



Information Technology Services (ITS)

Now is the time for your business to upgrade to ITS's **Infrastructure as a Service (IaaS)** offerings. Together with our **Platform as a Service (PaaS)** model, our offerings can manage all your IT needs.

Normally a business must maintain a complex and expensive technology **infrastructure**. A growing business is constantly upgrading its **hardware**. There never seems to be enough **bandwidth**, and **storage** requirements are always changing. Worse, it can be difficult to select the right **computing platform** for your business needs.

When you **switch** to ITS, we handle every aspect of your business technology infrastructure and computing platform. From networking components to server hardware, ITS has the right options for you. We provide a complete **solution stack**, no matter what your software requirements are.

We also partner with recognized leaders in technology to maintain an extensive **content delivery network**. ITS maintains multiple copies of its software services and your company's data. These copies are safely stored on computers around the globe. We guarantee that access to your information will always be swift and secure.

ITS's **utility computing** is the way to go. **Outsource** your business IT needs today.

Get ready!

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

- 1 What equipment and product costs must businesses pay in order to have their own infrastructures and platforms?
- 2 Why is outsourcing a product less expensive than purchasing it?

Reading

2 Read the advertisement. Then, choose the correct answers.

- 1 What is the purpose of the advertisement?
 - A to offer a discount on IaaS and PaaS options
 - B to announce the expansion of IaaS and PaaS
 - C to explain the benefits of IaaS and PaaS
 - D to compare IaaS and PaaS providers
- 2 What does ITS use to guarantee fast and safe access to information?
 - A high bandwidth
 - B high-speed servers
 - C a complete solution stack
 - D a content delivery network
- 3 Which is NOT offered by ITS?
 - A a solution stack
 - B server hardware
 - C technology consulting
 - D technology infrastructure

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|----------------------|-----------------|
| 1 ___ infrastructure | 4 ___ bandwidth |
| 2 ___ outsource | 5 ___ storage |
| 3 ___ solution stack | 6 ___ hardware |

- A the capacity of a network
- B basic physical structures
- C the retention of computer data
- D the physical units of a computer
- E a collection of software subcomponents
- F to use a third party for a product or service

4 Choose the sentence that uses the underlined part correctly.

- 1 A The office switched its Internet provider to a less expensive company.
B The new computing platform manages customer service.
- 2 A Now that the company uses infrastructure as a service, it no longer needs to buy servers.
B Our utility computing division only offers desktop computers.
- 3 A Platform as a service requires a business to purchase the operating system.
B The company improved the content delivery network by adding twenty additional servers.

5 Listen and read the advertisement again. Why is utility computing an example of an outsourced service?

Listening

6 Listen to a conversation between an IT company representative and a potential client. Mark the following statements as true (T) or false (F).

- 1 ___ The man is unfamiliar with infrastructure services.
2 ___ The company sells network hardware.
3 ___ The woman cites faster networking as an advantage.

7 Listen again and complete the conversation.

Client: To 1 _____, I don't know much about this. How does it work?

Representative: It's simple, really. We take over aspects of your 2 _____.

Client: In what way?

Representative: Our 3 _____ replaces your server hardware with our own.

Client: OK. That means we no longer need to 4 _____ servers?

Representative: That's right. We'll use our own hardware. We 5 _____ and other software here.

Client: What 6 _____ do you offer?

Speaking

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

USE LANGUAGE SUCH AS:

I'm calling about ...

To tell you the truth ...

We'll use our own ...

Student A: You are a IT company representative. Talk to Student B about:

- your company's offerings
- benefits of choosing your company
- additional support

Student B: You are potential client. Talk to Student A about an IT company's offerings.

Writing

9 Use the advertisement and the conversation from Task 8 to write a report about the web site solution stack that your business offers. Include: software components, the hardware required, and how businesses access it.