Name
Section
WWW.ibm.com An EFL lesson based on the authentic web site High-intermediate 3 class periods © 1999 by Scott South Updated October 8, 2002 Visit http://iteslj.org/t/ws for the latest version of this lesson and similar lessons.
IBM needs no lengthy introduction, except to say that it is (a) the world's first computer company, and (b) it's not just a hardware producer. The company also provides a wide range of customer support in two basic areas: software training and technical support. This lesson also offers another opportunity to order products online. What should I do?
Go to www.ibm.com/ 1. On the left side of the home page click on Select a country . On the next page, click on Directory of Worldwide Contacts . Then click on the country where you are now present. Write the name and address of the "partner" (local agent) for IBM in your country or city:
2. You and your brother want to start your own computer consulting business. You want help in how to build a web page, and other aspects of e-business for your small business. IBM can help train you in "e-learning" and "e-classes." Which two links do you have to penetrate to find e-learning and e-classes?

3. Now let's assume your business has been going well for a couple of years. You do not have time to do everything yourself—so you have decided to hire IBM to perform certain services for your business such as maintenance, migration and security.

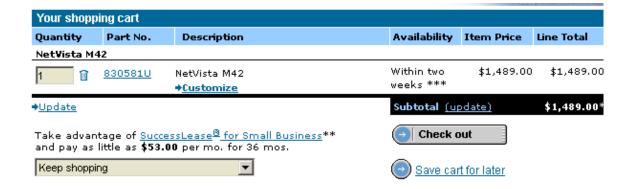
www.ibm.com 2

	You cannot attend a university because you do der to find out about IBM training, find the Education		
5.	Under Education and Professional Training is IBM Learning Services . Select <u>United States</u> in the drop-down box. Then open the other drop-down box that says <u>—now select your categeory</u> Some of the items from that box are listed correctly below, and others are incorrectly written or do not exist. Mark the correct ones with a ☑.		
	☑ Telephony	☐ How to buy	
	□ e-Commerce	☐ Business Intelligence	
	☐ EARP Training	☐ Professional Development	
	☐ Cisco	□ CIDS	
	☐ Systems Management	☐ Training Services	
	☐ Security Training	☐ Business Partners	
	□ e-Business	☐ IT Nonprofessionals	
	□ News	☐ Storage systems	
5.	Now let's "order" an IBM PC online. First, go back to the home page and click on: Products & Services. On the next page, click on Desktops.		
7.	Scroll to the bottom of the Desktops page to where it says Still can't find or see what you're looking for? And click on Help me decide in the box. The next page will take you to a questionnaire that will allow you to choose the computer components according to your special needs. When you have completed the questionnaire, the IBM web sit will recommend a computer for you. If there is a choice of recommended computers		

8. Now click on "Add to Cart." Your next page should confirm your computer choice and it should look something like this:

choose the least expensive one.

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PRINT OUT THIS SHOPPING CART PAGE and attach it to the lesson. If you are not able to print it out, just copy the information on a separate sheet and attach it.

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Answer key

1. IBM Middle East FZ.LLC

Dubai Internet City IBM Building, 3rd Level PO Box 27242 Dubai, U.A.E.

- 2. (1) Education (2) Technical & Professional education
- 3. (1) Small Business; (2) Services

4.

☑ Telephony	☐ How to buy
□ e-Commerce	☑ Business Intelligence
☐ EARP Training	☐ Professional Development
☑ Cisco	□ CIDS
☑ Systems Management	☐ Training Services
☑ Security Training	☐ Business Partners
☑ e-Business	☐ IT Nonprofessionals
□ News	☑ Storage systems

Remaining answers are variable.