

## UNIT 44

### SYSTEM ADMINISTRATION

**Objectives:** at the end of the lesson, students will be able to:

1. learn and use words related to the topic;
2. read short texts about system administration and summarize key points;
3. provide solutions when troubleshooting occurs.

#### **Vocabulary Building**

##### **Key Terms**

**System Administration** – a person whose job is to manage and maintain a computer system

**Unix** – a specific type of computer operating system. Servers often use this operating system

**Purge** – to delete files or data from a computer

**Troubleshooting** – refers to the process of identifying and fixing technical problems

**Configure** – to modify or arrange it so that it works in a certain way

**Cover letter** – a document that explains why a person is applying for a job and why that person believes he or she is qualified for that job

**Performance tuning** – the act of adjusting a network or system so that it works as efficiently as possible

**Install** – to add a new component or program to a computer or system

**Resume** – a document that shows a person's education, work history, and qualifications and is used when applying for jobs

##### **Activity:** Jumbled Words

Rearrange the letters in A to make words and match them with definitions in B.

<b>A</b>	<b>B</b>
<b>egurp</b> _____	a document that shows a person's education, work history, and qualifications and is used when applying for jobs

<b>ltsaitn</b> _____	to modify or arrange it so that it works in a certain way
<b>nocuerfgi</b> _____	a specific type of computer operating system. Servers often use this operating system
<b>orushtotlgniboe</b> _____	to delete files or data from a computer
<b>iuxn</b> _____	to add a new component or program to a computer or system
<b>msuere</b> _____	refers to the process of identifying and fixing technical problems

## Reading

### System Administration

System administration is a critical role in maintaining the functionality and efficiency of an organization's IT infrastructure. A system administrator is responsible for a variety of tasks, including installing and configuring software, hardware, and network systems. Troubleshooting is a key aspect of the role, as system administrators must quickly identify and resolve issues to minimize downtime.

Performance tuning is another important responsibility, where administrators adjust system settings to optimize performance based on specific workload requirements. Additionally, file archiving is essential for managing storage efficiently, ensuring that older files are stored safely without consuming vital resources. The effectiveness of a system administrator directly impacts the productivity and reliability of the entire organization's operations.

**Activity:** Read the following statements and mark them as 'T' for True or 'F' for False.

1. A system administrator is only responsible for installing software.
2. Performance tuning helps improve system efficiency.

3. Troubleshooting involves identifying and fixing problems in the system.
4. File archiving has no impact on system performance.
5. System administrators should ensure that systems are configured correctly.
6. The role of a system administrator is unimportant for an organization's operations.

## **Speaking**

### **Group Work Activity: Role-Play**

In small groups, students act out their roles based on the given scenario.

#### **Scenario 1:**

You are part of the IT department at a mid-sized company that relies heavily on its network and computer systems. Recently, the company has experienced a few issues, such as slow network performance, user access problems, and outdated software. The IT team needs to address these concerns, prioritize tasks, and come up with solutions to ensure smooth system operations.

#### **Roles:**

##### **1. System Administrator:**

You are responsible for overseeing the entire IT infrastructure, including servers, networks, and security. You will lead the meeting and ensure that all issues are addressed.

##### **2. Network Administrator:**

Your focus is on the company's network performance, ensuring that data flows efficiently and securely across all systems. You've noticed some bottlenecks recently and need to discuss possible solutions.

##### **3. Security Administrator:**

You manage the company's cybersecurity measures. You've noticed a few security vulnerabilities and want to propose updates to the firewall and antivirus software.

##### **4. Help Desk Supervisor:**

You manage the team that handles user support requests. There have been many complaints about slow logins and difficulty accessing certain applications. You need to discuss these issues with the team.

## **5. Software Administrator:**

You manage the installation and maintenance of software across the company's systems. You've identified that several applications are outdated and need to be updated or replaced.

### **Discussion Points:**

#### **1. Network Performance:**

The Network Administrator should present the current issues with network speed and suggest potential solutions, such as upgrading the network hardware or reconfiguring the routers.

#### **2. Security Vulnerabilities:**

The Security Administrator should discuss the identified security risks and recommend actions such as implementing stricter access controls, updating firewalls, and ensuring all systems have the latest antivirus software.

#### **3. User Access Problems:**

The Help Desk Supervisor should describe the user complaints and work with the System Administrator to identify whether these issues are related to server performance, network problems, or outdated software.

#### **4. Software Updates:**

The Software Administrator should list the outdated software and propose a schedule for updating or replacing these applications, considering the potential impact on system performance and user productivity.

#### **5. Prioritization and Resource Allocation:**

The System Administrator should lead a discussion on which issues should be prioritized, considering the company's needs and available resources. The team should agree on the next steps and assign tasks accordingly.

## **Home assignment**

Provide a step-by-step solution that a system administrator might implement.

*“A company's file server is running out of storage space, and employees are starting to report that they can no longer save large files. As a system administrator, what steps would you take to resolve this issue?”*