / _____

Adjective + noun collocation

- 7 old-fashioned / _____ software
 8 _____ / _____ software
 9 _____ / _____ software
 10 _____ / _____ software

12.7 Underline the correct (or best) words.

- We have IBM machines running / running on SAP.
- We have SAP running / running on IBM machines.
- All your software / softwares can run on our servers.
- Sometimes we have to write a / some special software.
- We need a more powerful and effective system. It needs to be updated / upgraded.
- We need the latest version of the system. It needs to be updated / upgraded.
- The database updates / upgrades automatically when new information is entered.

12.8 Read the text about ERP then answer the questions below.

Small companies tend to use separate off-the-shelf software packages to do specific tasks, such as preparing accounts. But larger companies need a solution that provides software on a modular basis – with the possibility of customization – and then integrates all the parts. This solution is called ERP (enterprise resource planning), and the main vendors are SAP and Oracle.

ERP has its origins in manufacturing, where it is used to manage all the stages in the company's internal supply chain. So, using sales data the software can forecast demand, order materials, schedule production, project financial results, etc.

But to this basic package it is possible to add many further modules. For example, to include the upstream end of the supply chain (= suppliers of components and raw materials) the company can add a procurement module. And to include the downstream end of the chain (= customers) there is a customer relations management module (CRM).

CRM – which other vendors sell as a stand-alone package – includes:

- for sales staff: contact management, quote management, customer preferences and buying habits, etc.
- for customer services staff: order fulfilment, complaints, returns, etc.

By keeping all the information on individual customers in one place, a company aims (i) to make cost savings through efficiency and (ii) to present a unified face to the customer, regardless of the communication channel that they use.

Another common ERP application is a management information system (MIS). This is a decision-making tool that allows managers to extract useful knowledge (specific details, key indicators, trends) and present it as graphs, reports, alerts, forecasts, etc.

Find a word from the text that means:

- available in a standard form, not designed for a particular customer
- personalization
- predict (word #1)
- predict (word #2)
- the combined activities of sourcing (= finding what you want) + purchasing (= buying it)
- able to be used on its own (ie without buying other components)
- the price that a supplier says they will charge
- delivering goods in the way that is promised and expected
- on-screen warnings

Discussion topics

- Business people don't understand IT, and IT people don't understand business.
☐ Agree ☐ Disagree
- E-commerce is a wonderful thing ... until you want to speak to anyone about anything.
- In five years' time, the biggest change in our lives from ICT will be ...
- Teleworking is the way to go. Who needs an office when everyone is networked?
☐ Agree ☐ Disagree