软件外包行业英语

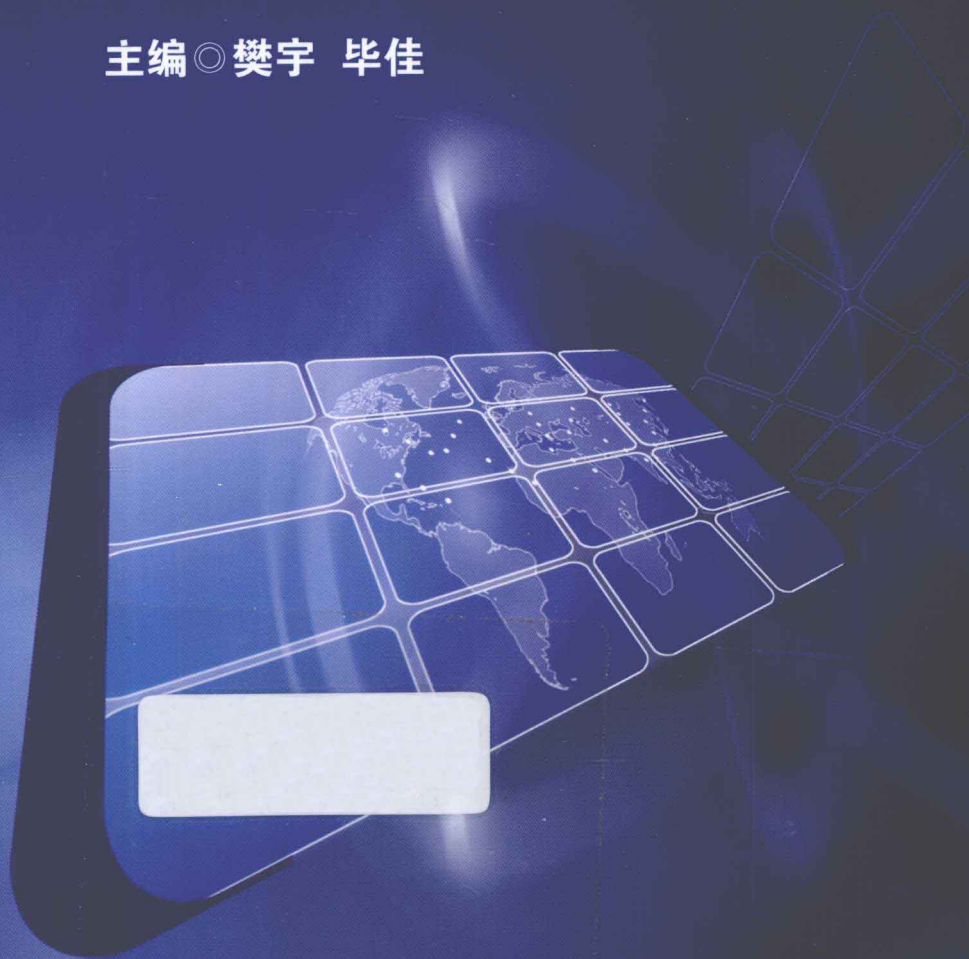## English For Outsourcing Industry

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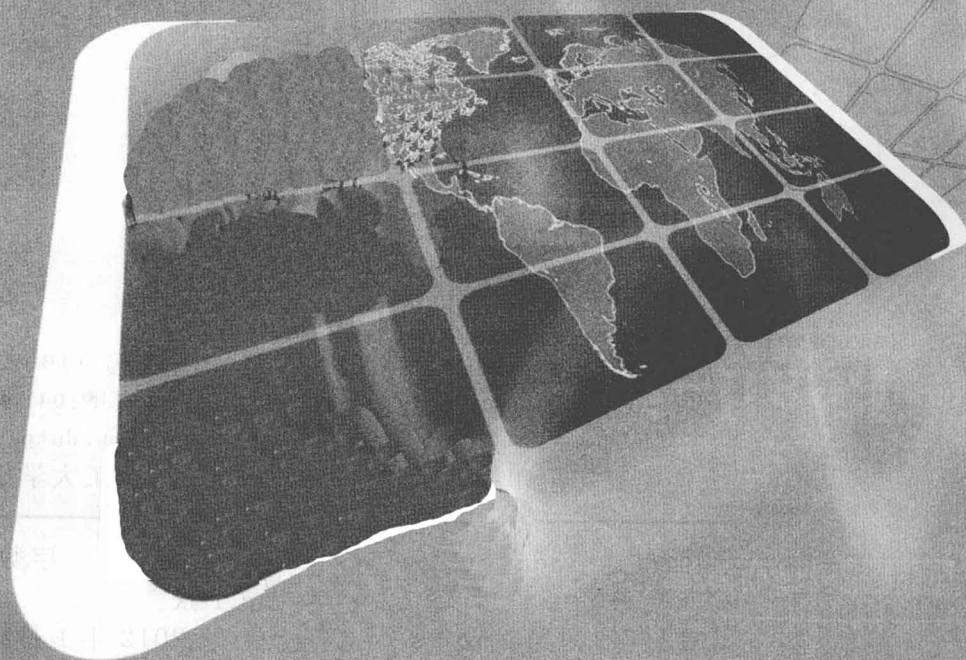# 软件外包行业英语

English For Outsourcing Industry

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前言
PREFACE

一、 编写宗旨

随着我国基础教育的进一步发展，高等院校学生的英语入学水平不断提高。但是目前我国高校的大学英语教学内容与高中阶段的英语教学内容有着相当程度的重复，课堂教学以英语语言知识与应用技能、学习策略和跨文化交际为主要教学内容（《大学英语课程教学要求》教育部高等教育司，2004 年），因此无法满足社会对在不同领域用英语交流越来越高的需求。为了迎合高校教育提出的教育要适应社会需求的要求，特殊用途英语（ESP）的出现成为必然。鉴于此，我们尝试编写了一本《软件外包行业英语》，旨在使大学生用英语了解软件外包行业的主要环节，培养和提高用英语在 IT 领域交流的语言应用能力。

软件外包行业离不开交流，文件、信息的处理以及会议都需要一定的英语沟通能力。合格的程序员往往因为语言障碍造成工作中的困难。因此很有必要让大学生尽早储备丰富的 IT 相关知识，熟悉和掌握更多的专业英语词汇与表达，提高综合运用英语的能力。

二、 框架设计

本书由九个单元组成，涉及外包简介、沟通技能、客户服务、组织会议、团队合作、管理时间、解决问题、外包流程及外包未来等方面信息。每单元一个主题，分为八个部分。

第一部分为单元学习目标（Unit Objectives），指导学习者理解和掌握本单元的内容。第二部分为导入（Lead-in），通过两个简单的活动熟悉本单元的相关知识。第三部分是听力和口语练习（Listening Activities & Speaking Activities），设计的活动围绕着本单元主题进行，实现基于任务型的"做中学"的教学理念。第四部分是课文（Texts），由两篇与软件外包相关的文章构成。其中 Text A 重点是深度阅读与本单元主题相关的文章；Text B 重点是开拓学生的视野，选材主要是 how-to 类文章。第四部分是技术术语及网络连接（Technical Terms & Internet Links），针对某些特殊的行业术语给予解释并提供更多的网络资源。第五部分是练习（After-reading Exercises），练习紧密围绕课文理解、重要词汇、短语与专业术语设计。形式多样，特别根据大学英语四、六级题型设计练习，如快速阅读、选词填空等，实用性极强。第六部分是写作（Writing），提供以英语为工作语言的环境中主要的实用性写作技能指导与训练。第七部分是案例分析（Case Study），设计了与本单元主题相关的案例，旨在提高学习者利用本单元学到的知识分析问题并解决问题的能力。第八部分是外包在中国（Outsourcing in China），介绍了外包行业在中国的发展与前景，使学习者对软件外包有更多的了解，激发学生的学习动机。

三、编写特色

1. 专业与语言相结合

本书的选材降低了专业知识的难度，重点在软件外包行业基础知识的普及，使教材既突出外包行业的专业特色，又能体现英语教与学的规律；既能提高学习者学习英语的兴趣，又能提高学习者在 IT 领域的英语阅读能力和交际能力。

2. 选材新颖实用

课文选材尽可能涵盖外包行业的各个环节，力求反映外包领域的发展与未来。

3. 语言地道规范

本书中的绝大多数文章选自国外网站，以保持语言的原汁原味。

本书既可以作为高等院校培养学生以英语为媒介来了解软件外包行业基础知识的阅读课或选修课的教材，也适用于具有一定英语水平的社会人员及对软件外包领域感兴趣的从业人员；既可以用于课堂教学，也可以用于自学。

四、使用建议

本书可供一个学期使用，需要 32 学时，每 2 周（4 课时）完成一个单元；其中重点讲解 Text A，Text B 可供学生课外阅读。第 9 单元（软件外包未来）可以让学生课后阅读并在课上作总结。

我们真诚地希望本书既能满足高等院校拓宽学生专业领域知识的需要，又能满足大学英语从一般用途英语向专门用途英语过渡的需要，培养既有扎实的基本功、宽广的知识面，又有一定的相关专业知识及较强的能力和较高的素质，面向 21 世纪的"专业＋外语"的复合型人才。

本书是集体合作的成果。全书共分为 9 个单元，樊宇负责总体策划，单元框架、单元选材、练习等设计及整体校对。各单元执笔的具体分工是：第 1、4、9 单元为刘莉、杜宛宜、戴臣军等；第 2、5、6 单元为王宇、高莹、李映夏等；第 3、7、8 单元为张冬瑜、周纯岳、刘辉、李雪等。另外，东北大学软件学院的毕佳、赵晓丹、崔晓莉、宫晓莉等老师也参与编写了本书。李雪为本书手工绘制了部分插图。在此为他们的付出表示感谢。

由于编者水平有限，不足之处在所难免，欢迎使用本书的读者与同仁不吝批评指正。

樊 宇

大连理工大学软件学院

目 录

CONTENTS

UNIT 1

Knowing Outsourcing Industry

Unit Objectives

In this unit, you will be able to

· *know about the definition and development of IT out-sourcing*

· *understand 3 assortments of outsourcing categories*

· *be informed about outsourcing in China*

· *produce written business documents of accepting offer*

Lead-in

Task 1: Work in pairs.

Fill in the following chart with the items in the box.

1. Reduce and control operating costs	8. Free internal resources for other purposes
2. Final agreement	9. Insufficient resources are available internally
3. Program closure	
4. A strategic vision and plan	10. Understanding company goals and objectives
5. Selecting the right vendor	
6. Gain access to world-class capabilities	11. Program Initiation
7. A properly structured contract	12. Service Implementation

Main reasons why companies outsource	Main factors influencing successful outsourcing	Outsourcing process
•	•	•
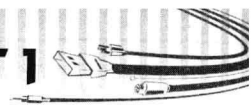
Task 2: Work in groups.

Answer the following questions.

> ★ What is outsourcing?
>
> ★ Please list the top advantages brought by outsourcing.
>
> ★ What is your expectation from the IT outsourcing company?

Listening Activities

Task 1: Listen to the dialogue and answer the following questions.

Roles: Ms. Xin (new staff), Paul (department manager)

Q 1: When is the lady expected to call her manager this afternoon?

  A. 3 o'clock   B. 2:30 p.m.   C. 4 o'clock   D. 4:30 p.m.

Q 2: What is the manager's new phone number?

  A. 84556268   B. 84556768   C. 82556768   D. 84996768

Task 2: Listen to the colleagues in HP talking about their respective responsibilities and fill in the blanks.

Angela: Good morning, John. This is Joyce from PAD team, and this is Alice from POC team.

John: Hi! I'm John from ECO team.

Joyce: Nice to meet you, John! I am Joyce. I ever heard about ECO. Does it support procurement to create PR (purchasing request)?

John: ECO means Engagement Coordinate (1) _____. This team is to service HP internal business units to process purchasing requests in SAP system, but does not support Procurement team directly.

Alice: What's the operation process?

John: We'll get all purchasing materials, such as quotation from vendor, SOW(statement of work) with both sides' signatures, and manager's approval from BU (business unit), upload these documents to SAP system, (2) _____ unit price, quantity, description and account code etc. into system, then a PR (purchasing request) number will be run out automatically. That's what we mainly do.

Joyce: Oh, John, that is to say you're the front part of us. I'm from PAD team. All the PR created by your team in SAP will flow down to us, then we'll (3) _____ and generate PR into PO (purchasing order) accordingly.

John: Aha! Some of PRs are rejected by PAD, is that your team?

Joyce: Yes. Sorry for all the (4) _____ cases.

Angela: Alice, could you tell something about your work?

Alice: Sure. I'm from CRC (customer response center) team, and we (5) _____ all the employees in various fields, such as PC, operation system, office telephone, internal website, etc. If you have any issue on operation system, such as SAP system, you could just send an e-mail to us to indicate what the problem is. Our technical engineer will contact you by telephone or email to help you solve the problem at the first time.

Angela: Wow, you see, we're in the same operation (6) _____, aren't we? John is from ECO and he will submit a PR in the first step. Joyce is next to review PR and create PO, then Alice will do the technical supporting for us. It's so interesting!

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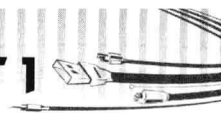
Speaking Activities

Please follow the pattern and practice with your partner.

Greeting	Introduction	Response
Hello.	Let me introduce myself. My name's _____.	Pleased to meet you. I'm _____.
Good morning/ afternoon.	My name's _____.	Nice to meet you. Mine's _____.
How do you do?	I'm _____.	Nice to meet you. I'm _____.

Request for introduction	Introduction	Response
Could you introduce me to _____?	Of course. Let me introduce you to _____.	Nice to meet you.
I haven't met _____.	I'm sorry. This is _____ .	Very nice to meet you.
I don't know anyone here. You'll have to introduce me.	Let me introduce you two. _____, this is _____.	Nice to meet you.

Question/Comment	Filler	Response	Comment/Question
What do you do?	Well,	I'm in computers.	Not a bad job.
I haven't seen you around before.	Oh,	I've just started with IBM. I'm in the outsourcing department.	What do you do there?

Notes: You can use a variety of prepositions to indicate work relationships.

I work for IBM. (They are my employers.)

I work at IBM. (the place)

I work with IBM. (a sense of collaboration)

I'm in computers. (general type of work)

I'm on the market research side. (general type of work)

I'm in the outsourcing department. (specific type of work)

Task 2: Group work.

Look at the pictures below: explain how businesses can benefit from the web.
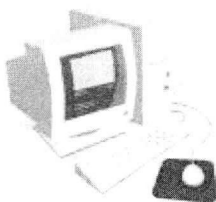
Text A: Reading in Depth

Vocabulary Preparation

Task: The following terms are useful for your understanding of the text. Match the words and expressions 1 to 5 with the corresponding meanings A to E.

1. vendor	A. outsourcing certain types of development and administrative work to low-wage countries
2. in-house	B. a specific factor that a business sees as being central to the way it works. Firm skills that competitors cannot easily match or imitate
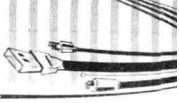
3. offshore outsourcing	C. the service provider who will take over and conduct the outsourced work
4. system integration	D. work or activities are done by employees of an organization or company, rather than by workers outside the organization or company
5. core competency	E. the process of linking together different computing systems and software applications physically or functionally

Text

IT Outsourcing

Information Technology (IT) outsourcing is the outsourcing of information technology and systems operations to a suitable third party technology solutions provider. Companies outsource their IT development and management tasks to vendors to achieve benefits such as financial savings, technical capabilities and marketplace *agility*. Cost and quality are the driving factors for IT outsourcing. Advantages of IT outsourcing include *renovation* of business processes through IT, cost savings, faster arrangement, access to IT skills and employee *flexibility*. According to a survey conducted by INS, a business and technology consulting and software solutions firm, lower cost was the most vital reason given by respondents for choosing the outsourcing *option* for IT *infrastructure* services. The survey findings are shown in Figure 1.
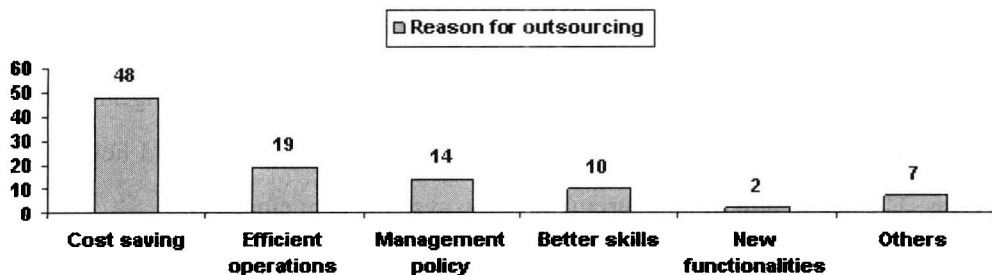

Figure 1: Reasons for outsourcing IT infrastructure services (Source:INS)

Over the years IT outsourcing has undergone numerous changes. Offshore IT outsourcing is no more a buzz word but an accepted industry practice. Similarly, companies are also changing their *approach* to managing outsourced IT projects. Earlier IT outsourcing was viewed as a purchasing task where equipments and services were bought. However, companies are moving to a partner and developing relationship instead of the earlier order and deliver relationship. Equipments and services are now *leased* and the goal of the management has *shifted* to services.

What constitutes IT Outsourcing?

The different functions that are outsourced in IT include the following:

- **Application service *provisioning* (ASP):** It is outsourcing of business application hosting from a third party *vendor* (application service provider) instead of doing it in-house.

- **Applications management:** As the name suggests, it is outsourcing of management of technologies and business applications.

- **Client/server:** A server is a device connected to a network that manages network resources.

- **Data entry and *conversion*:** The vendor carries out *automated* data entry tasks such as database management, financial *bookkeeping*, *claims* settlement and customer support data.

- **Data networks:** Data network outsourcing is housing the data network and data equipment of a company at the vendor site. Vendors provide safe and reliable data transmission through superior *bandwidth* and supporting facilities.

- **Desktop systems:** Desktop systems outsourcing involves outsourcing infrastructure support, *on-site* systems support, desktop and LAN management and help desk services. The *prime* aim of outsourcing desktop systems is to cut costs.

- **Distributed systems:** *Distributed* systems outsourcing involves hosting client/server technologies along with provision of system and network *monitoring* and *administration* services.

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- **End-user support systems:** Companies prefer to outsource the support and *maintenance* of their daily use equipments such as servers, PCs, printers, laptops, network components, etc. Outsourcing these support and maintenance tasks enables the companies to focus on their core competency.

- **Imaging and OCR services:** Imaging and OCR services involve *digitally* capturing and managing documents.

- **Mainframe data centers and infrastructure:** Vendors provide storage, computing and network resources with the aid of superior technology and processes which are not available to many buyers due to huge cost.

- **Security control:** Due to the high importance of security required for protecting business data, companies outsource a range of services such as security *evaluation,* monitoring, system *assessment* and intruder *detection*.

- **System *integration*:** System integration involves integration of software and hardware components, networks, enterprise application and *legacy* to web *migration*.

- **Testing:** Many companies want to test their software quickly to bring their products fast into the market. In such cases outsourcing the testing function is an excellent option available to these companies.

Within a given project there are various tasks such as testing, coding, maintenance, requirements gathering, architecture and business integration. IT outsourcing is now witnessing shifting of low end tasks such as testing and maintenance to high end jobs such as system integration and R&D to vendors. **(596 words)**

Word List

agility	[ə'dʒiləti]	*n.* the capability of rapidly and efficiently adapting to changes 灵活性
renovation	[renə'veiʃən]	*n.* the process of improving a structure 更新；修复

flexibility	[ˌfleksiˈbiliti]	*n.* the quality of being adaptable or variable 柔韧性；灵活性；弹性
option	[ˈɔpʃən]	*n.* something that you can choose to have or do; the freedom to choose what you do 可选择的事物；选择；选择权
infrastructure	[ˈinfrəˌstrʌktʃə]	*n.* the basic systems and services that are necessary for a country or an organization, for example, buildings, transport, water and power supplies and administrative systems（国家或机构的）基础设施，基础建设
approach	[əˈprəutʃ]	*n.* a way of dealing with somebody/something; a way of doing or thinking about something such as a problem or a task（待人接物或思考问题的）方式，方法，态度
lease	[liːs]	*v. & n.* to use or let somebody use something, especially property or equipment, in exchange for rent or a regular payment 租用，租借，出租（尤指房地产或设备）
shift	[ʃift]	*v.* to move quickly or to change 快速移动；变动
provision	[prəˈviʒən]	*n.* the act of supplying somebody with something that they need or want; something that is supplied 提供；供给；给养；供应品
vendor	[ˈvendə]	*n.* a person who sells things 供应商
conversion	[kənˈvəːʃən]	*n.* the act or process of changing something from one form, use or system to another 转变；转换；转化
automated	[ˈɔːtəmeitid]	*a.* an automated factory, office, or industrial process uses machines to do the work instead of people 机械化的，自动化的
bookkeeping	[ˈbukˌkiːpiŋ]	*n.* the job or activity of keeping an accurate record of the money that is spent and received by a business or other organizations 簿记