

Partner files: Student A

3 Data communication

Internet browsing **Speaking exercise 12 page 21**

Read these web addresses to Student B. Then listen and write down the web addresses Student B reads to you.

- 1 www.w-3.org
- 2 www.aceinfo.net.au/about
- 3 www.basic-comp.co.jp/forum/1_754

7 Development

Website design and architecture **Speaking exercise 7 page 55**

Share information with Student B to complete the website navigation chart in 6 on page 55.

Two child nodes are linked to the home page. They are called ... and ...

8 IT Solutions

Investigations **Speaking exercise 12 page 61**

- 1 You are a telephone help desk technician. Use these prompts to help Student B with their problem.
 - suggestion 1: reboot computer?
 - suggestion 2: check cables?
 - solution: check cables
- 2 Swap roles. You have an IT problem. Use these prompts to ask Student B, a help desk technician, for help.
 - problem: computer running very slowly
 - response to suggestion 1: only email and word processor
 - response to suggestion 2: only 200 MB free

Partner files: Student B

1 Working in IT

IT workplace rules **Speaking exercise 8 page 9**

- 1 You are a new employee in Student A's company. Listen to him/her explain some IT workplace rules.
- 2 Swap roles. Student A is a new employee. Explain these IT workplace rules to him/her.
 - start work by 8 a.m. ✓
 - eat at desk ✗
 - keep desk clean ✓
 - connect own devices ✗

Meetings **Speaking exercise 6 page 10**

You are an IT support technician. Student A is an operations manager. Roleplay a meeting about replacing old equipment. Follow these steps:

- 1 Listen to Student A's self-introduction, then introduce yourself.
- 2 Explain the problem: seven laptops are very old; you need new ones. Make a suggestion.
- 3 Listen to Student A's response.
- 4 Explain that tablet computers can't run the company's software. Suggest purchasing some computers now and more later.
- 5 Listen to Student A's decision.

3 Data communication

Internet browsing Speaking exercise 12 page 21

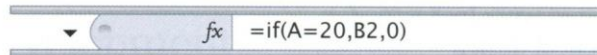
Listen and write down the web addresses Student A reads to you. Then read these web addresses to Student A.

- 1 www.worldbox.com.sa
- 2 www.internode.net.de/business_intro
- 3 www.ug.edu/study/program.html?prog=2236

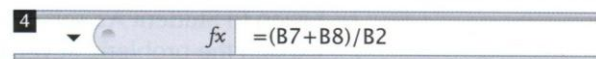
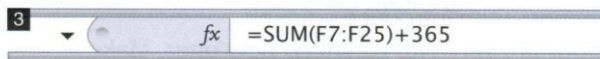
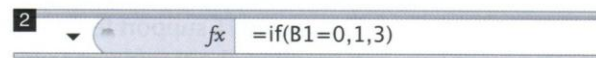
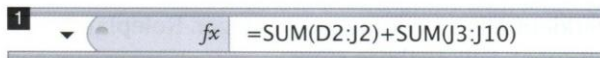
4 Administration

Spreadsheets and formulae Speaking exercise 5 page 29

Listen and write down the formulae Student A reads to you. Then read these formulae to Student A.



*equals if ... bracket ... A equals 20 ... comma ...
B2 comma ... nought ... close bracket*



5 Choice

IT costs Speaking exercise 7 page 39

Your IT manager has asked you and Student A to calculate the total cost of ownership (TCO) of two items over three years. You have the costs for the Samiba DR750 laptop and Student A has the costs for the Sundai TB10.6 tablet. Answer Student A's questions so that he/she can complete the first part of the TCO calculation worksheet below. Then ask him/her about his/her information and complete the second part of the worksheet.

Quotation

We appreciate the opportunity to quote for you on the Samiba DR750 laptop computers. Prices are per computer.

- Samiba DR750 with OS installed: \$540.00
- Microsoft Office Home & Office: \$379.95
- Three year warranty: included in price
- Training: not necessary – software is standard
- Tech support: free
- Spare battery: \$79.80

Total cost of ownership calculation worksheet

No. of years: 3

Item	Samiba DR750	Sundai TB10.6
Initial purchase cost		
Software costs		
Warranty		
Technical support costs		
Training		
Other items		
Total cost of ownership		

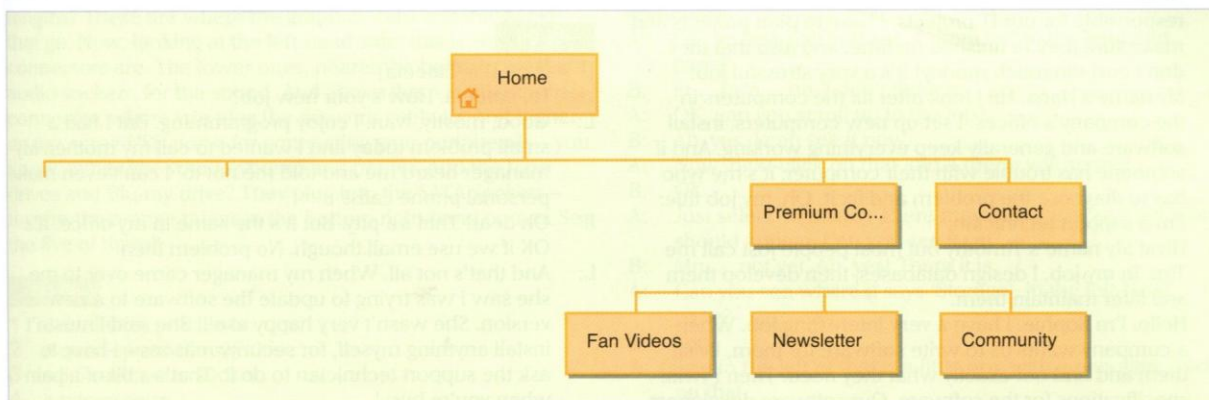
6 Interactions

E-commerce Speaking exercise 6 page 49

- 1 Read these definitions to Student A. He/She will give you the correct acronym or phrase for each definition. Write it in the gap.
 - a) this stops people from copying music or software after they buy it _____
 - b) businesses that have real world shops as well as online shops _____
 - c) a way for devices to transfer information between each other when they are close or touching; can be used for low price e-commerce _____
- 2 Student A will read the definitions of some words to you. Give him/her the correct acronym or phrase from the box for each definition.

SSL = secure
socket layer

B2G bricks and mortar store SSL



7 Development

Website design and architecture Speaking exercise 7 page 55

Share information with Student A to complete this website navigation chart.
Two child nodes are linked to the home page. They are called ... and ...

8 IT Solutions

Investigations Speaking exercise 12 page 61

- 1 You have an IT problem. Use these prompts to ask Student A, a help desk technician, for help.
 - problem: no internet connection
 - response to suggestion 1: ✓
 - response to suggestion 2: ✗
- 2 Swap roles. You are a telephone help desk technician. Use these prompts to help Student A with their problem.
 - suggestion 1: how many programs/open?
 - suggestion 2: check space on hard disk?
 - solution: need to make space on hard drive; delete things