

the particular part of a project we are currently working on. Apart from that, I have to assign work to the members of my team and make sure that projects get done on time.

Mr Holden How many projects are you currently responsible for?

Ms Kapoor Right now, we are working for three different clients, two in the US and one in India. Recently, we developed a hospital management project to meet the needs of a 600-bed hospital. So this is basically what I am busy with. Is your work much different from mine?

Mr Holden Yes and no. Like at your company, teamwork is very important. Many of the tasks we carry out are so complex that it is necessary to assign certain responsibilities to certain individuals. When we have smaller projects, I'm often responsible for everything. We also have different clients from all areas of business.

Ms Kapoor What are the main areas of business you work for?

Mr Holden For example, some of our clients include people in publishing houses, at newspapers, TV and radio stations, in the automobile industry, at banks and insurance companies, and at government institutions. Many of our clients are interested in CRM. Can you tell me more about what you actually do for your clients?

Ms Kapoor I design web sites for companies. When I do this, I first design a database, then I design the front-end user screens, and then I do the required programming to make front-end user screens interactive. I design the databases with MS Access and Oracle. The graphic user interfaces I work with are MS Front-Page and MS Visual Interdev; and the programming languages I use are mostly JavaScript and HTML.

Mr Holden I do similar things sometimes. For example, when people log on to a certain web site and have to enter information like addresses, phone numbers, and all, I do all the programming necessary for this. But we also offer our customers web hosting, e-commerce and other e-business solutions. The programming languages I use are PHP, Perl and Java.

Ms Kapoor So, as far as our work is concerned, I don't think there are many differences, but what about working conditions in India and Germany
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Aufgabe 2

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Nr.	Aussage	richtig	falsch
1	Ziel der Balanced Scorecard ist es eine adäquate Methode zu bieten, wie man die Unternehmensleistung am finanziellen Output messen kann.		x
2	Die Beziehung zu den Kunden oder auch die Mitarbeitermotivation gehören zum Vermögen eines Unternehmens.	x	
3	Wenn ein Unternehmen nicht in Dienstleistungen investiert, hat es weniger Ausgaben, was wiederum im Jahresabschluss als 'besser' bezeichnet wird.	x	
4	Alle Unternehmen konkurrieren ständig durch das Aufzeigen der Überlegenheit ihrer Produkte.		x
5	MOBIL kam aus seiner Misere heraus, weil man u. a. damit begann auf Freundlichkeit zu setzen.	x	
6	Ohne Einsatz der Balanced Scorecard wäre MOBIL nicht von Exxon aufgekauft worden.		x
7	Internet-Unternehmen bauten schon immer mehr auf ihre immateriellen Vermögensbestände wie z. B. des Know-how ihrer Mitarbeiter.		x
8	Auch in Zeiten einer Rezession verliert die Balanced Scorecard nicht an Bedeutung.	x	
9	Es gibt immer wieder Unternehmen, die im Fall einer Rezession willkürlich Leute lassen.	x	
10	Die Balanced Scorecard bewahrt die Mitarbeiterschaft vor der Arbeitslosigkeit.		x

Aufgabe 3

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Michael Fischer
Mozartstraße 36
63136 Mannheim
Germany
Tel./Fax (+49) 621-89.22.47

Alex Sheridan Computing Specialists
371 Oldham Road
Miles Platting
Manchester M40 8EA
England

25 May 2003

Dear Sirs

I wish to apply for the post of a Project Leader, advertised on www.ITC-jobs.com/vacancies, 5 May 2003. Enclosed please find copies of my school leaving certificate and of my CV.

Please note that I completed my training as IT system support specialist last year. Since then, I have been gaining valuable experience in using C++ particularly in a Unix environment, providing e-commerce solutions for PEHA's customers. PEHA is not separated in different departments, I am thus familiar with process-orientated work.

I do have experience in the design, the creation and the maintenance of graphical user interfaces. I have also been involved in writing parts of some manuals and I have trained users to use our software properly. Teamwork is what I am used to and my colleagues appreciate my reliability as a member of their teams.

PEHA would have liked me to stay with them, however, I would prefer working for a larger company to gain more experience. Of course, I would also like to improve my English.

Please contact me again if you wish to invite me for an interview.

Yours faithfully

Michael Fischer

Enclosures

Aufgabe 4

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Dear Ms Denver

I am happy to tell you that a DVD-burning laptop has been available for four months now. It's the MegaBook 23 at 3,200 euro. The equipment is the following: 1x DVD-RW drive, 8x CD-RW drive, 6x DVD-ROM drive. The device comes with a 15.2-inch screen which has a resolution of 1280 by 854. The laptop uses a 2-GHz Pentium 4 processor and has a 60 GB hard drive. Of course, the MegaBook is slower than a desktop computer, however, it is absolutely reliable and comes with a considerable software package (see attachment for more details). And last but not least: the manufacturer guarantees a battery life of more than 3 hours.

If you need more information, please contact me again.

Best regards

Manuel Schmidt

Aufgabe 5

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- question: Can you install version 3.5 over version 3.2 or earlier?
- answer: Yes. The latest version is designed to install automatically on top of any installation of version 3.x, all files will be replaced and/or updated.
- question: The installation failed with no error message. What am I supposed to do?
- answer: You would have to restart your PC and repeat the installation.
- question: You tried to install HM-Soft 3.5, but a dialog-box asks for the disk, although it is in the drive.
- answer: The disk might be damaged. How do you find out?
- Put the disk into the disk drive. Copy the entire contents of the disk into a folder on your PC's hard disk.
- You have to do this with all four installation disks.
- If an error message appears, then one of the disks is damaged.
- If you can copy all the data without encountering any errors, then you can install HM-Soft 3.5 from the hard drive without needing the disks