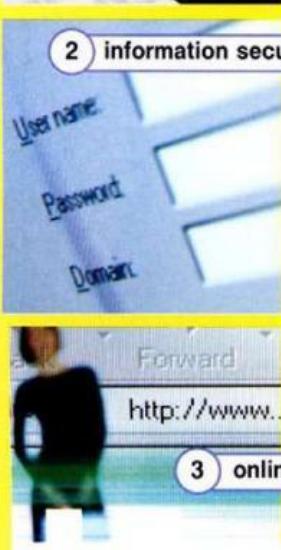




1 data processing



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: