**9** It’s a technical issue

**Glossary**

## Page 101

* 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.* ❖ centro dati

* 1. **(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.*

* + - utilizzatore precoce
  1. **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.* ❖ cloud

Reading **Pages 102–103**

* 1. **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.* ❖ intelligenza artificiale ❖ Abbrev: AI /ˌeɪ

ˈaɪ/

* 1. **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.* ❖ chatbot

* 1. **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.* ❖ riconoscimento facciale ✎ Also: facial recognition

* 1. **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.* ❖ editor di testi

* 1. **astounding** (adj) /əˈstaʊndɪŋ/

astonishing ● *The GPS system can detect your location with astounding accuracy.*

➣ astound (v) ❖ sorprendente

* 1. **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)

* + - portatile
  1. **foresee** (v) /fɔːˈsiː/

predict ● *None of the residents had foreseen the amount of damage the storm would do.*

➣ foreseeable (adj) ❖ prevedere

* 1. **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.*
  + - bot
  1. **automated** (adj) /ˈɔːtəmeɪtɪd/

done by machines or computers, not people

* *Automated check-outs are common in UK supermarkets.* ➣ automation (n)
  + - automatizzato
  1. **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) ❖ stoccaggio

* 1. **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) ❖ ripetitivo

* 1. **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)

* + - personalizzare
  1. **algorithm** (n) /ˈælɡərɪðəm/

a set of rules or formulae that a computer uses to calculate sth ● *Smartphone apps use algorithms to personalise ads for users.*

* + - algoritmo
  1. **appealing** (adj) /ˈəpiːlɪŋ/

attractive ● *The idea of working on a construction site in all weathers doesn’t sound so appealing.* ➣ appeal (v, n) ❖ attraente

* 1. **healthcare** (n) /ˈhelθkeə(r)/

medical services ● *Healthcare workers have been working under extreme pressure dealing with patients throughout the pandemic.*

* + - sanità
  1. **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)
  + - cura, attenzione
  1. **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)

* + - autonomo
  1. **majority** (n) /məˈdʒɒrəti/

the larger number of sth ● *A large majority of students were against having online lessons.*

* + - maggioranza ✎ Opp: minority
  1. **negotiate** (v) /nɪˈɡəʊʃieɪt/

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)

* + - negoziare
  1. **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) ❖ tragitto casa-lavoro

* 1. **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)

* + - efficienza
  1. **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) ❖ pervasivo

* 1. **grid** (n) /ɡrɪd/

a network which connects a supply of sth

* *Using GPS will ensure your location is connected to the information grid.*
  + - griglia, rete
  1. **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) ❖ allertare

* 1. **prospect** (n) /ˈprɒspekt/

the possibility of a future event ● *He couldn’t face the prospect of losing his job.*

* + - prospettiva
  1. **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) ❖ privacy

* 1. **outweigh** (v) /ˌaʊtˈweɪ/

be more important than sth else ● *The costs of buying and maintaining an electric car could outweigh the benefits.* ❖ superare

* 1. **capacity** (n) /kəˈpæsəti/

ability to do sth ● *She has a great capacity for remembering dates and details of events.*

* + - capacità
  1. **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.*

* + - inclinazione ❖ Opp: unwillingness
  1. **universal** (adj) /juːnɪˈvɜːsəl/

relating to everyone and everything ● *Pollution is a universal issue that affects us all.*

➣ universe (n), universally (adv)

* + - universale

Vocabulary **Page 104**

* 1. **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) ❖ formato

* 1. **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) ❖ esportare

* 1. **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.* ❖ menu a tendina

* 1. **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) ❖ navigare

* 1. **uninstall** (v) /ˌʌnɪnˈstɔːl/

remove a software program from a computer

* *In order to update the app, I had to uninstall the previous version.* ❖ disinstallare

✎ Opp: install

* 1. **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.* ❖ taglia e incolla

* 1. **hack** (v) /hæk/

illegally access a computer ● *He was sent to prison after he hacked the politician’s email.*

➣ hacker, hacking (n) ❖ hackerare

* 1. **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)

* + - passare
  1. **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.* ❖ aggiornare

* 1. **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)

* + - scorrere
  1. **graphics** (n pl) /ˈɡræfɪks/

digital designs or images ● *She installed a more expensive card to see the graphics on the screen in better quality.* ➣ graphic (n, adj)

* + - grafica
  1. **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.* ❖ porta USB
  1. **RAM** (n, abbrev) /ræm/

(Random-Access Memory) computer memory

* *My PC doesn’t have enough RAM to run both apps at the same time.* ❖ RAM
  1. **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.* ❖ schermata

* 1. **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.*

* + - foglio di calcolo
  1. **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)

* + - compatibile ✎ Opp: incompatible
  1. **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.* ❖ sola lettura
  1. **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.* ❖ nativo digitale

Grammar **Page 105**

* 1. **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)

* + - programmare
  1. **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) ❖ lanciare

Listening **Page 106**

* 1. **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.*

* + - analista
  1. **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.* ❖ sviluppatore di giochi
  1. **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.* ❖ analista della sicurezza informatica

* 1. **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.* ❖ ingegnere software
  2. **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.*

* + - web designer
  1. **internship** (n) /ˈɪntɜːnʃɪp/

a student training programme ● *The science graduate did her internship at a government research lab.* ❖ tirocinio

* 1. **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)
  + - tutorial

# Speaking

Grammar **Page 108**

* 1. **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.* ❖ saldo
  1. **faulty** (adj) /ˈfɒlti/

not working properly or not perfectly made

* + - *This USB port is faulty so there’s no point connecting your USB stick.* ❖ difettoso
  1. **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)

* consulente ✎ Also: adviser

**Jobs**

advisor data analyst games developer

information web designer security analyst IT consultant software IT technician engineer

## Page 107

* 1. **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.*

* codice a barre
  1. **search engine** (n) /sɜːʧ ˈenʤɪn/

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.* ❖ motore di ricerca
  1. **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) ❖ coordinazione ✎ Also: coordination

* 1. **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) ❖ che causa dipendenza

* 1. **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.* ❖ curva dell'attenzione

Use your English **Page 109**

* 1. **keep (your) word** (expr) /ki:p (jɔː) wɜːd**/**

do what you promised ● *If Jack promised to help you, you can trust him to keep his word.*

* mantenere la parola
  1. **keep a low profile** (expr) /ki:p 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.*
* tenere un basso profilo
  1. **keep track of** (expr) /ki:p 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.*
* tenere traccia
  1. **keep an eye out for** (expr) /ki:p 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.* ❖ tenere gli occhi aperti

* 1. **keep (your) cool** (expr) /ki:p (jɔː) kuːl/ remain calm, not get angry ● *I’m sure the*

*technical advisor will fix your phone connection soon, so keep your cool!* ❖ mantenere la calma

* 1. **cutting-edge** (adj) /ˈkʌtɪŋˌeʤ/

newest, most advanced ● *Researchers are using cutting-edge technology to develop new vaccines.* ❖ all'avanguardia

* 1. **(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!* ❖ non è astrofisica

* 1. **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.*

* anni luce
  1. **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.* ❖ come una macchina ben oliata

* 1. **(be) on the same wavelength** (expr) /(biː) ɒn ðə seɪmˌˈweɪvleŋkθ/

think in a similar way to sb else ● *I love my parents, but I don’t think we’re on the same wavelength.* ❖ essere sulla stessa lunghezza d'onda

* 1. **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)

* riorganizzare
  1. **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.* ❖ tecnico informatico

* 1. **plug in** (phr v) /plʌg ɪn/

connect sth to an electricity supply or to an electronic device ● *Simply plug in the USB to your laptop and download your photos.*

* collegare
  1. **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)

* avere un'ossessione per
  1. **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)

* autonomia
  1. **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)

* sperimentazione
  1. **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)

* meccanica
  1. **theoretical** (adj) /ˌθɪəˈretɪkl/

which could possibly happen or exist

* + - *On the course, we gained theoretical and practical knowledge of IT.* ➣ theoretically (adv)
* teorico
  1. **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) ❖ sensore

* 1. **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)

* monitorare

**Technology: nouns**

algorithm artificial intelligence barcode

bot capacity chatbot data centre

digital native

drop-down menu

early adopter face recognition format

graphics grid

port privacy

RAM

screenshot search engine sensor spreadsheet text editor

the cloud USB port

**Technology: verbs**

code launch

evolve monitor

export navigate

hack plug in

refresh scroll swipe uninstall

Writing **Pages 110–111**

* 1. **a wealth of** (expr) /ə welθ əv/

a large amount of sth ● *She has a wealth of experience in robotics.* ❖ una profusione di

* 1. **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) ❖ distrazione

* 1. **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.*

* scheda di esercizi
  1. **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.* ❖ stare al passo con i tempi

* 1. **critical** (adj) /ˈkrɪtɪkl/

essential ● *International co-operation is critical for the project to succeed.* ➣ critically (adv)

* critico
  1. **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) ❖ intervistato

* 1. **budget** (v) /ˈbʌʤɪt/

to plan what you spend ● *We’ll have to budget carefully to be able to afford a holiday.*

➣ budget (n) ❖ mettere a bilancio

* 1. **paycheck** (n) /ˈpeɪtʃek/

salary or wages ● *Your paycheck will be in the bank on the last day of the month.*

* + - stipendio ✎ Also: pay cheque (UK Eng)
  1. **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.* ❖ uscite ✎ Opp: income

**Expressions**

be obsessed with cut and paste keep your word keep a low profile keep track of

keep an eye out for

keep your cool

(it’s) not rocket science light years (ahead)

like a well-oiled machine on the same wavelength move with the times

* 1. **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.*

* + - essere all'altezza di

**Adjectives**

addictive appealing astounding automated autonomous

compatible critical cutting-edge pervasive portable

read-only repetitive theoretical universal

# Live well, study well

## Page 112

* 1. **punctual** (adj) /ˈpʌŋkʧʊəl/

being on time ● *I’m surprised that Leo is late. He’s usually punctual.* ➣ punctuality (n), punctually (adv) ❖ puntuale

* 1. **establish** (v) /ɪsˈtæblɪʃ/

create sth designed to last ● *He feels much healthier since he’s established a better sleep pattern.* ➣ establishment (n), established (adj)

* + - introdurre