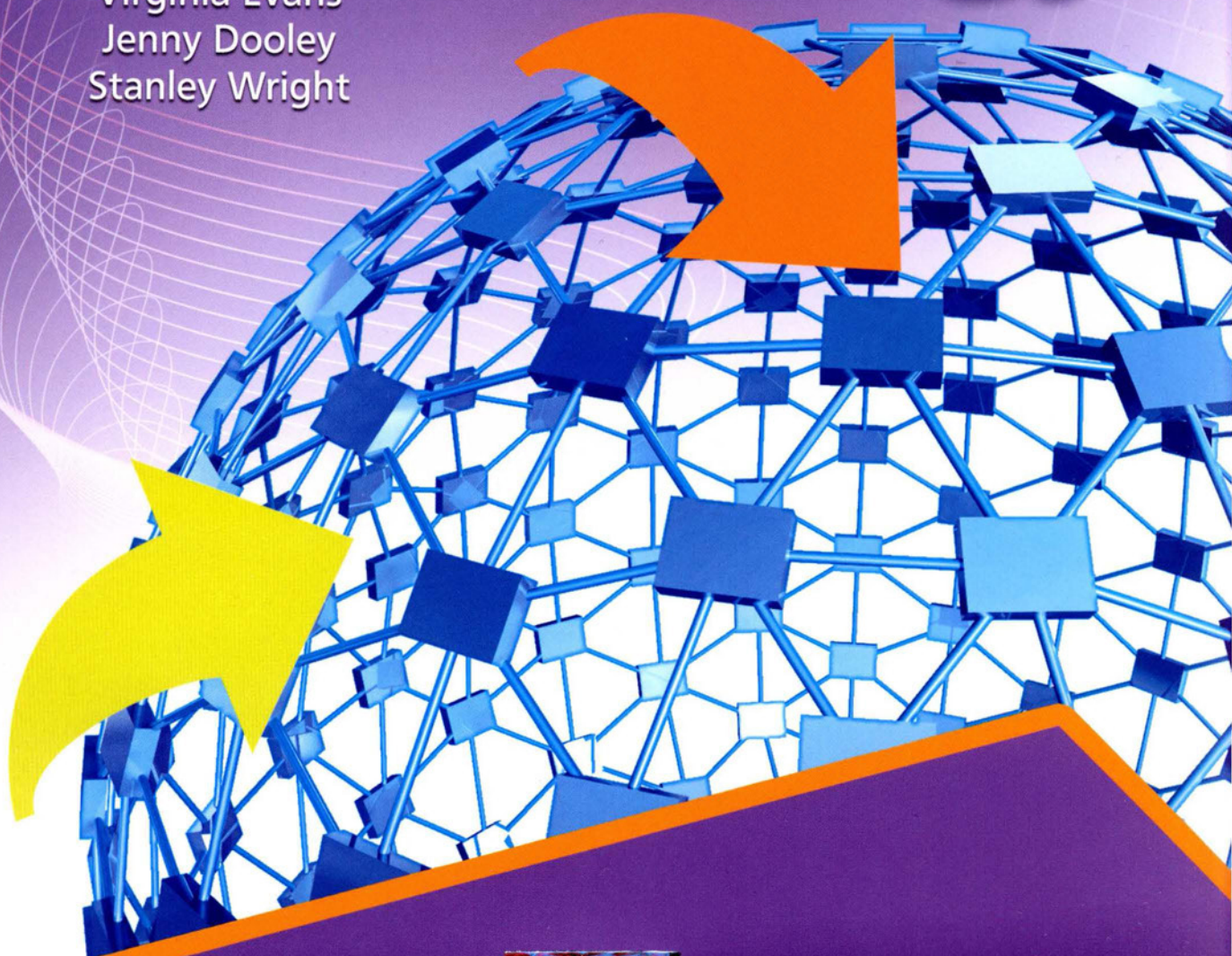


**CAREER
PATHS**

Information Technology

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Book

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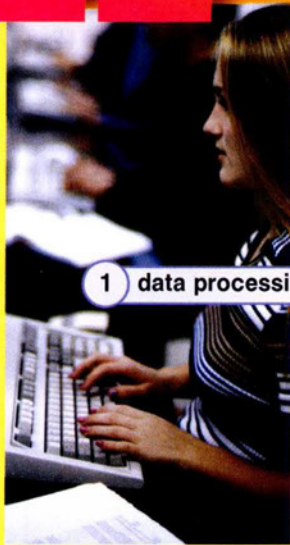
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Scope and Sequence

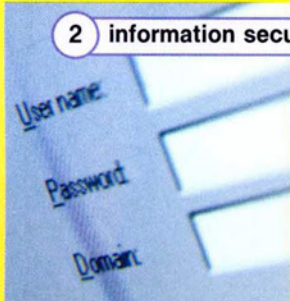
Unit	Topic	Reading context	Vocabulary	Function
1	Information Technology	Manual	code, data processing, data, encoding, hardware, information security, online, quality assurance, software, technical support	Getting someone's attention
2	Introduction to Computing Systems	Email	cell phone, computer, desktop computer, handheld PC, laptop, mainframe, PDA, server, supercomputer, workstation	Giving instructions
3	Inside the Computer	Product Guide	case, expansion card, fan, hard drive, heat sink, motherboard, power supply, processor, RAM	Describing a process
4	Computing Devices	Catalog	input device, microphone, monitor, mouse, printer, scanner, scroll wheel, touch screen, USB	Making a suggestion
5	Networking	Magazine Article	CAT-5, configuration, cycle, DHCP, Internet, IP address, LAN, network, router, WLAN	Describing options
6	The User Interface	Manual	desktop, drag, folder, GUI, icon, maximize, menu, minimize, OS, pointer, shortcut, window	Offering a solution
7	Word Processing	Advertisement	compatibility, document, font, format, formatting, layout, macro, spell check, template, word processing program	Clarifying a situation
8	Email	Memo	attachment, domain name, email address, email client, ISP, password, POP3, SMTP server, username, webmail	Checking for errors
9	Web Browsing	Email	HTML, http, hyperlink, meta tag, search engine, URL, web browser, web host, web site, www	Expressing confusion
10	Image and Graphic Design	Magazine Article	contrast, crop, exposure, graphic editing program, graphics, JPEG, pixel, resize, resolution, tint	Answering the phone
11	Databases vs. Spreadsheets	Email	cell, database field, database, formula, function, operator, query, sort, spreadsheets, table, worksheet	Asking for help
12	Web Design vs. Web Development	Course Descriptions	appearance, coding, content, CSS, functionality, navigation, usability, visibility, web design, web development	Asking about purpose
13	Desktop Publishing	Job Listing	clip art, comprehensive layout, design, desktop publishing software, desktop publishing, electronic pages, electronic paper, electrostatic printing, graphic communications, offset lithography, page layout	Talking about experience
14	Videoconferencing	Email	bandwidth, dedicated system, document sharing, echo-cancellation, monitor, multipoint videoconference, video bridge, videoconferencing, webcam	Explaining differences
15	E-commerce	Email	affiliate, banner, brick and mortar, certificate authority, digital certificate, e-commerce, FAQs, shopping cart, traffic	Clarifying information

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1 data processing



2 information security



3 online

IT Department Restructuring

DataPro Inc. is growing, and so our workload is increasing. But our IT department is not dealing with this increase effectively. So I am dividing the IT department into three sections: **quality assurance**, **data processing** and **information security**. The responsibilities of each section are:

Quality Assurance

Testing **hardware**
Providing **technical support**

Data Processing

Writing **code**
Organizing **data**

Information Security

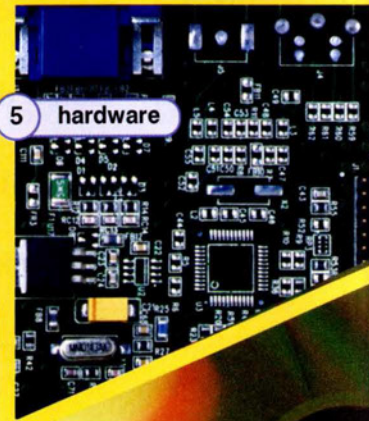
Encoding **online** data transfers
Updating security **software**

These changes are not simple or easy. But smaller groups deal with tasks more efficiently than larger ones. See your supervisors for your new section assignment.

Thomas Jenkins,
CEO DataPro Inc.



4 technical support



5 hardware



6 software

Get ready!

① Before you read the passage, talk about these questions.

- 1 What is Information Technology?
- 2 What do Information Technology professionals do?

Reading

② Read the statement from the DataPro Inc. CEO. Then, mark the following statements as true (T) or false (F).

- 1 — The IT Department is increasing.
- 2 — Data Processing employees now encode data.
- 3 — Supervisors know the employees' new assignments.

Vocabulary

③ Match the words (1-10) with the definitions (A-J).

- | | |
|--------------------------|-----------------------|
| 1 — software | 6 — online |
| 2 — code | 7 — technical support |
| 3 — hardware | 8 — data |
| 4 — data processing | 9 — quality assurance |
| 5 — information security | 10 — encoding |

- A putting secret information into code
- B the physical parts of a computer
- C connected to the Internet
- D numbers entered/held in a computer
- E checking products for problems
- F the act of using information
- G programs/instructions added to computers
- H helping people use/understand technology
- I program language
- J the act of protecting information

4 Fill in the blanks with the correct words from the word bank.

Word BANK

data quality assurance encoding

- 1 Enter the _____ into the computer.
- 2 The company uses _____ to protect information.
- 3 _____ finds and fixes problems in new products.

5 Listen and read the statement from the DataPro Inc. CEO again. Which section is responsible for helping people to understand technology?

Listening

6 Listen to a conversation between a DataPro Inc. employee and her supervisor. Choose the correct answers.

- 1 What is the dialogue mainly about?
A asking for a raise
B requesting a transfer
C assuring product quality
D improving hardware
- 2 What can you infer about the employee?
A She does not like her new section.
B She has experience with hardware.
C She does not understand the changes.
D She creates valuable software.

7 Listen again and complete the conversation.

Employee: Excuse me, Mr. Hopkins? I have a question about the 1 _____.

Hopkins: Please, come in. What's your question?

Employee: Well, I'm now in the 2 _____ section.

Hopkins: Yes. You have a great understanding of hardware.

Employee: Thanks, but I have more experience with 3 _____.

Hopkins: I see. You want a 4 _____, then?

Employee: Exactly. I feel that I'm more valuable there.

Hopkins: Let me 5 _____ it.

Speaking

8 With a partner, act out the roles below, based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I have a question about ...
I'm in the _____ section.
I have more experience with ...

Student A: You are a supervisor. Speak with Student B to find out:

- current section
- desired section
- reason

Student B: You are an employee. Answer Student A's questions.
Make up a name for your supervisor.

Writing

9 Use the conversation from Task 8 to fill out the transfer request.

Transfer Request

Employee's Name: _____

Supervisor's Name: _____

Current Section: _____

Requested Section: _____

Reason for Transfer Request: _____

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