# 9 It's a technical issue

## Glossary

**Page 101**

**9.1** **data centre** (n) /ˈdeɪtə sentə(r)/
a resource network of computer servers for sharing, storing or processing information between users in an organisation ● *The company expanded its data centre to cope with the growing number of products they were handling.* ❖ _____

**9.2** **(early) adopter** (n) /(ˈɜːli) əˈdɒptə(r)/
sb who starts using a new technology (when it is still new) ● *The bank was an early adopter of two-step security log-in systems.*
❖ _____

**9.3** **the cloud** (n) /ðə klaʊd/
a remote storage network for users to keep information or software programs online, which others may also have access to ● *You can store photos and videos in the cloud to save space on your tablet.* ❖ _____

## Reading  Pages 102–103

**9.4** **artificial intelligence** (n) /ˌɑːtɪfɪʃl ɪnˈtelɪdʒəns/
computer systems that can use logic and imitate human thought processes ● *Artificial intelligence can defeat even the most skilled players at board games, such as chess and Go.* ❖ _____ ❖ Abbrev: AI /ˌeɪ ˈaɪ/

**9.5** **chatbot** (n) /ˈtʃætbɒt/
a computer program designed to copy human speech to have a conversation with sb, usually online ● *He asked his smartphone chatbot for information about the city sights and got some useful information.* ❖ _____

**9.6** **face recognition** (n) /feɪs rekəgˈnɪʃn/
ability of a device to recognise sb's face ● *My passport photo was checked at the airport, using digital face recognition.* ❖ _____
✎ Also: facial recognition

**9.7** **text editor** (n) /ˈtekst edɪtə(r)/
a computer program that enables you to make changes to a piece of writing ● *He uses the text editor on his phone to change the wording of his files in the cloud.* ❖ _____

**9.8** **astounding** (adj) /əˈstaʊndɪŋ/
astonishing ● *The GPS system can detect your location with astounding accuracy.*
➢ astound (v) ❖ _____

**9.9** **portable** (adj) /ˈpɔːtəbl/
that can be carried or moved easily ● *I have a portable phone charger that's very handy to use while travelling.* ➢ portability (n)
❖ _____

**9.10** **foresee** (v) /fɔːˈsiː/
predict ● *None of the residents had foreseen the amount of damage the storm would do.*
➢ foreseeable (adj) ❖ _____

**9.11** **bot** (n) /bɒt/
a computer program that does tasks, such as data searches, automatically on the internet ● *Many of the emails I receive appear to be sent by bots rather than real people.*
❖ _____

**9.12** **automated** (adj) /ˈɔːtəmeɪtɪd/
done by machines or computers, not people ● *Automated check-outs are common in UK supermarkets.* ➢ automation (n)
❖ _____

**9.13** **warehousing** (n) /ˈweəhaʊzɪŋ/
the activity of storing large quantities of goods in a building before they are sold ● *They have a small workshop where they make clothes to measure, thus avoiding the need for warehousing.* ➢ warehouse (n) ❖ _____

**9.14** **repetitive** (adj) /rɪˈpetətɪv/
done many times in the same way, so it is boring ● *Ivana jokes with her workmates to make her factory job seem less repetitive.*
➢ repeat (v), repetition (n) ❖ _____

**9.15** **personalise** (v) /ˈpɜːsənəlaɪz/
change sth to make it suit sb's individual needs ● *He has some family photos on his desk to personalise his workspace.*
➢ personal, personalised (adj) ❖ _____

**9.16** **algorithm** (n) /ˈælgərɪðəm/
a set of rules or formulae that a computer uses to calculate sth ● *Smartphone apps use algorithms to personalise ads for users.*
❖ _____

**9.17** **appealing** (adj) /əˈpiːlɪŋ/
attractive ● *The idea of working on a construction site in all weathers doesn't sound so appealing.* ➢ appeal (v, n) ❖ _____

**9.18** **healthcare** (n) /ˈhelθkeə(r)/
medical services ● *Healthcare workers have been working under extreme pressure dealing with patients throughout the pandemic.*
❖ _____

**9.19** **care** (n) /keə(r)/
giving attention and looking after sb/sth ● *Parents should give their children love and care.* ➢ care (v), caring, careful, careless (adj)
❖ _____

**9.20** **autonomous** (adj) /ɔːˈtɒnəməs/
which uses technology to be self-controlling without a human operator ● *More safety tests have to be carried out on driverless vehicles before autonomous transport can be used more widely.* ➢ autonomously (adv)
❖ _____

**9.21** **majority** (n) /məˈdʒɒrəti/
the larger number of sth ● *A large majority of students were against having online lessons.*
❖ _____ ✎ Opp: minority

**9.22** **negotiate** (v) /nɪˈgəʊʃieɪt/
make your way through or past obstacles on a difficult route ● *He negotiated a path through the crowds of commuters to catch the morning train.* ➢ negotiation (n), negotiable (adj)
❖ _____

**9.23** **commute** (n) /kəˈmjuːt/
the journey to work and back ● *She uses public transport on her daily commute to work in the city.* ➢ commuting, commuter (n), commute (v) ❖ _____

**9.24** **efficiency** (n) /ɪˈfɪʃnsi/
how well sth is done without wasting time, money, etc. ● *When driven at a steady speed, the car has astounding fuel efficiency.* ➢ efficient (adj), efficiently (adv)
❖ _____

**9.25** **pervasive** (adj) /pəˈveɪsɪv/
which spreads to all parts of sth ● *The pervasive influence of technology makes it harder to keep up with events without using the internet.* ➢ pervade (v) ❖ _____

**9.26** **grid** (n) /grɪd/
a network which connects a supply of sth ● *Using GPS will ensure your location is connected to the information grid.*
❖ _____

**9.27** **alert** (v) /əˈlɜːt/
make sb aware of sth that may need attention ● *The banking app will alert you to new payments made from your account.* ➢ alert (adj, n), alertness (n) ❖ _____

**9.28** **prospect** (n) /ˈprɒspekt/
the possibility of a future event ● *He couldn't face the prospect of losing his job.*
❖ _____

**9.29** **privacy** (n) /ˈprɪvəsi/
the state of being alone and not having personal details known publicly ● *She uses a fake profile on social media because she values her privacy.* ➢ private (adj), privately (adv) ❖ _____

**9.30** **outweigh** (v) /ˌaʊtˈweɪ/
be more important than sth else ● *The costs of buying and maintaining an electric car could outweigh the benefits.* ❖ _____

**9.31** **capacity** (n) /kəˈpæsəti/
ability to do sth ● *She has a great capacity for remembering dates and details of events.*
❖ _____

**9.32** **willingness** (n) /ˈwɪlɪŋnəs/
the quality of being willing to do sth ● *The new teacher showed a willingness to adapt her methods to suit her students' needs.*
❖ _____ ❖ Opp: unwillingness

**9.33** **universal** (adj) /juːnɪˈvɜːsəl/
relating to everyone and everything ● *Pollution is a universal issue that affects us all.* ➢ universe (n), universally (adv)
❖ _____

# Vocabulary  **Page 104**

**9.34** **format** (n) /ˈfɔːmæt/
the general design or type of sth ● *I had to change the format of the document to make it readable.* ➢ format (v) ❖ _____

**9.35** **export** (v) /ɪkˈspɔːt/
move computer data to another program or device ● *She exported the videos saved on her computer to an external hard drive.* ➢ export (n) ❖ _____

**9.36** **drop-down menu** (n) /ˌdrɒp daʊn ˈmenjuː/
a list that appears when selected on a computer screen from which you can choose an option ● *By selecting an option on the drop-down menu, you'll see what's available on the shop's website.* ❖ _____

**9.37** **navigate** (v) /ˈnævɪgeɪt/
find your way to a location on your computer or on the internet ● *He found the official website confusing and difficult to navigate.* ➢ navigator, navigation (n) ❖ _____

**9.38** **uninstall** (v) /ˌʌnɪnˈstɔːl/
remove a software program from a computer ● *In order to update the app, I had to uninstall the previous version.* ❖ _____
✎ Opp: install

**9.39** **cut and paste** (expr) /kʌt ənd peɪst/
select images or text to remove them from one document and put them in another ● *You can cut and paste quotes from the news article to share on Twitter.* ❖ _____

**9.40** **hack** (v) /hæk/
illegally access a computer ● *He was sent to prison after he hacked the politician's email.* ➢ hacker, hacking (n) ❖ _____

**9.41** **swipe** (v) /swaɪp/
touch the screen on a device and move your finger quickly across it ● *Swipe the phone screen to view the next photo.* ➢ swipe (n) ❖ _____

**9.42** **refresh** (v) /rɪˈfreʃ/
click on a command to show the most recent version of a website or document ● *You need to refresh the web page to see the changes you have made.* ❖ _____

**9.43** **scroll** (v) /skrɒl/
move parts of a text on a computer screen up and down ● *I had to scroll down to find the right page in the long PDF.* ➢ scroll (n) ❖ _____

**9.44** **graphics** (n pl) /ˈgræfɪks/
digital designs or images ● *She installed a more expensive card to see the graphics on the screen in better quality.* ➢ graphic (n, adj) ❖ _____

**9.45** **USB port** (n) /ˌjuː es ˈbiː pɔːt/
(Universal Serial Bus port) the part of a computer where other devices like printers, USB sticks, etc. can be connected ● *I connected my printer to my laptop's USB port, but it's not coming up.* ❖ _____

**9.46** **RAM** (n, abbrev) /ræm/
(Random-Access Memory) computer memory ● *My PC doesn't have enough RAM to run both apps at the same time.* ❖ _____

**9.47** **screenshot** (n) /ˈskriːnʃɒt/
an image of what is shown on a screen at a particular moment ● *She took a screenshot of his offensive comments on social media and sent it to her lawyer.* ❖ _____

**9.48** **spreadsheet** (n) /ˈspredʃiːt/
a computer program with rows and columns to list data, e.g. for keeping records of a project or finances ● *The accountant created a spreadsheet to list the company expenses.* ❖ _____

**9.49** **compatible** (adj) /kəmˈpætəbl/
having similar or matching characteristics ● *I had trouble finding a charger that was compatible with my old camera.* ➢ compatibility (n), compatibly (adv) ❖ _____ ✎ Opp: incompatible

**9.50** **read-only** (adj) /ˌriːd ˈəʊnli/
which can be seen and read, but not changed ● *The document had been sent in read-only format, so I had to save it under a new name for editing.* ❖ _____

**9.51** **digital native** (n) /ˌdɪdʒɪtl ˈneɪtɪv/
sb who has grown up with technology and can use it easily ● *The generation born after 2000, could be regarded as digital natives, having grown up with technology.* ❖ _____

# Grammar   Page 105

**9.52** **code** (v) /kəʊd/
write a computer program using a set of numbers, symbols and words ● *I learnt to code programs to build online games.* ➢ code (n) ❖ _____

**9.53** **launch** (v) /lɔːntʃ/
make a new product or service available to the public ● *The company will launch a new version of the phone in a few months.* ➢ launch (n) ❖ _____

# Listening   Page 106

**9.54** **data analyst** (n) /ˈdeɪtə ˈænəlɪst/
sb whose job is to collect and process information and statistics and then explain what this information means ● *A good data analyst must know how to use information to help a company make business decisions.* ❖ _____

**9.55** **games developer** (n) /geɪmz dɪˈveləpə(r)/
sb whose job is to work with designers to turn ideas for games into playable games ● *Her ambition is to become a video games developer at the end of her programming course.* ❖ _____

**9.56** **information security analyst** (n) /ˌɪnfəˈmeɪʃən sɪˈkjʊərəti ˈænəlɪst/
sb whose job is to install software to protect computer networks and plan ways to keep these networks safe ● *The bank employs information security analysts to prevent hacking attempts.* ❖ _____

**9.57** **software engineer** (n) /ˈsɒftweər endʒɪnɪə(r)/
sb whose job is to use their knowledge of computer science and coding to develop new computer programs ● *A software engineer has to think out of the box to design and code new programs.* ❖ _____

**9.58** **web designer** (n) /web dɪˈzaɪnə(r)/
sb whose job is to plan and create internet sites, using text, sounds, pictures, graphics and video ● *They hired a web designer to set up their new company website.* ❖ _____

**9.59** **internship** (n) /ˈɪntɜːnʃɪp/
a student training programme ● *The science graduate did her internship at a government research lab.* ❖ _____

**9.60** **tutorial** (n) /tjuːˈtɔːriəl/
a short video, book or computer program with instructions on a particular subject ● *The camera comes with an online tutorial to help you learn to use it.* ➢ tutor (n, v)
❖ _____

# Speaking Page 107

**9.61** **barcode** (n) /ˈbɑːkəʊd/
a pattern of lines printed on packaging or stuck onto products, which gives information readable by computer ● *I questioned the supermarket bill when the shop assistant scanned the barcodes on some things twice.*
❖ _____

**9.62** **search engine** (n) /sɜːtʃ ˈendʒɪn/
a program that finds data from a network ● *This computer has Safari installed as the main search engine, but I'm used to using Google.* ❖ _____

**9.63** **co-ordination** (n) /kəʊˌɔːdɪˈneɪʃn/
the ability to control the movements of your body parts ● *Playing with toys helps children develop their co-ordination.* ➢ co-ordinate (v), co-ordinator (n) ❖ _____ ✎ Also: coordination

**9.64** **addictive** (adj) /əˈdɪktɪv/
so enjoyable you do not want to stop ● *Some TV series can be very addictive if you get into the story and watch one episode after another.* ➢ addict, addiction (n) ❖ _____

**9.65** **attention span** (n) /əˈtenʃn spæn/
the amount of time sb can stay focussed on and interested in sth ● *Young children can become bored quickly with an activity as they have a limited attention span.* ❖ _____

# Grammar Page 108

**9.66** **bank balance** (n) /ˈbæŋk bæləns/
the amount of money in a bank account ● *Towards the end of the month, his bank balance is always very low.* ❖ _____

**9.67** **faulty** (adj) /ˈfɒlti/
not working properly or not perfectly made ● *This USB port is faulty so there's no point connecting your USB stick.* ❖ _____

**9.68** **advisor** (n) /ədˈvaɪzə(r)/
an expert or instructor who gives advice on a particular thing ● *I had to call a technical advisor to get my computer back online.* ➢ advise (v), advice (n), advisable (adj)
❖ _____ ✎ Also: adviser

## Jobs

| | | |
|---|---|---|
| advisor | information | web designer |
| data analyst | security analyst | IT consultant |
| games developer | software engineer | IT technician |

# Use your English Page 109

**9.69** **keep (your) word** (expr) /kiːp (jɔː) wɜːd/
do what you promised ● *If Jack promised to help you, you can trust him to keep his word.*
❖ _____

**9.70** **keep a low profile** (expr) /kiːp ə ˌləʊ ˈprəʊfaɪl/
not attract attention ● *The boss is looking for people to work overtime, so I'm keeping a low profile since I'm already working too much.*
❖ _____

**9.71** **keep track of** (expr) /kiːp trak əv/
follow what is happening or where sb/sth is ● *I've got so many photos and videos it's hard to keep track of where I've stored them.*
❖ _____

**9.72** **keep an eye out for** (expr) /kiːp ən aɪ aʊt fə(r)/
look for sb/sth while doing sth else ● *This flat isn't bad, but I'm keeping an eye out for one somewhere quieter.* ❖ _____

**9.73** **keep (your) cool** (expr) /kiːp (jɔː) kuːl/
remain calm, not get angry ● *I'm sure the technical advisor will fix your phone connection soon, so keep your cool!* ❖ _____

**9.74** **cutting-edge** (adj) /ˈkʌtɪŋˌedʒ/
newest, most advanced ● *Researchers are using cutting-edge technology to develop new vaccines.* ❖ _____

**9.75** **(it's) not rocket science** (expr) /(ɪts) nɒt ˈrɒkɪt ˈsaɪəns/
(it's) not difficult to understand ● *You'll soon get used to online shopping. It's not rocket science!* ❖ _____

**9.76** **light years (ahead)** (expr) /ˈlaɪt jɪəz (əˈhed)/
a very long distance (in front) ● *Today's communication systems are light years ahead of what we had twenty years ago.*
❖ _____

**9.77** **like a well-oiled machine** (expr) /ˈlaɪk ə ˌwel ˈɔɪld məˈʃiːn/
efficiently ● *With the advice of our new coach, our team is pulling together and running like a well-oiled machine.* ❖ _____

**9.78** **(be) on the same wavelength** (expr) /(biː) ɒn ðə seɪmˈweɪvleŋθ/
think in a similar way to sb else ● *I love my parents, but I don't think we're on the same wavelength.* ❖ _____

**9.79** **reorganise** (v) /riˈɔːɡənaɪz/
change the order of things or how things are done ● *Since I reorganised my filing system, it's easier to find things.* ➣ reorganisation (n)
❖ _____

**9.80** **IT technician** (n) /ˌaɪ ˈtiː tekˈnɪʃn/
sb whose job is to install, maintain and repair hardware and software on computers and related devices ● *The IT technician has installed new hardware on our office computers.* ❖ _____

**9.81** **plug in** (phr v) /plʌɡ ɪn/
connect sth to an electricity supply or to an electronic device ● *Simply plug in the USB to your laptop and download your photos.*
❖ _____

**9.82** **be obsessed with** (expr) /bi əbˈsest wɪð/
think or worry about sth so much that you can't think about anything else ● *He's obsessed with social media and it's interfering with his studies.* ➣ obsession (n) ❖ _____

**9.83** **autonomy** (n) /ɔːˈtɒnəmi/
the ability to act or decide independently ● *The office staff have no autonomy and are controlled by company management decisions.* ➣ autonomous (adj), autonomously (adv)
❖ _____

**9.84** **experimentation** (n) /ɪkˌsperɪmenˈteɪʃn/
the activity of doing experiments to try out or test the effects of sth ● *After some experimentation, they found the best layout for the desks and equipment in the office.* ➣ experiment (n, v), experimental (adj)
❖ _____

**9.85** **mechanics** (n pl) /məˈkænɪks/
how sth works or is done; the technical aspects of sth ● *I know little about the mechanics of how computers work, but that's why we have technicians.* ➣ mechanical (adj)
❖ _____

**9.86** **theoretical** (adj) /ˌθɪəˈretɪkl/
which could possibly happen or exist ● *On the course, we gained theoretical and practical knowledge of IT.* ➣ theoretically (adv)
❖ _____

**9.87** **sensor** (n) /ˈsensə(r)/
an electronic device that detects sth ● *The security camera has a sensor which switches it on when it detects movement in the room.* ➣ sensory (adj) ❖ _____

**9.88** **monitor** (v) /ˈmɒnɪtə(r)/
check the progress of sb/sth ● *He kept an eye on the screen to monitor the progress of the files uploading.* ➣ monitor (n)
❖ _____

### Technology: nouns

| | | |
|---|---|---|
| algorithm | drop-down | RAM |
| artificial | menu | screenshot |
| intelligence | early adopter | search engine |
| barcode | face recognition | sensor |
| bot | format | spreadsheet |
| capacity | graphics | text editor |
| chatbot | grid | the cloud |
| data centre | port | USB port |
| digital native | privacy | |

### Technology: verbs

| | | |
|---|---|---|
| code | launch | refresh |
| evolve | monitor | scroll |
| export | navigate | swipe |
| hack | plug in | uninstall |

# Writing   Pages 110–111

**9.89** **a wealth of** (expr) /ə welθ əv/
a large amount of sth ● *She has a wealth of experience in robotics.* ❖ _____

**9.90** **distraction** (n) /dɪsˈtrækʃn/
sth that prevents sb from concentrating on sth else ● *I need to focus on work without distractions like social media or phone calls.* ➣ distract (v), distracting (adj) ❖ _____

**9.91** **worksheet** (n) /ˈwɜːkʃiːt/
a document with a set of exercises for a student to do ● *Our maths teacher gave us two worksheets with exercises to do for homework.*
❖ _____

**9.92** **move with the times** (expr) /muːv wɪθ ðə taɪmz/
adapt your ideas and ways of doing things to be up-to-date with modern trends ● *I think your life will be easier if you move with the times and finally get a smartphone.* ❖ _____

**9.93** **critical** (adj) /ˈkrɪtɪkl/
essential ● *International co-operation is critical for the project to succeed.* ➢ critically (adv)
❖ _____

**9.94** **respondent** (n) /rɪˈspɒndənt/
sb who replies to sth ● *In the survey, 50% of respondents said they checked their emails and instant messaging several times per day.*
➢ respond (v), response (n) ❖ _____

**9.97** **budget** (v) /ˈbʌdʒɪt/
to plan what you spend ● *We'll have to budget carefully to be able to afford a holiday.*
➢ budget (n) ❖ _____

**9.98** **paycheck** (n) /ˈpeɪtʃek/
salary or wages ● *Your paycheck will be in the bank on the last day of the month.*
❖ _____ ✎ Also: pay cheque (UK Eng)

**9.99** **outgoings** (n pl) /ˈaʊtɡəʊɪŋz/
the costs that you have to pay in a certain period ● *His pay is barely enough to cover his monthly outgoings.* ❖ _____
✎ Opp: income

**9.100** **live up to** (phr v) /lɪv ʌp tuː/
be as good as sb hopes ● *The camera on my new smartphone didn't quite live up to my expectations. My old one was better.*
❖ _____

## Expressions

| | |
|---|---|
| be obsessed with | keep your cool |
| cut and paste | (it's) not rocket science |
| keep your word | light years (ahead) |
| keep a low profile | like a well-oiled machine |
| keep track of | on the same wavelength |
| keep an eye out for | move with the times |

## Adjectives

| | | |
|---|---|---|
| addictive | compatible | read-only |
| appealing | critical | repetitive |
| astounding | cutting-edge | theoretical |
| automated | pervasive | universal |
| autonomous | portable | |

# Live well, study well

**Page 112**

**9.95** **punctual** (adj) /ˈpʌŋktʃuəl/
being on time ● *I'm surprised that Leo is late. He's usually punctual.* ➢ punctuality (n), punctually (adv) ❖ _____

**9.96** **establish** (v) /ɪsˈtæblɪʃ/
create sth designed to last ● *He feels much healthier since he's established a better sleep pattern.* ➢ establishment (n), established (adj)
❖ _____