

# Partner files: Student A

## 1 Working in the IT industry

**Business matters** Speaking exercise 4 page 11

Student A: You work as an IT Help Desk Coordinator (Mrs Mahmoud). You receive an e-mail from a new employee. Call Sharifa. Tell her when her training is and answer her questions.

## 3 Websites

**Website analytics** Speaking exercise 8 page 23

Student A: Give Student B information about website traffic to your company's website. Ask about his or her website.

Your company:

Number of visitors: 2 million each year

Visitor location: East Asia, Australia and New Zealand

Length of time on site: 10 minutes

## 6 Network systems

**Business matters** Speaking exercise 4 page 51

Student A	
Wednesday	morning – worked at home afternoon – went to the dentist
Thursday	morning – went to a company to check their network afternoon – installed network security at the company

## 7 IT support

### Fault diagnosis Speaking exercise 8 page 53

Student A

- 1 Call the IT help desk.  
You cannot access mail server.  
Ask for help.  
You changed your password last week.

Student A

- 2 Help Student B with the problem.  
At the moment the Internet connection  
is down.  
Try again later.

Student A

- 3 Call the IT help desk.  
You can't print out on network.  
Ask for help.

Student A

- 4 Help Student B with the problem.  
Change screen resolution?

# Partner files: Student B

## 1 Working in the IT industry

**Business matters** Speaking exercise 4 page 11

Student B: You are Sharifa. You will receive a call from Mrs Mahmoud in answer to your email. Make sure she answers the questions in your email.

## 3 Websites

**Website analytics** Speaking exercise 8 page 23

Student B: Give Student A information about website traffic to your company's website. Ask about his or her website.

Your company:

Number of visitors: 500,000 each month

Visitor location: the Middle East and North Africa

Length of time on site: 2 minutes

## 6 Network systems

**Business matters** Speaking exercise 4 page 51

Student B

<b>Monday</b>	morning – attended a training course at the college afternoon – went to the doctor
<b>Tuesday</b>	morning – worked at home afternoon – was off

## 7 IT support

### Fault diagnosis Speaking exercise 8 page 53

Student B

- 1 Help Student A with the problem.  
The mail server asks for a username and password.  
Has Student A used the wrong password?

Student B

- 2 Call the IT help desk.  
You cannot access the Internet at the moment.  
Ask for help.

Student B

- 3 Help Student A with the problem.  
There is a new default printer.

Student B

- 4 Call the IT help desk.  
The opened page is too large for the screen.