

Name _____

Section _____

www.ibm.com

An EFL lesson based on the authentic web site

High-intermediate

3 class periods

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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?**

1. _____ 2. _____

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.

Name the two links you need to penetrate to find those services:

4. You cannot attend a university because you do not have time. You have to work! In order to find out about IBM training, find the Education and Professional Training category.

5. Under Education and Professional Training is **IBM Learning Services**. Select United States in the drop-down box. Then open the other drop-down box that says now select your category -. 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 .

- | | |
|---|---|
| <input checked="" type="checkbox"/> Telephony | <input type="checkbox"/> How to buy |
| <input type="checkbox"/> e-Commerce | <input type="checkbox"/> Business Intelligence |
| <input type="checkbox"/> EARP Training | <input type="checkbox"/> Professional Development |
| <input type="checkbox"/> Cisco | <input type="checkbox"/> CIDS |
| <input type="checkbox"/> Systems Management | <input type="checkbox"/> Training Services |
| <input type="checkbox"/> Security Training | <input type="checkbox"/> Business Partners |
| <input type="checkbox"/> e-Business | <input type="checkbox"/> IT Nonprofessionals |
| <input type="checkbox"/> News | <input type="checkbox"/> Storage systems |

6. 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 site will recommend a computer for you. If there is a choice of recommended computers, choose the **least expensive** one.

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

Your shopping cart

Quantity	Part No.	Description	Availability	Item Price	Line Total
NetVista M42					
1	830581U	NetVista M42 +Customize	Within two weeks ***	\$1,489.00	\$1,489.00
+Update				Subtotal (update)	\$1,489.00*

Take advantage of [SuccessLease[®] for Small Business**](#) and pay as little as **\$53.00** per mo. for 36 mos.

[→ Check out](#)

[→ Save cart for later](#)

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.

End of lesson. Answer key on next page.

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.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Telephony | <input type="checkbox"/> How to buy |
| <input type="checkbox"/> e-Commerce | <input checked="" type="checkbox"/> Business Intelligence |
| <input type="checkbox"/> EARP Training | <input type="checkbox"/> Professional Development |
| <input checked="" type="checkbox"/> Cisco | <input type="checkbox"/> CIDS |
| <input checked="" type="checkbox"/> Systems Management | <input type="checkbox"/> Training Services |
| <input checked="" type="checkbox"/> Security Training | <input type="checkbox"/> Business Partners |
| <input checked="" type="checkbox"/> e-Business | <input type="checkbox"/> IT Nonprofessionals |
| <input type="checkbox"/> News | <input checked="" type="checkbox"/> Storage systems |

Remaining answers are variable.