


- talk about e-commerce companies and websites
- talk about quantity
- talk about future arrangements
- present a plan

E-commerce companies

Speaking 1 What products or services do you usually buy online? What products do you not buy online? Why?



Listening 2  29 Listen to this interview with David Aston. He works for a company that sells home cleaning products. Mark the statements true (T) or false (F).

- 1 David's company sells mainly online. T / F
- 2 70% of their business is online. T / F
- 3 People buy their cleaning products when they buy their food. T / F
- 4 People buy their cleaning products in supermarkets. T / F
- 5 Online sales are growing. T / F

Language

Talking about quantity

We use many and a few with countable plural nouns.	We need a few users to test this. They don't have many customers.
We use much and a little with uncountable nouns.	We have a little money for online shopping each week. I don't have much knowledge on that subject.
We use a lot of and some with countable and uncountable nouns.	A lot of businesses need E-commerce upgrades. Some money has been kept aside for this.

- 3** Choose the correct words to complete these sentences.
- 1 *A lot of/Much* shops have online presence. They sell *many/much* products online.
 - 2 *Some/A little* companies offer customer service and advice on their E-commerce websites.
 - 3 I don't have *much/many* knowledge of computers, but I can still shop online.
 - 4 Companies spend *a lot of/many* money on E-commerce security.
 - 5 Even when companies only have *a little/a few* money for online marketing, they should spend it.

Listening 4  **30** Listen and repeat these phrases.

- 1 not a lot of time
- 2 too much work
- 3 only a little money
- 4 a few computers
- 5 a lot of memory

Speaking 5 Work in pairs. Use the words in the Language box on page 36 to talk about your own online shopping habits.

Example: I buy a lot of music online but I get few clothes online.

Vocabulary 6 Match the types of business in the box to the correct column 1–4.

B2C business-to-consumer C2C consumer-to-consumer
 B2B business-to-business M-commerce

Types of Business	1 _____	2 _____	3 _____	4 _____
Explanation	Companies exchange information and make wholesale transactions.	Companies sell products or services to customers over the Internet.	People sell or exchange second-hand, used items and collectibles.	Customers purchase products and services via mobile devices.
Examples	coffee supplier to Nestlé	Amazon	eBay	news, sport results

7 Give examples of the four types of business in 6.

Writing 8 What are the advantages and disadvantages of shopping online? Use this table to make notes and then make sentences.

Example: There's more choice online but you can see things better in a shop.

	advantages	disadvantages
security		
speed		
choice		
convenience		
price		

Speaking 9 Present your ideas to the group.



Language

Linking ideas

We use and to link sentences that describe similar actions or situations.	<i>I have a PC and a laptop at home.</i>
We use but to link sentences that describe different ideas/actions or situations.	<i>I use Amazon but I don't use iTunes.</i>
We use so to say that something has happened as a result of something.	<i>She's got a Kindle, so she doesn't buy many books now.</i>
We use or to link sentences that describe two possible actions or situations.	<i>Would you like tea or coffee?</i>

Reading 5 Complete this text with the words in the box.

and but or so

Companies want to reach more customers, (1) _____ they go online. It is easy to set up an online business (2) _____ it is difficult to design and develop a website that attracts a lot of customers. Hardware (3) _____ software provide basic infrastructure for E-commerce.

Networking, customer interface and payment solutions are very important parts of a company's E-commerce solution. Customers expect a fast and reliable service (4) _____ they will go somewhere else to buy things.

Vocabulary 6 Match the first half of the sentences 1-6 to to the second half a-f.

- | | |
|--|--|
| 1 Effective product information and | a) I'll check online tutorials. |
| 2 Customers can use their credit cards, PayPal or | b) electronic cheques to pay for transactions. |
| 3 We used a lot of promotions, so | c) you can't touch it. |
| 4 I don't know how to buy online but | d) our sales improved a lot. |
| 5 They want to buy a Cat 5e cable so | e) they search the Internet. |
| 6 In E-commerce you can look at a picture of a product but | f) promotions attract customers. |

Speaking 7 Work in small groups. Talk about an E-commerce website you know and like. Say what is good about it. Use *and*, *so*, *but* and *or*.

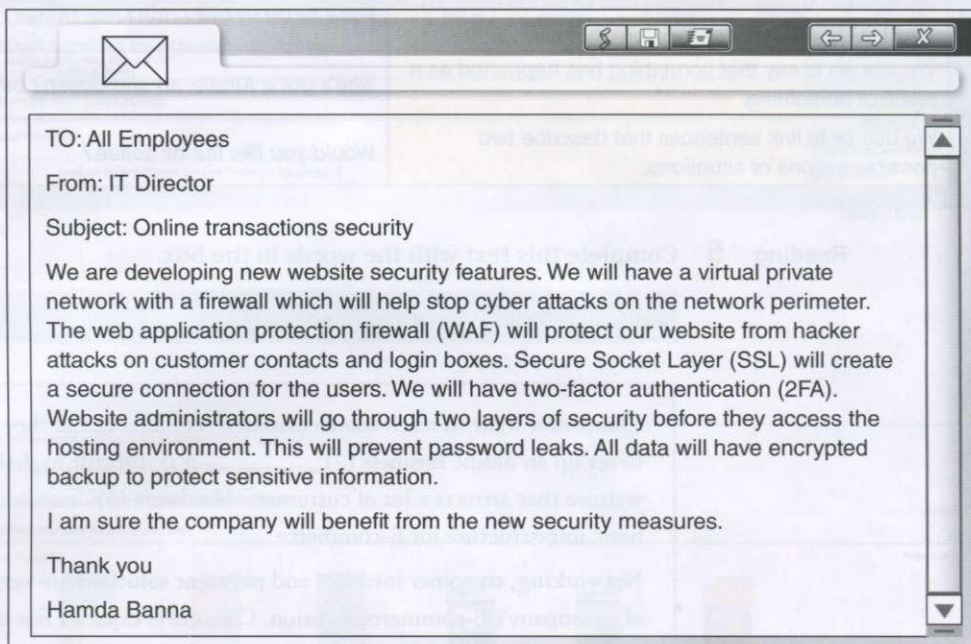
Example: *I like the B&Q website. It has ... and ...*



Transaction security

Speaking 1 What are the potential security threats to online shopping? Share your ideas with the group.

Reading 2 Read this email. Answer these questions.




- 1 How many security features will the company have?
- 2 Which security feature will stop attacks on the company network?
- 3 What solution will protect customer contacts and login boxes?
- 4 What will protect private user information sent over the network?
- 5 What will the two-factor authentication prevent?
- 6 What will protect information?

Language

Future (will + infinitive)

We use will + infinitive without <i>to</i> to talk about plans for the future. (Something we think, believe or know will happen.)	The new security system will protect our customer's better.
	Hackers won't/will not get into the network.
	When will we change to the new security system? We'll/we will do it next month.
	Will the new system have a firewall? Yes, it will ./No, it won't .
	(Blank space for student response)

Listening 3  32 Listen and repeat these sentences.

- 1 The company won't provide Internet access to all employees.
- 2 I'll do the security checks and then upgrade this week.
- 3 When will you finish the work?
- 4 Yes, I will.
- 5 No, she won't.

Speaking 4 Work in small groups. Talk about your organisation's plans or your own plans for the future. Ask and answer each other questions.

Example:

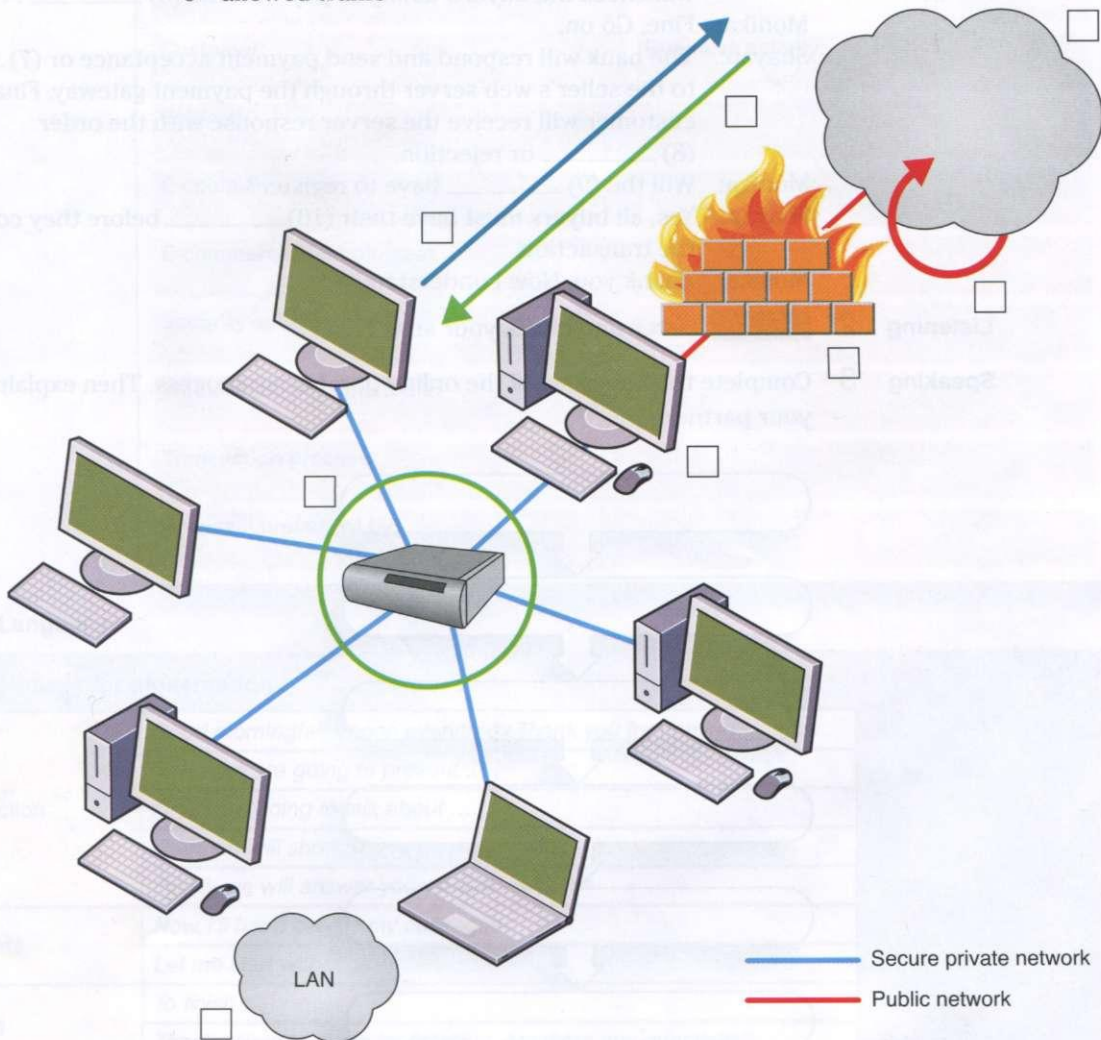
A: *We'll open a new office in Singapore.*

B: *When will you open it?*

A: *Next year.*

Vocabulary 5 Label the network diagram with the correct item 1–8.

- 1 the Internet
- 2 the local area network
- 3 the hardware firewall (with a router)
- 4 computers with firewall software
- 5 outbound traffic
- 6 inbound traffic
- 7 restricted traffic
- 8 allowed traffic



Speaking 6 You are setting up a new computer workstation with a network connection. Your client wants to use the set-up for online purchases, bank dealing and financial transactions securely. Talk about what security solution you will install. Present your solution to the group.

Online transactions

Reading 1 Shayan is telling Monika how customers will pay for something online on a new website. Complete this dialogue with the words in the box.

accounts	bank	completes	confirmation	customer	First
gateway	payment	rejection	web		

Monika: Shayan, can you explain how a customer (1) _____ an online transaction?

Shayan: OK, it's very easy. (2) _____ the customer will place an order. The seller's (3) _____ server will confirm availability of the product and send a response. After that, the customer checks out and completes the (4) _____ instructions. Then the server will send a payment request to a payment (5) _____. The payment gateway will check the buyer's ability to pay with the (6) _____. OK?

Monika: Fine. Go on.

Shayan: The bank will respond and send payment acceptance or (7) _____ to the seller's web server through the payment gateway. Finally, the customer will receive the server response with the order (8) _____ or rejection.

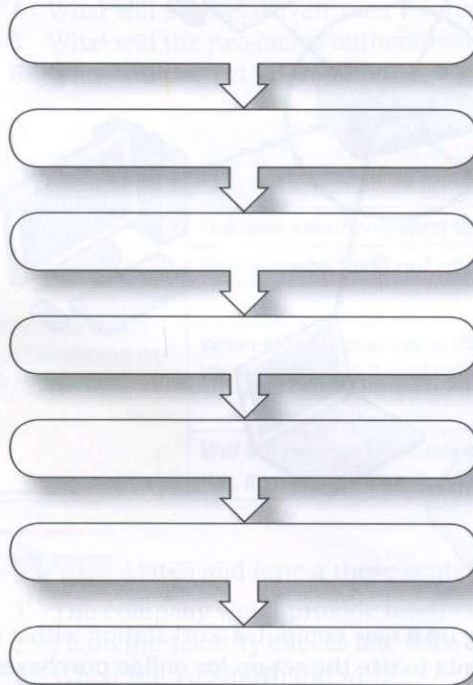
Monika: Will the (9) _____ have to register?

Shayan: Yes, all buyers must have their (10) _____ before they complete the transaction.

Monika: Thank you. Now I understand.

Listening 2  33 Listen and check your answers.

Speaking 3 Complete the flowchart of the online purchasing process. Then explain it to your partner.



Business matters

Writing 1 You work for SellOnline.com. The company develops E-commerce solutions for small businesses. Your client, Document Ltd, sells stationery. They sell lots of different types of product. Document Ltd wants to develop its online presence to reach customers more effectively. Complete the proposal template. Use these questions to help you.

- 1 What type of E-commerce will Document Ltd offer?
- 2 What E-commerce technologies will Document Ltd use to attract customers?
- 3 What security solutions will the company set up in order to protect both the customer and the company?
- 4 What tools and features will the company website have?
- 5 How will the customer complete transactions?

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

Language

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>

Speaking 2 Prepare and deliver a presentation for the marketing director of Document Ltd. Use your proposal from 1 to help you.


6

Network systems

- describe networks
- make recommendations and suggestions
- talk about the past
- talk about network range and speeds

Types of network

Speaking 1 What computer networks do you use in your work or studies? What do you use the networks for? How do you access the networks?

Listening 2  34 Agatha is the owner of a small flower shop. Katharina is a network architect. Agatha needs some advice from Katharina about a network solution for her company. Listen and answer these questions.

- 1 What does Agatha think she should do?
- 2 What does Katharina recommend?
- 3 What does Katharina say she will do?
- 4 When does Agatha want the network to be ready?



Reading 3 Read Katharina's email to Agatha. Complete this email with the words in the box.

equipment Internet LAN recommend
remote should VPN WAN

✉
🔍 📁 🗑️
⏪ ⏩ ✖

Dear Agatha

Following our meeting last week, please find my recommendations for your business. I think you (1) _____ set up a LAN, or Local Area Network, and a WAN, or Wide Area Network, for your needs. A (2) _____ connects devices over a small area, for example your apartment and the shop. In addition, you should connect office (3) _____, such as the printer, scanner and fax machine, to your LAN because you can then share these devices between users.

I'd recommend that we connect the LAN to a (4) _____ so you can link to the Internet and sell your products. In addition, I'd (5) _____ we set up a Virtual Private Network so that you have a (6) _____ access to your company's LAN, when you travel.

(7) _____ is a private network that uses a public network, usually the (8) _____, to connect remote sites or users together.

Let's meet on Friday to discuss these recommendations.

Best regards
Katharina

Giving reasons

We use **because** to say something was the reason for an action or situation. (We can start a sentence with **because**.)

You should connect office equipment to the LAN **because** you can then share devices between users.

I'd recommend a Dell computer **because** it is cheaper.

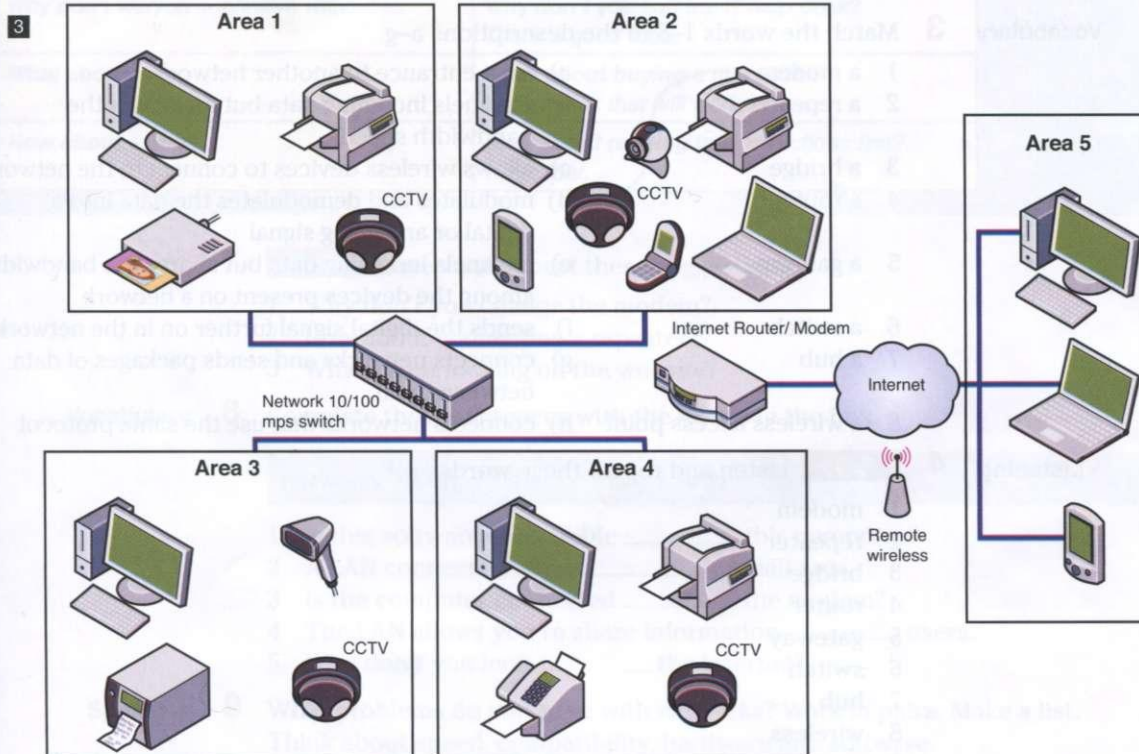
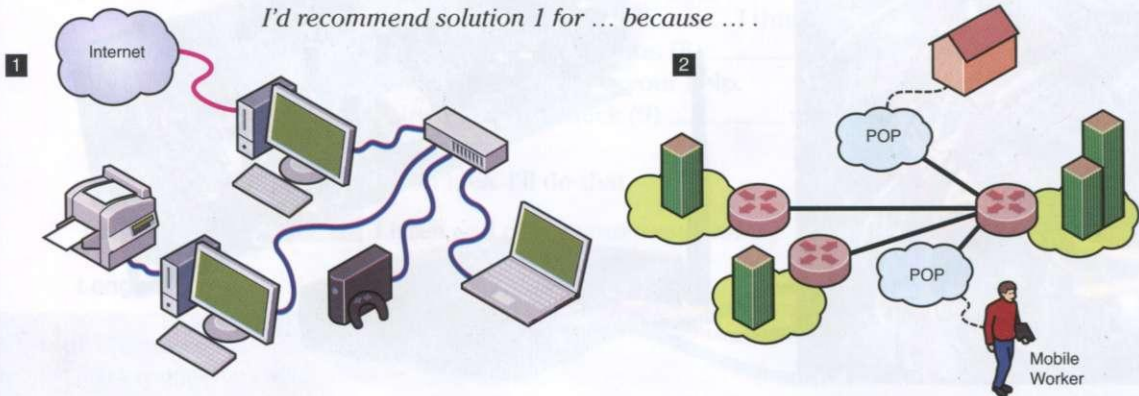
Why do you use encryption?

Because it's safer.

Speaking 4 Look at the three network solutions. What are the differences?

5 Which network solution would you recommend for a large corporation or organisation, a small business and a family home? Why?

I'd recommend solution 1 for ... because ...



Writing 6 Write a description of the network solution you use at work or at home. Which of the the three solutions in 4 is it most like? Why?

Networking hardware

- Speaking**
- 1 Which of the items below do you know? What are they? What do they do?
 - 2 Work in pairs. Make a list of all the networking hardware you can think of. Compare your list with another pair.



- Vocabulary**
- 3 Match the words 1–8 to the descriptions a–g.

<ol style="list-style-type: none"> 1 a modem 2 a repeater 3 a bridge 4 a router 5 a gateway 6 a switch 7 a hub 8 a wireless access point 	<ol style="list-style-type: none"> a) is an entrance to another network b) channels incoming data but maintains the bandwidth speed c) allows wireless devices to connect to the network d) modulates and demodulates the data into a digital or an analog signal e) channels incoming data but shares the bandwidth among the devices present on a network f) sends the digital signal further on in the network g) connects networks and sends packages of data between them h) connects networks that use the same protocol
--	--


- Listening**
- 4 35 Listen and repeat these words.

- 1 modem
- 2 repeater
- 3 bridge
- 4 router
- 5 gateway
- 6 switch
- 7 hub
- 8 wireless
- 9 access point
- 10 network connectors
- 11 network interface card

Reading 5 Complete this dialogue with the words in the box.

about change devices necessary problem
speed should user What

- Boris: I have a problem with the network download (1) _____. What can you suggest?
- Ahsan: Why don't you (2) _____ the hub?
- Boris: I don't think that will work. The hub is fine.
- Ahsan: OK. How (3) _____ adding a repeater then?
- Boris: Hmm, I'm not sure it will help. It's not a (4) _____ with the signal strength.
- Ahsan: OK, then you should check the cables and network (5) _____ to make sure that they are compatible with your network.
- Boris: (6) _____ about changing the modem?
- Ahsan: I don't think it's (7) _____. I think it's a problem with the bridge, switch or the router. You (8) _____ look at the specifications.
- Boris: OK, I will. Thanks for your help.
- Ahsan: Why don't you check (9) _____ recommendations on the Internet as well?
- Boris: Good idea. I'll do that.


Listening 6  36 Listen and check your answers.

Language

Making suggestions

We can make suggestions with:

Why don't you + infinitive without to.	Why don't you call the IT help desk? That's a good idea.
What about + -ing	What about buying a new router? I don't think that will work.
How about + -ing	How about reading the instructions first? I'll do that.

7  37 Listen and repeat these suggestions.

- 1 Why don't you change the modem?
- 2 How about connecting a repeater?
- 3 What about looking on the website?

Vocabulary 8 Complete these sentences with the words in the box.

between on over to with

- 1 Is this software compatible _____ this computer?
- 2 A LAN connects devices _____ a small area.
- 3 Is the computer connected _____ the modem?
- 4 The LAN allows you to share information _____ users.
- 5 Why don't you look _____ the Internet?

Speaking 9 What problems do you have with networks? Work in pairs. Make a list. Think about speed, compatibility, hardware and software.

10 Show your list to another pair. Ask for help and suggest solutions.

Example:

A: *This software doesn't work with this ...*

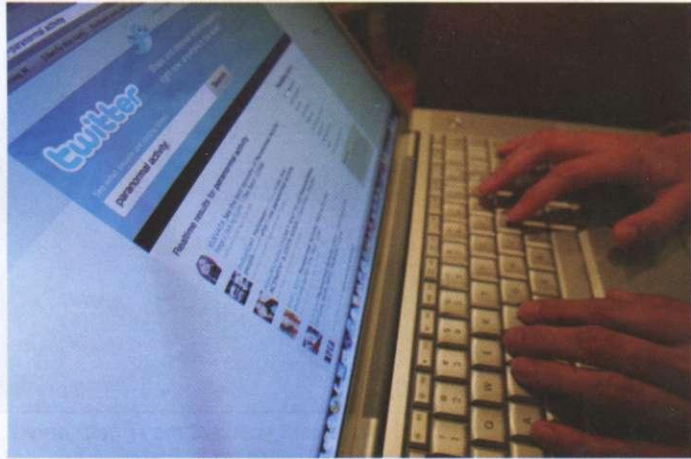
B: *Why don't you ... ?*

Talking about the past

Reading 1 How much do you know about the history of networking? Can you match these events 1–4 to the dates a–d?

- 1 The creation of the World Wide Web
- 2 The start of Facebook
- 3 The launch of Twitter
- 4 The beginning of MySpace

- a) 2006
- b) 1990
- c) 2003
- d) 2004



Speaking 2 What social networks do you use? How much time do you spend on them?

Example: I use ... I spend about ...

Reading 3 Read this text about Karl's IT career up until now and answer these questions.

'I left school in Cambridge in the UK at the age of 18 and went straight to the University of Bristol to study computing in 2000. I graduated in 2004 and decided to travel around the world for a year.


In 2006 I got a job back in Cambridge with the software company Arm. I stayed with Arm for two years and then went to work for Microsoft in Seattle in the USA. This is where I am now and I love it!



- 1 When did Karl go to university?
- 2 When did he leave university?
- 3 What did he do after university?
- 4 Where did Karl go in 2006?
- 5 When did he go to Seattle?

Past simple (1)

We use the past simple tense to talk about finished actions in the past.	When did I/she/he/we/they create the network? She created the network in December 2008. I started the network last year.
Time expressions	I looked at that yesterday . I had broadband connected three days/a month/two years ago . I used that system last week/year/month . I started that user group on Monday/in June/in 2001 .

Listening 4  **38** Listen and repeat these sentences.

- 1 When did they start work?
- 2 They installed the computers yesterday.
- 3 We didn't work last week.
- 4 She went to the office on Sunday.
- 5 Did you finish the report?

Speaking 5 Practise asking and answering questions about what you did yesterday or last week in your work or studies.

Example:

- A: *What did you do last week?*
B: *I worked on the new network.*

6 Talk about what you did on your last day off.

Example:

- A: *What did you do on your day off?*
B: *I went to the gym.*

Language

Past simple (2)

Regular past tense endings	<i>look</i>	looked
	<i>use</i>	used
	<i>install</i>	installed
	<i>connect</i>	connected
	<i>work</i>	worked
Irregular past tense endings	<i>set up</i>	set up
	<i>go</i>	went
	<i>see</i>	saw
	<i>do</i>	did
	<i>buy</i>	bought
	<i>be</i>	was

Writing 7 Write three or four sentences about your own computing education and/or work up until now. Use the text in 3 to help you.

Speaking 8 Work in pairs. Ask and answer questions about your education and/or work.

Network range and speed

Listening 1  **39** Listen and complete this dialogue between Karoline and Sam.


Karoline: How do you describe network speed?

Sam: In bits, kilobits, megabits and gigabits. They describe network speed. For example, dial-up connections allow (1) _____ kilobits per second and DSL from (2) _____ kilobits per second to (3) _____ megabits per second.

Karoline: OK. I've got that. What about the range?

Sam: Range is the distance of network coverage, so distance units represent network range. Most countries use metric but some use feet as units of measurement. Metres or feet usually describe the range of a network. Home networking routers support a range up to (4) _____ feet or (5) _____ metres indoors and (6) _____ feet or (7) _____ metres outdoors.

Karoline: Thanks.

2  **40** Listen and repeat these speeds and ranges.

- 1 77 kilobits per second
- 2 5 megabits a second
- 3 2 gigabits per minute
- 4 250 metres
- 5 40 feet

Speaking 3 Say these speeds and ranges.

- | | |
|-------------|----------------|
| 1 156 feet | 4 7,000 metres |
| 2 12 kbit/s | 5 95 Mbit/s |
| 3 4 Gbit/m | 6 65 Mbit/s |

4 Write down four speeds and ranges and dictate them to your partner.

Reading 5 Read these texts and answer these questions.

Range

Wireless networks have limited range. Network range depends on the type of 802.11 protocol, strength of the device transmitter and the architecture of the surrounding area. Some structures, such as walls and metal frames, reduce the range of a WLAN by 25%. However, users can extend the range of a WLAN. Repeaters forward the wireless signal to access points or routers and increase the range of a network.

Speed

Bandwidth and latency are the measures of computer network speed, or data transfer rate. Bandwidth is the maximum throughput of data in bits per second. Some modems support 100 Gbit/s but speed depends on the hardware and software used. Latency is the delay that network creates during the transfer data. Users have no, or very little, control over bandwidth and latency.

- 1 How many things does network range depend on?
- 2 What can reduce network range?
- 3 What can improve network range?
- 4 What two things affect speed?

Business matters

Reading 1 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.

	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					



Writing 2 Complete the table in 1 with notes about what you did last week at work or college.

3 Write a report about what you did last week.

Example: Last week I ... On Monday I ... and ...

Speaking 4 Roleplay the following situation. Explain to your boss why you were not in the office.

Student A: Turn to page 68

Student B: Turn to page 78

- talk about results of an action
- write service reports
- explain the use of things
- deal with problems

Fault diagnosis

- Speaking 1** Work in pairs. Make a list of computer hardware problems. Compare your list with another pair.



- Reading 2** Read this dialogue and complete it with the words in the box.

checked disconnected found go switched type tight
unplugged worked working

Haider: Hello, IT Help Desk.

Maryam: Hi, this is Maryam from Human Resources.

Haider: Hi, this is Haider. How can I help you, Maryam?

Maryam: I (1) _____ my computer off yesterday and today I can't turn it on.

Haider: What (2) _____ of computer do you have?

Maryam: I'm not sure. It's a desktop computer. It (3) _____ fine yesterday.

Haider: Don't worry. Have you (4) _____ the cable connections?

Maryam: No, I haven't. I can see some cables but I don't know which cable goes where.

Haider: Make sure all cables are (5) _____ and fully plugged in.

Maryam: Ok, give me a sec. Oh, I think I've (6) _____ the problem. I have one cable that is (7) _____. It's the power cable. Where does it go?

Haider: The power cable should (8) _____ in the three-pronged port on the computer.

Maryam: OK, done. Let me try now. It's (9) _____ fine. Sorry about that. Stupid of me.


Haider: Maybe the cleaners (10) _____ your PC by mistake last night.

Maryam: Maybe. Good, we've solved the problem. Thank you, Haider.

Haider: You're welcome. Have a good day.

Maryam: You too.

- Listening 3**  41 Listen and check your answers.

4  42 Listen and repeat these words.

- 1 checked 3 unplugged 5 disconnected
2 switched 4 worked

Language

Present perfect

We use the present perfect tense to talk about recent actions (an action that has happened in the past and has a result in the present).	<i>I've unplugged the computer.</i>	
	<i>She hasn't finished the report.</i>	
	<i>Has she switched off the computer?</i> <i>Yes, she has./No, she hasn't.</i>	
	<i>Have you checked the cable connections?</i> <i>Yes, I have./No, I haven't.</i>	
We use have/has + the past participle of the verb. (To form the past participle of regular verbs, we add -ed .)	<i>clean</i>	cleaned
	<i>work</i>	worked
Irregular past participles	<i>do</i>	done
	<i>be</i>	been
	<i>run</i>	run
	<i>see</i>	seen
	<i>have</i>	had
	<i>make</i>	made

5 Complete these questions with *have* or *has* and the correct form of the verb in brackets.




- _____ you _____ (run) the computer in the battery mode?
- How long _____ you _____ (have) the iPad?
- _____ you _____ (charge) the battery?
- _____ he _____ (open) the file?
- _____ she _____ (enter) her username and password?
- _____ they _____ (change) the Internet Service Provider?
- _____ you _____ (check) the remaining disk space?
- _____ you _____ (install) or _____ (uninstall) software recently?
- _____ Dillip _____ (update) the drivers recently?

6 Use the present perfect to make positive or negative sentences.

Example: the screen/go/blank
The screen's gone blank.


- the charger/stop/working
- I/not/upgrade/the operating system
- She/not/install/the updates
- They/reinstall/the application
- She/not/be able to fix the problem
- I/defragment/your drive

Listening 7  43 Listen and repeat the questions in 5.

Speaking 8 Work in pairs. Practise a phone call to the company IT help desk.

Student A: Turn to page 69.
Student B: Turn to page 79.

Software repair

Listening 1  **44** You work for SoftwareHelp.com as a helpdesk technician. Listen to three phone calls and complete the second and third tickets.

1

Help Desk ticket	
Date	5.05
Name	Bolek
Problem	Word file won't open in Office.
Contact	0504445553
Service Person	Alex

2

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

3

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

2 Work in pairs. Compare your notes in the three tickets. Is your information the same? Listen again and check.

Speaking 3 What other software problems do computer users often have? Discuss with the group.

Example: Computer users often ...

Reading 4 Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check file install move resend run
saved version version viruses

1

Service Report	
Date	6.05
Name	Bolek
Fault diagnosis questions	1 What (1) _____ of Office do you have? 2 What is the version of the (2) _____ ?
Possible solutions	1 If you have newer version, (3) _____ an Office patch. 2 Ask the sender to save the file in an older version and (4) _____ it.

2

Service Report	
Date	17.06
Name	Sara
Fault diagnosis questions	1 Have you (5) _____ the file? 2 Are there any messages about (6) _____ in the attachment?
Possible solutions	1 (7) _____ the attachment changes. 2 Look for the file in Internet Temporary Files.

3

Service Report	
Date	14.07
Name	Sylvia
Fault diagnosis questions	1 What (8) _____ of Office do you have? 2 Have you checked the Recycle Bin? 3 Have you (9) _____ disk defragmenter recently?
Possible solutions	1 If the file is in the Recycle Bin, (10) _____ it to a folder in My Documents. 2 If the file isn't in the Recycle Bin, install undeleted software.

Speaking 5 Work in pairs. Practise three phone conversations between the IT support team and Bolek, Sara and Sylvia. Use the information in the three tickets in 1 and the service reports.

Example:

A: Good morning. How can I help you?

B: My name is Bolek and I have a problem with opening a file.

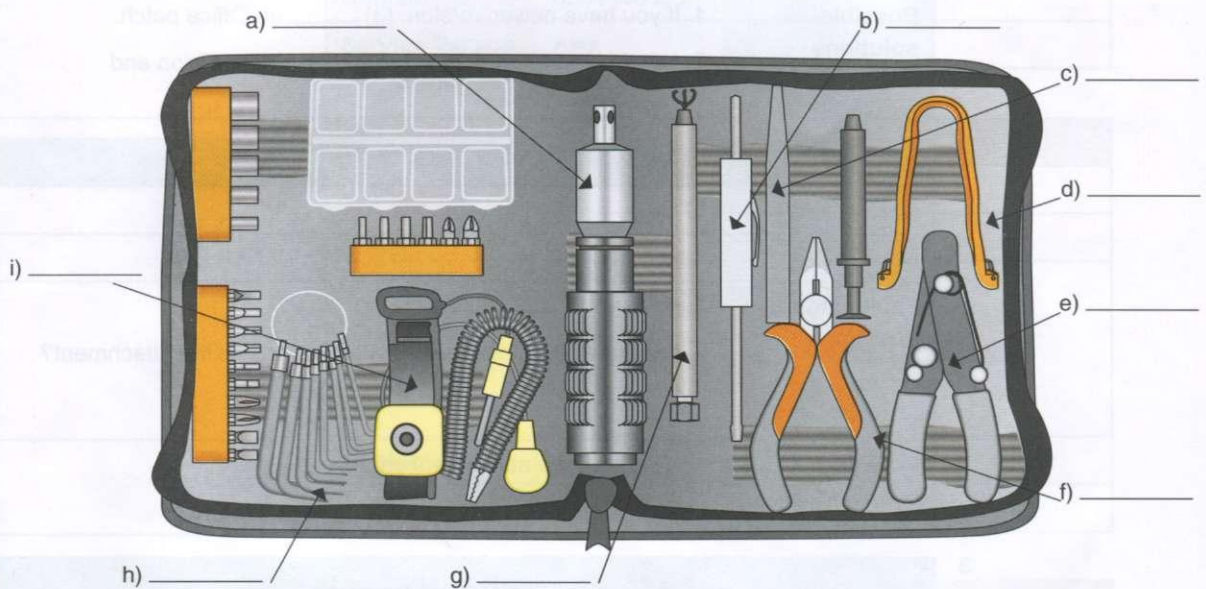
Hardware repair

Reading 1 Label the diagram with these tools (in bold) from the advertisement.

This kit has all the tools you'll require to fix a computer.

- There is a **reversible ratchet driver** with 20 different sized bits, a 6-inch flathead **screwdriver**, a reversible 1/8-inch mini screwdriver, a **hex key set** and 5-inch, long nose **pliers**.
- This set also has a 5-inch **wire-cutter/stripper**, an I.C. **insertion/extraction clipper**, a **three prong holder**, **tweezers**, a spare parts box with parts, an **anti-static wrist strap**, and a black zipper case.

The tools are demagnetized so your system and magnetic media is safe from any damage.



Listening 2 45 Listen and repeat the names of the tools in the kit.

Vocabulary 3 Match the tool 1-8 to its use a-h.

- 1 reversible ratchet driver
- 2 screwdriver
- 3 hex key
- 4 pliers
- 5 wire cutter/stripper
- 6 insertion/extraction clipper
- 7 tweezers
- 8 anti-static wrist strap

- a) used for inserting and removing fibre connectors in tight spaces
- b) used to prevent electrostatic discharge
- c) used for tightening and removing screws
- d) used for easy driving of screws and nuts
- e) used to hold small objects
- f) used to hold objects, cut or bend tough materials
- g) used to drive bolts and screws into a hexagonal socket
- h) used for cutting wire or removing the insulation

Explaining the use of something

used/use for + verb with <i>-ing</i> .	<i>This tool is used for tightening the screws.</i>
	<i>We use this tool for tightening the screws.</i>
used/use to + verb	<i>We use tweezers to hold small objects.</i>
	<i>Tweezers are used to hold small objects.</i>

Speaking 4 Work in pairs. Talk about the tools you use with computers. Say what you use them for.

Reading 5 Match the diagnostic tools 1-4 to the descriptions a-d.



- a) It measures electrical properties such as AC or DC voltage, current and resistance. It troubleshoots electrical problems in batteries, power supplies, and wiring systems.
- b) It is an electronic device that checks the electrical connections in wired devices.
- c) It checks the system and identifies problems in different areas of the computer hardware. It usually checks the computer's memory, keyboard, monitor, system processor and hard disk speed.
- d) It is a device which tests the operation of the system as it boots up. It identifies system errors when the system is dead or unable to start from the hard disk or CD.


6 Now answer these questions.

- 1 What is a multimeter used for?
- 2 What is the cable tester used for?
- 3 What is a system diagnostic card used for?
- 4 What is the diagnostic software used for?

Customer service

- Speaking 1** Look at the cartoon. How do people react when there is a problem with their computer? Why?




- Listening 2**  46 Listen to a phone call to a company IT help desk. Choose the correct answers a, b or c, to the questions.

- 1 What is Tuka's problem?
a) can't print out b) has lost files c) is not connected to the network
- 2 How does Tuka sound?
a) worried b) angry c) tired
- 3 What is the possible cause of the problem?
a) a hardware upgrade b) a server problem c) a software upgrade
- 4 What is the help desk technician's first suggestion?
a) go to a folder on the server b) go a folder on the desktop
c) go to a folder on the C drive
- 5 What is the help desk technician's second suggestion?
a) He will call back in five minutes. b) He will come down to Tuka's office.
c) He will get help from someone else.

- 3** Listen again and complete the technician's sentences.

- 1 How can I _____ you?
- 2 I _____.
- 3 I'm _____ we can find your file.
- 4 _____ go to the search box ...
- 5 Good _____.

- 4**  47 Listen and repeat the technician's sentences.

- Writing 5** Work in pairs. Write a short dialogue between an IT help desk technician and a colleague about a software or hardware problem. Use the phrases from 3.

- Speaking 6** Work in pairs. Read your dialogues to the rest of the class.

Business matters

Reading 1 You work as an IT help desk technician. You are responsible for these tickets from colleagues in your company. Read the tickets. What are the problems?

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

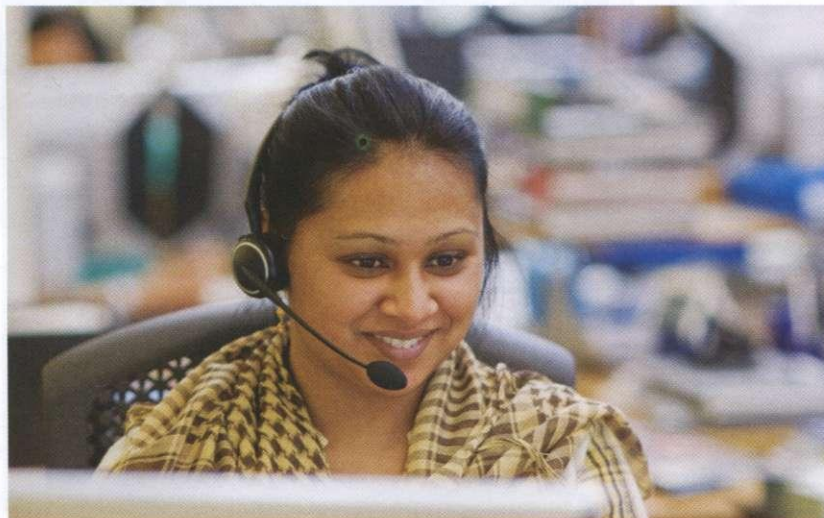
Help Desk ticket	
Date	12.11
Name	Simone
Problem	My computer fan is very noisy.
Contact	0504446553
Service Person	You

Writing 2 Choose one of the Help Desk tickets from 1. Write questions for the fault diagnosis and possible solutions.

*Example: 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	

Speaking 3 Work in pairs. Roleplay the conversations about the problems. Student A is the help desk technician and Student B is the colleague.



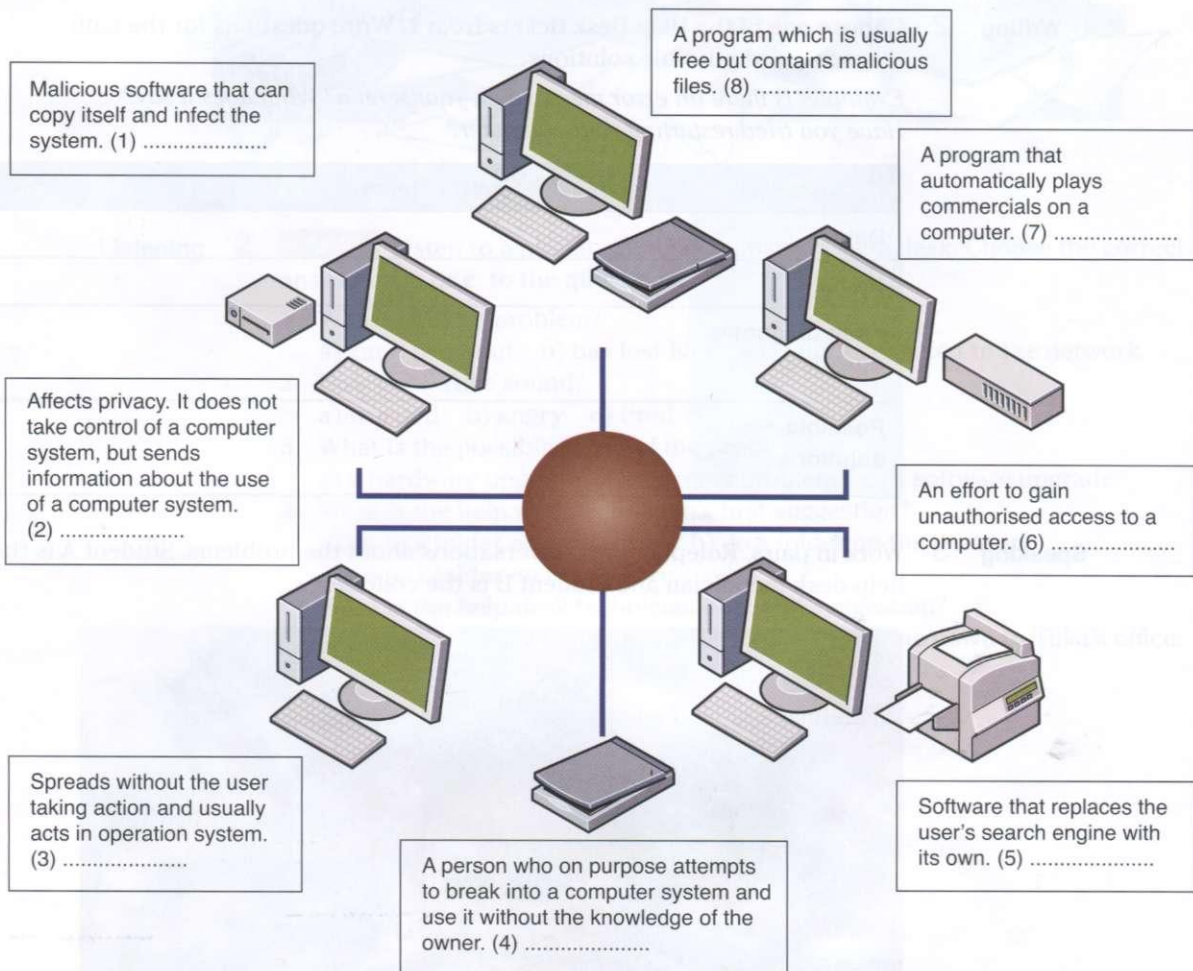
- talk about security solutions
- express possibility and prohibition
- report events and incidents
- recommend improvement actions

Security solutions

Speaking 1 Work in pairs. Make a list of all the different words about security threats and attacks you can think of.

Reading 2 Read the descriptions 1–8. Match the words in the box to the descriptions.

adware hacker browser hijacker malware attack spyware
Trojan virus worm




Speaking 3 Have you ever had a computer security threat? Has anyone ever hacked into your computer system? Use the words and phrases in 2 to describe what happened.

4 Work in small groups. Discuss what you can do to stop these problems.

Vocabulary 5 Match the security solution 1–5 to its purpose a–e.

- | | |
|---|--|
| 1 a firewall | a) prevents damage that viruses might cause |
| 2 antivirus software | b) make sure only authorised people access the network |
| 3 authentication | c) checks the user is allowed to use system |
| 4 username, password and biometric scanning | d) blocks unauthorised access codes |
| 5 encryption | e) protects the system from public access |

Listening 6  48 Listen to this dialogue and answer the questions. Ludek has asked his IT expert friend, Ales, for help.

- 1 Why does Ludek want Ales to check his laptop?
- 2 Why is Ludek worried that he may lose his project?
- 3 What does Ales think has happened to Ludek's laptop?
- 4 Why does he recommend Ludek installs an anti-spyware software?
- 5 Why is it important to have a network access password?
- 6 What will Ales do for Ludek?

Language

Expressing possibility

We use **may/might** + infinitive without *to* to talk about things that are possible now or in the future.

You **may** have a virus on your computer.

The program **might** not run properly.

Speaking 7 Work in pairs. Practise giving advice to a non-IT expert on protecting their computer.

Example:

Non-IT expert: What should I do to stop ... ?

Expert: You should ... It may/might ...

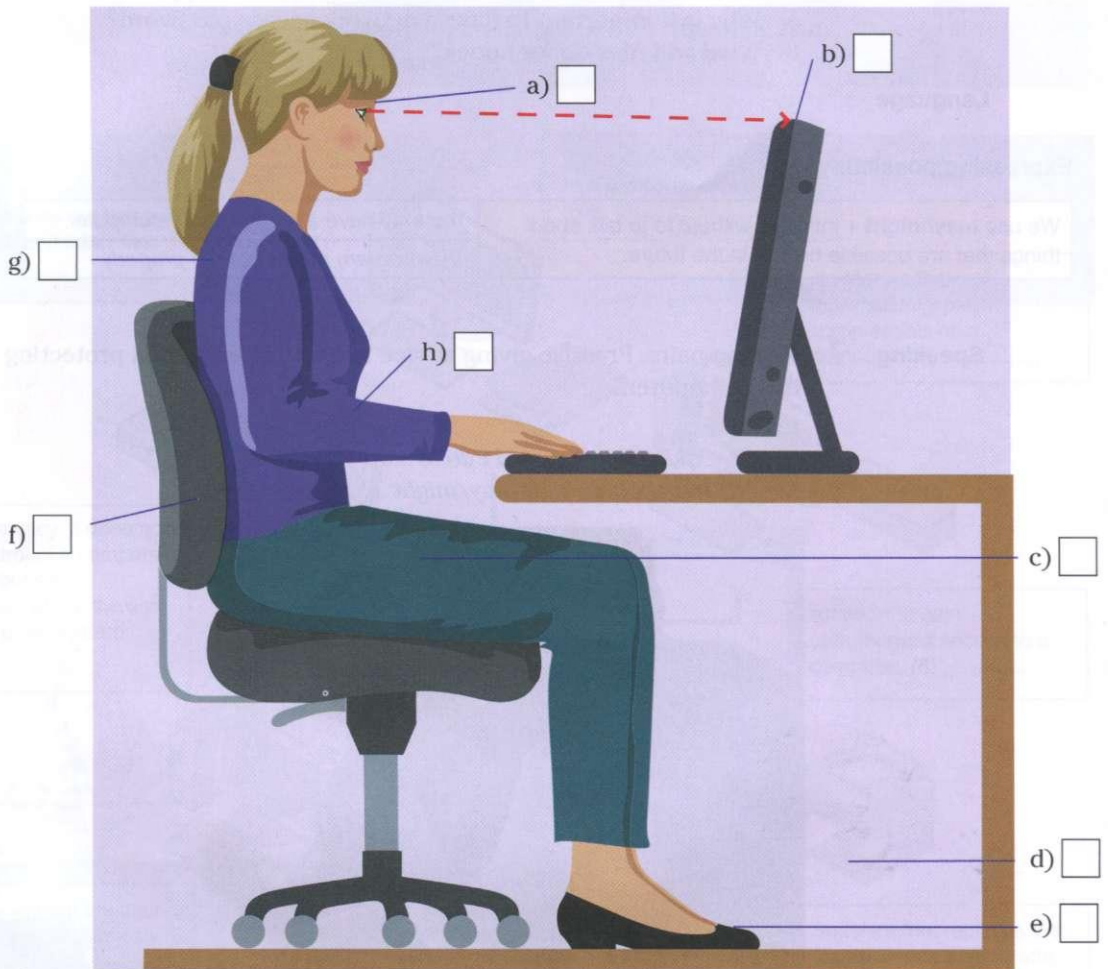


Workstation health and safety

Speaking 1 Work in pairs. Make a list of computer health and safety problems. Compare your list with another pair.

Vocabulary 2 Label this diagram with the advice 1–8.

- 1 There should be clearance under the work surface.
- 2 You should have your feet flat on the floor.
- 3 Make sure your forearms and hands are in a straight line.
- 4 Your lower back should be supported.
- 5 Your screen should be positioned to avoid reflected glare.
- 6 Keep your shoulders relaxed.
- 7 You should have your thighs tilted slightly.
- 8 Make sure the top of the screen is at or slightly below eye level.



Speaking 3 Work in pairs. Answer these questions about the advice in 2.

- 1 Do you always follow the advice?
- 2 What other things can you recommend for good computer use?
- 3 Have you had (or given) computer use training?

4 Work in pairs. Practise giving instructions to each other.

Example: Make sure you ...

- Reading 5** Read this list of rules for using a company computer. Which ones do you follow? Why?

COMPUTER DOS AND DON'TS

Things you should do:

- Run Scandisk regularly to check and repair your file systems.
- Connect all peripherals before you switch the computer on.
- Keep your keyboard and screen clean.
- Keep CDs and DVDs in covers and hold them by the edge when using.
- Always shut down your laptop computer first if you need to move it.
- Secure your hardware from sudden power surges.

Things you should not do:

- Do not disconnect the keyboard, mouse, monitor, printer or any peripheral if the PC is on.
- Don't eat food or drink near the keyboard and computer. Don't blow smoke over your PC.
- Don't move or lift your desktop computer when it's on. Don't drop your laptop.
- Don't clean your hardware with a household polish or cleaner.
- Don't turn your computer off for lunch breaks.
- Don't load unauthorised software.

- Vocabulary 6** Match the verb 1-5 with the noun a-e.

- | | |
|-------------------|-----------------|
| 1 switch/turn off | a) software |
| 2 eat | b) software |
| 3 connect | c) peripherals |
| 4 load | d) food |
| 5 run | e) the computer |

- Speaking 7** Work in pairs. Discuss what other rules you can add to the two lists in 5. Compare your list with another pair.

- 8** What is the most important rule you can give about computer use? Work in pairs. Practise giving advice to each other.

Example: Always ... /You should ...

Security procedures

Speaking 1 What security procedures are you familiar with? Make a list and share it with the group.

Reading 2 Read this text on security and match the headings in the box with the paragraphs 1–5.

Data transfer and backup Email and network usage
Password recommendations Reporting IT security incidents
Safety security requirements

Systems and network security

All employees must follow security and safety procedures approved by the management.

1 _____

Only install and use software that the management has approved. Install the latest antivirus and antispymware tools.

Keep current with security software updates and patches.

Follow office health and safety standards.

2 _____

Choose a password that is difficult to guess: use between 6 and 8 characters, have letters in upper and lower case and intermix letters, numbers, and punctuation marks. Keep your password private. Change your password every 9 weeks.

3 _____

Configure your email software to use secure protocols. Use company official e-mail software only. Always double check that you are sending your message to the right recipient. Do not send sensitive data over the network. Use mail encryption to send sensitive data. Do not download unknown files or files for private use, such as movies and music.

4 _____

Transfer files via a secure connection. Back up files regularly on the server in your homefolder. Do not use external drives.

5 _____

Employees must notify their supervisor or IT help desk about any damage, misuse, irregularities or security breaches.

Vocabulary 3 Match the verb 1–6 with the noun a–f.

1 transfer

2 install

3 follow

4 use

5 notify

6 report

a) protocols

b) software

c) procedures

d) files

e) an incident

f) a supervisor



Speaking 4 What are the most important procedures to follow in the document in 2? Which procedures do people sometimes not follow?

Language

Expressing prohibition

<p>a rule or requirement (We use these when it is necessary not to do this or to tell someone not to do something.)</p>	<p>You mustn't give your password to anyone.</p>
<p>a strong recommendation (We use this to give advice.)</p>	<p>You aren't allowed/permitted to share your password with anyone.</p> <p>You shouldn't use your date of birth in your password. (It is not a good idea to do this)</p>

Listening 5  49 Listen and repeat these sentences.

- 1 You **mustn't** put your cup of coffee on the computer.
- 2 You **mustn't** work without breaks.
- 3 You **aren't allowed** to smoke in the office.
- 4 We **aren't allowed** to send private emails.
- 5 You **shouldn't** eat lunch at your desk.



Speaking 6 Work in small groups. Talk about the computer regulations in your company or college. Use *you mustn't*, *you aren't allowed to* and *you shouldn't*.

Writing 7 Write a document listing the regulations you talked about in 7. Use these headings.

Personal use of computers

Health and safety

Security

Reporting problems

Reporting incidents

Speaking 1 Have you ever reported a security incident? What was it about?

Reading 2 Read these five IT incidents in a company.

A

Incident report

Date: 02.05

Report for: Miley O'Hara

Report prepared by: Ann Greshon

Incident: teacher, has accessed the database to change student's grade

Recommendations:

B

Incident report

Date:

Report for:

Report prepared by:

Incident: employee has changed the printer settings

Recommendations:

C

Incident report

Date:

Report for:

Report prepared by:

Incident: employee's children have installed games on company's laptop

Recommendations:

E

Incident report

Date:

Report for:

Report prepared by:

Incident: employee has installed P2P software

Recommendations:

Speaking 3 Work in pairs. Grade the incidents: 1 = the least serious. 5 = the most serious. Then compare your grades in small groups.

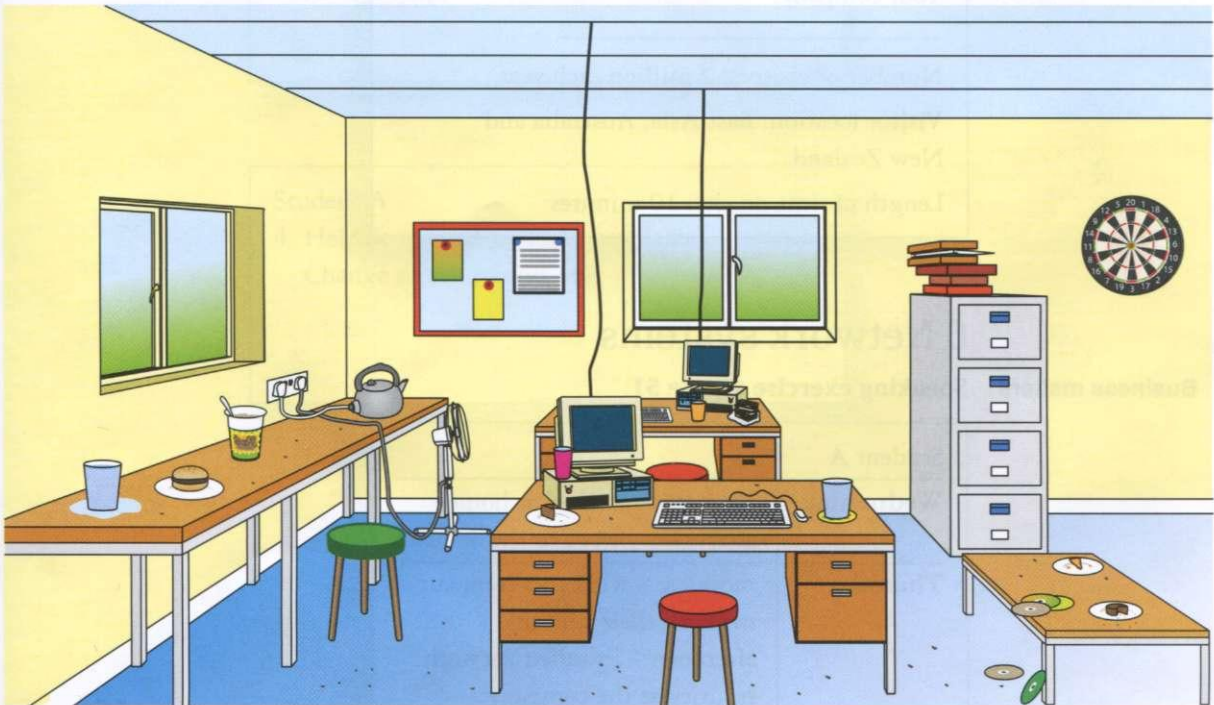
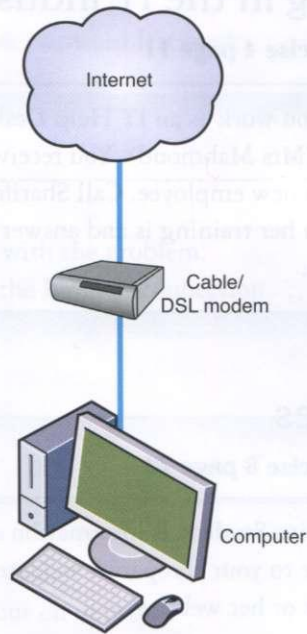
Writing 4 Write a short report to the IT supervisor on the most serious incident. You will need to give recommendations on how to deal with the incident.

Incident report

Date:

Business matters

Reading 1 Work in pairs. You are 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 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.



Speaking 2 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.