



ICT Skills مهارات تكنولوجيا المعلومات Grade 11 | Business

بنّي
اقتصادي
المستقبل

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قَسَمًا بِمَنْ نَشَرَ الضِّيَاءَ
تَسْمُو بِرُوحِ الأَوْفِيَاءِ
وَعَلَى ضِيَاءِ الأنبيَاءِ
عِزٌّ وَأَمْجَادُ الإِبَاءِ
حُمَاتِنَا يَوْمَ النِّدَاءِ
جَوَائِحُ يَوْمِ الفِدَاءِ

قَسَمًا بِمَنْ رَفَعَ السَّمَاءَ
قَطْرُ سَتَبْقَى حُرَّةً
سِيرُوا عَلَى نَهْجِ الأَلَى
قَطْرُ بِقَلْبِي سِيرَةٌ
قَطْرُ الرِّجَالِ الأَوَّلِينَ
وَحَمَائِمُ يَوْمِ السَّلَامِ

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About this Learner Resource

The purpose of this Learner Resource is to provide you with the underpinning knowledge required to assist you in completing assessment/s in communicate electronically.

This Learner Resource also contains activities for you to test your knowledge and examples of skills application.

Throughout this Learner Resource, you will see icons that provide opportunities to test your knowledge and practice skills. These icons are displayed as follows:



Inform

This icon is used to highlight important information, notes, research or training and assessment tips.



Practice

This icon is used to highlight an ideal time to test your knowledge or practice what you have learnt.

How will I be assessed?

In order to achieve competency in Produce spreadsheets you will need to demonstrate the skills and knowledge required for the unit.

Your teacher will decide with you how and when you will be assessed.

Copyright

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About this unit

Welcome to the Learner Resource for Communicate electronically. In this Learner Resource you will be learning about sending, receiving and managing electronic mail (email), as well as collaborating online using chat rooms, intranet and instant messaging.

It is suggested that to meet all the requirements of Communicate electronically you will need to complete the following tasks:

- Read the information contained in this Learner Resource
- Complete the activities
- Complete all the required assessment/s for this unit.

The topics in this Learner Resource are:

- implement procedures to send and receive electronic mail
- manage electronic mail
- collaborate online.



Introduction



You are about to commence a vocational course where you will be required to demonstrate your competency in sending, receiving and managing electronic mail (email), as well as collaborating online using chat rooms, Intranet and instant messaging.



Implement procedures to send and receive electronic mail

Log in to email software in accordance with organisational requirements

There are two ways to send electronic mail.

- Web-based email accounts such as Gmail and Hotmail are accessed over the Internet using a web browser. You can therefore check your email from any computer location. You can also keep the same email address, even if you change your place of employment.
- Software programs such as Microsoft Outlook or Outlook Express, access a remote mail server. These programs have different features and range in price



Practice

Practice activity 1

a) What email software package is available at school?

.....

b) If you have access to a web-based email account, who is the service provider?

.....

c) Write down the procedure you follow when logging on to your email account.

1.

2.

3.





Practice

Practice activity 2

Start up your computer and log on according to usual organisational procedures and requirements.

Write down the steps you had to take in order to gain access to the email and internet functions on this computer.

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Organisational requirements

Many organisations have strict policies on the use of emails. You should always read and comply with company policies and procedures with regard to sending and receiving emails. It is important to only use your work email address for work-related issues and not use it for personal emails.

For the purposes of this unit we will assume you are an employee of Qatar Computer Solutions (QCS). Read Appendix 1 (Computer Operations Manual) and Appendix 1.1 (Rules for email users) for procedures that specifically apply to email communications.



Practice

Practice activity 3

Read the Staff Computer Operations Manual in Appendix 1 and list the logging on requirements.

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.....

Legislation

You should be aware of the laws in both Australia and Qatar that impact on the use of emails.

Anti-discrimination legislation should be complied with. Everyone should be treated equally and no person should be discriminated against on the basis of age, race, religion, disability or gender. Emails can often end up in the wrong hands. An email conveys words only and often does not convey the real intent of the communication.

Privacy legislation (Australia) and data protection laws (Qatar) ensure that information provided to organisations will only be used for the purpose for which it was intended. Employees will have access to information in emails that should not be disclosed to any other person outside of the company.

Occupational health and safety legislation ensures that all employees will be provided with a safe workplace. This applies to the ergonomic design of the office equipment (chairs, desk, keyboard etc) that employees will use when working with electronic communications.



Ergonomic design of office equipment ensures a safe workplace for employees.

Virus protection software

Most organisations will have virus protection. Because viruses are easily transferred by way of emails, it is essential to ensure that the virus protection is enabled while working with electronic mail.

SPAM refers to the sending of unsolicited emails. Virus protection software is able to detect SPAM messages and move suspected SPAM advertising to a special SPAM folder.



Practice

Practice activity 4

a) What is the name of the virus protection software on your computer at school?

.....
.....
.....

b) Locate the SPAM folder in your email directory. Do you have any SPAM files?

.....
.....
.....

Net etiquette

Net etiquette refers to the rules which govern how we use email to communicate with others. Communication online is very different to face-to-face communication. In face-to-face communication we can 'see' the other person and 'hear' the words the other person has spoken in addition to non-verbal communication.

However, on the internet, all we can see are the words which appear on the screen and these words can be misinterpreted without the non-verbal communication we have access to in face-to-face meetings.





Practice

Practice activity 5

Carry out research on the Internet in relation to 'netiquette', and write down at least five rules which apply to electronic communications.

Make a note of the websites sourced

1	
2	
3	
4	
5	
Websites	

Ethical principles

Ethical principles apply to the storage of the personal information of clients or customers, as well as to business operations in general. These principles may be set down in an organisation's Code of Practice. General ethical principles applying to businesses and organisations include:

- ▶ customer/client information must be kept confidential at all times – customers trust the organisation not to give anyone outside the organisation any information about that customer – not their name, address, email, what they have purchased recently, or anything at all.
- ▶ internal organisational information must be kept confidential at all times – it is not the business of anyone else how much revenue the organisation is producing, how many staff it employs, what customers it has written to today, how it facilitates its business processes, and so on
- ▶ we do not steal from the organisation – we do not take home pens, notepaper, stationery, computer programs, or anything else but ourselves and our personal items
- ▶ we do not sell the organisation's email lists – this is also a breach of the customers' privacy
- ▶ we do not sell anything that belongs to the organisation – the organisation has devoted a great deal of time to setting up its business and trade processes, and tangible and intangible assets belong to our employer
- ▶ we do not accept gifts from customers for favourable treatment – many organisations have a policy that employees may not accept any gift from a customer or client at any time
- ▶ we treat everyone equally – with respect, and without discrimination of any kind.

Email log in and passwords

Log in to your email software.

To access your email account, you will have to log in using your user ID and password. Take care to establish a safe password and be careful not to disclose it to anyone else.



Practice

Practice activity 6

Research the internet to find ways of selecting appropriate passwords. List below what makes a good password and what makes a bad password.

Good password	Bad password

Email addresses

All email addresses have a number of similar features:

- username@domainname.typeoforganisation.country
- the user name is the name of the person whose address it is
- the @ symbol separates the user name and domain name
- the domain name is the computer address, usually the name of the company or ISP (Internet service provider)
- the type of organisation can be:
 - .com (commercial)
 - .org (a non-commercial organisation)
 - .edu (educational)
 - .gov (government)
 - the country code at the end, such as .qa (Qatar) or .au (Australia). Not all addresses include a country code.

Email messages

Email messages are just like other types of business correspondence and are regarded as legal documents. Because emails are a convenient way of sending messages, it is easy to make mistakes. It is important to draft all emails as you would any other written correspondence. Do not incorporate 'text messaging' language.

Email messages should be clear, concise, correct and courteous. Each paragraph should contain a separate idea.

Email messages may consist of:

- address details of the person/s you are sending the message to. The address can come from the address book or you can type it in directly if you know it. Use cc to send a copy of the message to one or more people.
- subject line should be meaningful and should help you and the recipient to identify what the message is about
- attachments – it is easy to forget to attach documents
- greeting can be formal eg Dear Mr Jones, or informal eg Walid
- body of the message consists of paragraphs of information
- close can be 'Yours sincerely', 'Regards' or 'Thank you' or an electronic signature
- signature block contains all the necessary information for the recipient to contact you eg telephone, fax, PO Box etc.



Practice

Practice activity 7

Log in to your email software and send a message to the person sitting next to you. Inform them that you will be absent tomorrow during lesson 1 as you have a dental appointment. Ask them if they will collect any activities or notes handed out by the teacher during that lesson. Cc your Teacher's email address. Be sure to complete all of the components listed above.

.....

.....

.....

.....

.....

.....





Practice

Practice activity 8

In this activity you will practice sending, receiving, reading and appropriately responding to email messages.

Create and send the following three short email messages to the first, second and third students sitting to your left in your class, using the following topics.

1. Arranging a meeting time and place to discuss work on a research project.
2. Requesting information regarding a product (eg mobile phone) you are considering purchasing.
3. Advising a colleague of your intention to take annual leave. (ensure you indicate dates)



Practice

Practice activity 9

Open and read message one received from Activity 7. You decide a reply is necessary. Reply to the message, composing an appropriate response, using a suitable tone and format.

Open and read message two received from Activity 7. You decide that you are not able to assist with this enquiry so you will forward the enquiry to the fourth student to your left in the classroom. Compose an appropriate message to accompany the forwarded email.

Open and read message 3 received from Activity 7. No response is required for this message.



Practice

Practice activity 10

Supply an appropriate subject line for each of the following messages:

A staff meeting will be held next Wednesday at 10 o'clock.

As the board room has been double booked, we will now need to meet in the lunch room.

We have decided to celebrate our record sales month. It will be held in the sales department on Thursday, 25 May at 10.00 am.

Check outgoing mail, including attachments, for accuracy in accordance with organisational requirements

Business emails are no different to other business communications. They are professional communications and customers or other recipients will expect them to be professional in content and layout. It is particularly useful to utilise the 'Draft' folder, enabling a double check of the email before it is sent.

Common email errors include:

- Sending information to the wrong person. Sometimes this can be confidential information.
- 'Replying to all' instead of replying to one person.
- Forgetting to include the attachment.
- Entering an incorrect address and the information fails to be delivered to the recipient in a timely manner, or is delivered to the wrong person.



Check email addresses carefully before sending emails.

The checklist below may be helpful when preparing outgoing mail.

Outgoing mail	Yes	No	N/A
Addresses			
Do email addresses contain all the required features?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are all intended recipients included in the 'To' box?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Should the message be cc'd to anyone else?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Should the bcc feature be used for unrelated recipients?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subject line			
Does the subject line succinctly describe what the message is about?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attachments			
Are the correct attachments included?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greeting			
Is the greeting appropriate to the audience and purpose of the message?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Body of the message			
Is the spelling, punctuation and grammar correct?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the meaning clear?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the text formatted correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the information in the message correct?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you had someone proofread your work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close			
Does the close match the greeting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signature block			
Does the signature contain all required information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Will the recipient be able to contact the sender easily using this information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the signature block match your organisation's required format?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Practice

Practice activity 11

Provide examples of suitable greetings and closures for both internal and external email communications.

Internal greetings	
Internal closures	
External greetings	
External closures	

Attachments

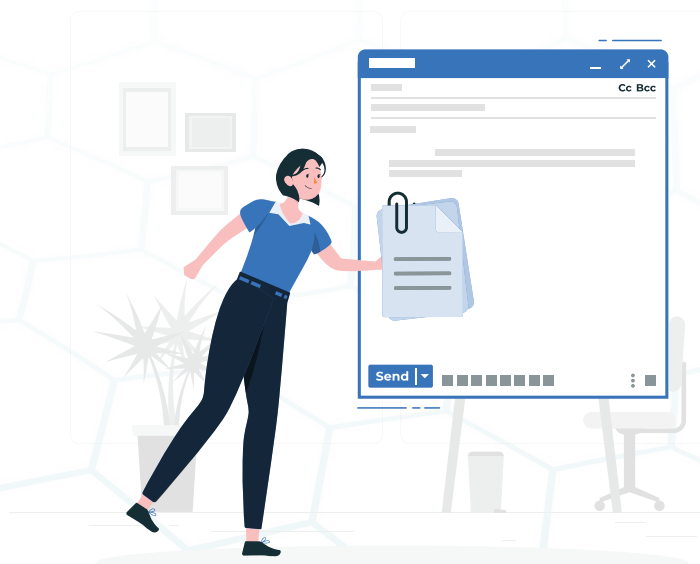
Most email communication will be contained to the email message itself. However, there may be occasions when the sender wants to attach word documents, spreadsheets, photos etc to the message. This has the effect of increasing the size of the message which means it can take longer to send. If an attachment is a very large file, consider other ways that you may be able to convey this information eg USB or compressed file applications.

To find out the size of an attachment locate the document through Windows Explorer. Right click on the file (without opening), and select Properties.

The size will appear under General properties.

When checking attachments make sure:

- the correct attachments are included.
- the attachment is a manageable size.
- the attachments are in a format that can be easily opened by the recipient.



Attachments are easily forgotten – always remember to include them with emails.

Forwarding messages

Forwarding of messages can be a very convenient way of passing information on to other people. However, care should be taken that you do not forward on messages that have been prepared prior to the current message received. For example, Mohamed and Rashid have sent six messages between them using the 'Reply' function. This means that all previous messages are recorded on the email. If Rashid now forwards to Walid, the final message he received, Walid will now have access to all the previous messages. There may be some confidential information in the earlier emails that Walid should not have access to.

Another issue with forwarding messages is that you disclose the email address of the sender to the person you are forwarding the message to. If this person does not work in the same organisation, you are breaching privacy legislation.



Practice

Practice activity 12

List three examples of items that can be sent as attachments.

Describe three things to be aware of when sending attachments.

What alternatives are there to sending large or multiple files as email attachments?

How do you forward a message?

Reply and reply to all

This is a very easy way of acknowledging that you have received an email communication. However, it is not necessary to reply to all emails received.

Take care that you do not accidentally 'reply to all' when replying to a message received by a number of recipients, eg a group message.

Urgent email

Messages can be sent using high, normal or low priority. Most email accounts default to a normal setting and you are required to assign a high priority if required. In the Message tab, locate the urgent icon in the Options group.





Practice

Practice activity 13

What is the difference between Reply and Reply to all?

What symbol indicates your message contains attachments?

How can you identify a message that has been sent with a high level of importance?

What should you create if you want a consistent closing to your messages?



Practice

Practice activity 14

Select the most appropriate email function for each of the following scenarios.

Your team leader has emailed a proposal to all members of the team and requires feedback to be shared amongst all members of the team.

You have received a complaint from a customer and you need to inform your manager.

It is 2.00 pm and you require responses to a staff survey by the close of business today.

Your work team has all received the same message from the manager. You want to respond to the manager only.

You want to send a scanned copy of an invoice to a customer.



Practice

Practice activity 15

In the space provided below, design your own signature block. Insert this signature block into your email account.



Practice

Practice activity 17

For the purpose of this activity, you will need to work through the following steps:

- 1 Access the email application on your computer.
- 2 Ask your Teacher for his/her workplace email address, or another address within the simulated workplace to which you can send emails.
- 3 Ask your Teacher for the name of the drive on which you can create and save files, and create a main folder entitled 'QCS'
- 4 Read the Staff Communication Manual in Appendix 2; and read the Staff Computer Operations Manual in Appendix 1.
- 5 Implementing the file naming protocols in the Staff Computer Operations Manual, and using templates Appendix 1.2 and 1.3, create a Customer information file and a correspondence file for Riyadh Selen, Manager Eezy Fix Glass Repairs Apartment 101, 3 Palm Street, Mesaieed, tel: 5967 8900, email: riyad.selen@ezeefix – consent to email communications has been given.
- 6 Create another Customer information file and a correspondence file for Hala Akim of 99 Desert Sands Crescent, Dukhan, tel: 4497 0098, email: **hala.akim@Qtyres** – consent to email communications has again been given.
- 7 Complete a "New Customer Sales Letter' (Appendix 2.2) for each of the customers Riyadh Selen and Hala.
- 8 Implementing the file naming protocols in the Staff Computer Operations Manual, save each sales letter.
- 9 Create a separate 'Email send' folder, and move a copy of each sales letter to that folder, again implementing QCS file naming protocols.

- 10 Prepare an email to Riyadh Selen, implementing the email template in Appendix 2.1, as follows:
Subject – Confirmation of credit check.
Body – Thank you for meeting with our sales team yesterday. I can confirm that the credit bureau check is positive.
You are now in a position to submit orders. Your new customer account number is attached.
Signed by your supervisor John Jones as the QCS sender.
Attach Riyadh Selen’s sales letter from the ‘Email send’ folder.
Save the email in the ‘Drafts’ folder for review.
- 11 Prepare an email to Hala Akim, again implementing the email template in Appendix 2.1, as follows:
Subject – Customer Account Number.
Body – We refer to our telephone conversation yesterday, and enclose your Customer Account Number. Please quote this in all future correspondence.
Signed by your supervisor John Jones as the QCS sender.
Attach Hala Akim’s sales letter from the ‘Email send’ folder. Save the email in the ‘Drafts’ folder for review.
- 12 Open the drafts folder, then open Riyadh Selen’s email and check it for accuracy, also checking that the correct sales letter is attached, and make any necessary alterations.
- 13 Once you have checked Riyadh Selen’s email, send it to your Teacher/simulated workplace.
- 14 Save a copy of the sent email in the customer folder, using correct naming techniques.
- 15 Update the customer correspondence file.
- 16 Follow the same procedure with the email to Hala Akim.
- 17 Ask your Teacher for feedback on the content of your emails, and whether the correct document was attached to each email.



Practice

Practice activity 18

Ask your Teacher to send you two emails on behalf of each of Riyadh Selen and Hala Akim, acknowledging receipt of your email(s) and:

1. In the case of Riyadh Selen, attaching an order.
2. In the case of Hala Akim, thanking you for your prompt attention to his request for a customer number and that he also had attached an order.

Also ask your Teacher to create two documents, one in respect to each customer and with the name of the customer and 'order' in the body, and attach the applicable document to each email.

When you receive those emails:

- save a copy of each email and document in accordance with QCS organisational requirements.
- update each correspondence file
- print a copy of each email, noting the full file name of the email as well as the full file name of the document sent with it and saved by you
- print a copy of each correspondence file, noting the full file name
- submit the printed copies to your Teacher.

Identify urgent, confidential, personal or suspicious email and take appropriate action

Email has become the most popular and efficient means of business communication. Millions of emails are dispatched and received every day. Employees who receive emails must know when the email arrives and be able to identify those that are important and need to be dealt with promptly.

You can set up your internet software so that you are notified when an email arrives. You can do this through Advance email options.

When the email arrives in the inbox, it will indicate who the sender is, the time and date the message was received, a subject heading, whether there is an attachment and if the email is important. The screen will also indicate which emails have been opened. Unopened emails remain in bold print.

You can organise your inbox according to date and time received, message subject or with urgent messages displayed first. The messages can also be displayed in ascending or descending order according to sender name, date etc.



Practice

Practice activity 19

Log on and open your email software according to organisational procedures. Go to your inbox and sort your emails according to the Subject column.

Re-sort your Inbox according to whom the email is **From**.

Urgent email

Urgent email will appear in your inbox with a red exclamation mark (if using Microsoft Outlook) or some other significant identification symbol (if you are using other email software).

The information contained in these urgent emails should be dealt with promptly, the same as you would with any urgent matter.



Confidential or personal emails

You should not use your work email address for personal matters. This is no different to other issues involving the difference between work and personal issues.

Sometimes you may receive emails sent in error. A sender can easily click on the wrong name in the address book. If you do receive emails that are not intended for you, follow your organisation's procedures for handling this matter.



If you receive a confidential email in error, return it to the sender.

Suspicious or potentially dangerous email

Suspicious or potentially dangerous email refers to viruses or spam (junk mail).

Computer viruses are easily transmitted through email messages, often in attachments. They can cause significant damage to your computer and network and you can pass them on without realising. As soon as you open an infected message or attachment the damage is done.

Indications that an email is suspicious could be:

- subject line could be blank, particularly inviting eg 'Congratulations, you are a winner', or it may not make any sense.
- the sender is an unknown person.
- the sender is someone you recognise but attachments, web links, language and style of email, all look out of character
- the email is from a financial institution you recognise and is seeking information to update your account
- the email is marked as spam.

It is important to have up-to-date anti-virus software installed on your computer. If you do detect suspicious emails, delete them immediately and then run a full virus scan. Backup your files on a regular basis so that if files are destroyed, you can replace them with your backup copy.



Practice

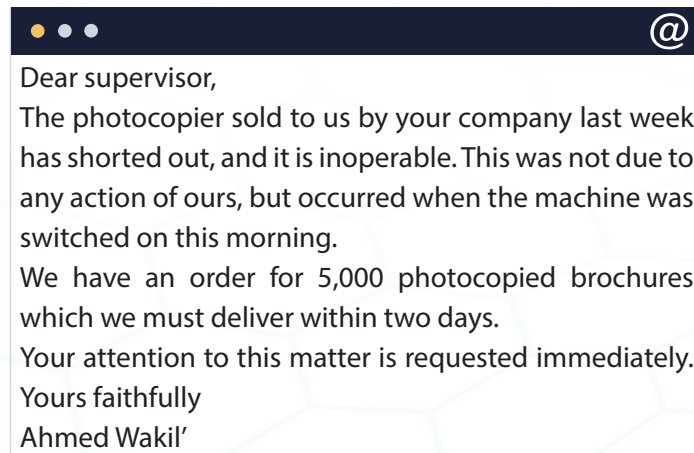
Practice activity 21

You work directly for one of the supervisors at QCS, and are authorised to open all emails sent to that supervisor, other than those marked 'personal'.

You are authorised to deal with minor administrative matters yourself, and with other emails, your instructions are to save and print them and then give the print copies to your supervisor at regular intervals during the day. (Your supervisor has set up a 'general' folder for emails that are not immediately attributable to a particular customer or matter.)

Today you receive an email for your supervisor. The email was not sent in high priority mode, nor was it marked 'urgent' in the subject line.

You open the email and read the following:



Dear supervisor,
The photocopier sold to us by your company last week has shorted out, and it is inoperable. This was not due to any action of ours, but occurred when the machine was switched on this morning.
We have an order for 5,000 photocopied brochures which we must deliver within two days.
Your attention to this matter is requested immediately.
Yours faithfully
Ahmed Wakil'

Explain how you would respond to this situation?



Practice

Practice activity 22

You receive at your QCS workstation an email for your manager marked 'highly confidential'.

Explain how you would respond to this situation.



Practice

Practice activity 23

How can you identify urgent messages?

List three things that may indicate that an email message is suspicious.

What should you do if you receive a suspicious or potentially dangerous email?



Practice

Practice activity 24

Read the following article and answer the questions on the next page.

NB Qtel is now called Ooredoo.

Qtel steps up campaign against unwanted calls and spam messaging

- Qatar: Wednesday, February 11 - 2009 at 10:51
- [PRESS RELEASE](#)

Qtel is stepping up its campaign against unsolicited «spam» text and phone messages in Qatar, warning customers to beware of a new wave of fake prize messages, aiming to defraud customers.

Qtel launched an awareness campaign against «spam» messaging - unsolicited advertising by either voice or SMS messages - in the summer of 2008, and has been monitoring the situation carefully since then.

As the Qatar market opens up to new entrants in the telecommunication services sector, Qtel has noted a spike in the number of illegitimate operators looking to harvest the mobile phone numbers of its customers.

«Customers should look to safeguard their mobile phone numbers and only share it with companies they specifically want to receive information from,» said Adel Al Muta-wa, Executive Director of Group Communications, Qtel.

«In particular, people should never disclose financial details or credit card numbers that are requested by SMS or voicemail services. Legitimate companies will not behave in this way,» he added.

Qtel has received a rising number of customer complaints about prize «scams», where customers are alerted by an automated message on their voicemail or by text message that they have won a prize.

The messages typically instruct customers to dial a two digit code followed by # or *, and then a phone number. The phone number is typically a long distance operator, while the two digit number is a call forwarding activation code, enabling the initiator of the spam message to place calls that are billed to the customer's phone.

Qtel is reminding customers that no legitimate contests licensed in Qatar use methods like this to contact winners. In addition, when customers use their call forwarding feature, they should always verify the number before they forward their phone.

With more than 1.5 million mobile customers in Qatar, Qtel is a regional pioneer in protecting and safeguarding mobile privacy, and has always enforced a strict policy of not sharing customer details and numbers with third parties.

As well as safeguarding their mobile numbers, Qtel also advises customers to exercise caution when they receive calls or messages from unknown numbers.

What is the main type of 'spam' text that Qtel (Ooredoo) wants to eliminate?

What does it mean to 'harvest the mobile phone numbers of its customers'?

What personal details should customers never disclose by SMS or voicemail services?

Returned email

Sometimes email messages will not reach their destinations. This can occur because:

- the recipient's address is incorrect.
- your server may be temporarily out of order
- the recipient's server may be temporarily out of order
- the recipient's mail box may be full
- the attachments may be too large.

You will receive a message informing you that your message was undeliverable.

When this occurs:

- check the recipient's email address.
- telephone the recipient to check on the email address and to determine an appropriate method of dispatching the information
- re-send the information
- use alternative methods to send the attachments
- use alternative methods to send the content of the email communication.



Practice

Practice activity 25

After you sent the email to Hala Akim in activity 14, your teacher instructed you to send a further email. The email is to be marked urgent and high priority, containing information to the effect that he has just learned certain equipment Akim wished to purchase, will not be available for six months once current stocks have been exhausted, and if Akim wishes to order that equipment, he will need to respond before close of business tomorrow.

Unfortunately, the email is returned unopened with a server notification that Akim's mailbox is full.

Explain the steps you would take to respond to this situation.

Eight empty rounded rectangular boxes for writing the response steps.



Manage electronic mail

Set security levels or filters for incoming mail.

Most internet and email applications will be subject to virus protection software. This software allows for alerts or quarantining of suspect emails. It also allows for the identification and treatment of spam or junk mail.

Generally a virus protection program will:

- establish default settings for reasonably safe operation
- provide additional features allowing for a higher level of security
- identify spam or junk and viruses
- quarantine or eliminate dangerous emails
- provide automatic updates of the protection system in use via the provider's website.

These programs generally contain recommended default settings. Usually they will be set in the 'medium risk' range and may need to be changed to meet the circumstances of your specific workplace environment.

From time to time we will have to accept cookies from sites which the software protection program has recognised as 'not safe'. Allowing the cookies from this website means it can be included as an excepted site.



Practice

Practice activity 26

Access Microsoft Outlook and write down the steps you would follow to add a sender to your spam folder.

1.

.....

.....

2.

.....

.....

3.

.....

.....

4.

.....

.....





Practice

Practice activity 27

Research the virus protection programs that are available. Select one and list the main protections and/or benefits offered by the program.

Name of website accessed and the name of the program.

Main protections and/or benefits offered by this program.



Practice

Practice activity 28

You will see that the organisational protocols as detailed in the Staff Communication Manual in Appendix 2, prohibit employees from changing settings, unless specifically instructed by a Supervisor or Manager.

This will be the case with many businesses or organisations which may have engaged an IT specialist to set up the computer system and settings, and which will only permit settings to be altered by someone specifically trained in these matters.

Therefore, for the purpose of this activity, your teacher will be your supervisor and will directly instruct you. Do not alter any settings without the explicit instruction of your teacher.

Locate the security options setting in the email application available in your simulated workplace, and answer the following questions.

What system is being used?

.....

Is the system set to alert the user to suspected emails, or to automatically quarantine and/or delete those emails?

.....

Is the system set to alert the user to suspected junk or spam, or to automatically delete those emails?

.....

Locate the virus protection program on your simulated workplace computer, and answer the following questions.

.....

.....

What program is being used?

.....

In the Firewall/Personal Firewall section, what are the names of at least two common programs automatically allowed?

.....

.....

In the Intrusion prevention section is AutoBlock (or similar) enabled?

.....

In the Spyware Protection section, is the system set to scan both incoming and outgoing emails?

.....

In the Firewall/Personal Firewall section, if any trusted networks or computers have been added, what are the names of at least two of these?

.....

.....

How often is the computer system scanned by this protection program?

.....

Please explain if you think the systems you have viewed are adequate, or should be changed in any way.

.....

.....

Create and maintain individual mailboxes in accordance with organisational requirements

Because email is the most common means of business communication, organisations will usually set up an individual mailbox for each staff member.

Some organisations will establish a mailbox for departments eg emails addressed to administration etc. As emails are received for that department, someone will have responsibility for receiving and dispatching them to the most appropriate person.



Practice

Practice activity 29

Log on to the Internet, find the QP web site and go to the 'Contact Us' section. List below the different department-based mailboxes used by QP.

Department	Mailbox



Practice

Practice activity 30

Log on to the internet, find the Mannai Corporation web site and go to the 'Contact Us' section. List below the three different department- based mailboxes used by Mannai.

Department	Mailbox

Store email and/or attachments in accordance with organisational requirements

It is important to have systems in place for the copying and storing of emails. This is necessary because:

- your workplace team may require a copy of messages regarding a particular project to be stored in one place where everyone can access them.
- you store non-urgent messages on your computer so you can reply to them at a certain time
- attachments may need to be printed and distributed to a number of people and hard copies filed
- email messages or attachments may need to be kept for legal and taxation purposes.

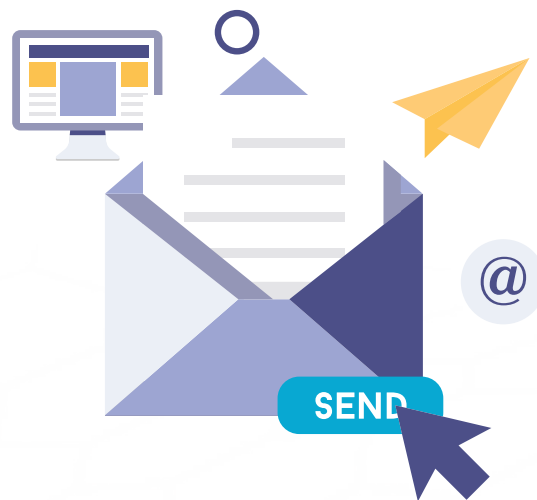
Email can be copied and stored on:

- your email program.
- other software applications
- your computer
- a shared computer network
- disks or other electronic storage
- paper-based form in a paper filing system.

Usually emails will be stored in appropriate folders created within your email program. The folders created will be in accordance with organisational requirements. Some emails and attachments will have to be printed and also stored with other hard

copy files. When storing emails you have the option of saving the message in the Inbox as well as a separate folder.

Alternatively, you can keep your Inbox relatively 'clean' by moving messages to appropriate folders.



Sent email should also be stored in accordance with organisational requirements.



Practice

Practice activity 31

Moving files within the inbox

- Log in to your email program. Look at the folders currently available to which you can save files.
- Within the Inbox folder, create a new folder called Test 1
- Move an email from your Inbox to the folder, Test 1
- Check that the moved file is in the Test 1 folder
- Move the email back to the Inbox folder.

Saving files within the inbox

- Log in to your email software. Look at the folders currently available to which you save files.
- Within the Inbox folder, check that you have a folder called Test 1
- Save an email from your Inbox to the folder, Test 1
- Check that the saved file is in the Test 1 folder
- Check that the original file is in the inbox
- Delete the email from the Test 1 folder.

File maintenance

Take some time to search through your emails, decide on some general folder names you could use, create new folders and move emails from the Inbox to these new folders.



Practice

Practice activity 32

Check your Inbox and look at the nature of the emails you have received but not yet filed.

Create at least 3 new folders and move at least 3 emails into each folder.

List the names of the folders and the emails stored within each of these new folders.

Folder Name	Folder Name	Folder Name
Contents 1		
Contents 2		
Contents 3		



Practice

Practice activity 33

List some reasons why you may need to print and store hard copies of email attachments.

Four empty rounded rectangular boxes for writing answers, with the second box from the top highlighted in blue.

List some electronic locations where your email messages and attachments can be moved to and stored.

Four empty rounded rectangular boxes for writing answers, with the second box from the top highlighted in blue.



Empty inboxes and archive or permanently delete in accordance with organisational requirements

It is necessary to clean out your inbox on a regular basis. Messages should be deleted or archived in a safe location so they can be retrieved at a later date.

Email messages take up disk space and can slow down your computer and the message server. The more messages you have in your inbox and other folders, the harder it is to find the message you need.

Archiving of messages means storing them in a safe location away from your computer eg computer server, disks, tapes or other electronic storage devices. Because information may have to be retrieved a long time after the message was received, it is important that correct archive labels are used so that they can be easily retrieved.



Regular backup and offsite storage ensures security of email communications.

If you decide that a message is no longer required, it can be deleted and will be moved to the Deleted Items folder. Deleting the message from the Deleted Items folder will permanently delete the message from your computer.

Common protocol is to save a file copy of all emails sent and received. In this way, we know that all messages have been saved and the Inbox can be emptied regularly.



Practice

Practice activity 34

Why would you archive email messages?

Why should you regularly clean out your inbox?

List the steps you need to take to permanently delete mail messages from your email system.



Practice

Practice activity 35

Log on, go to your email program and follow the steps below.

- Check that copies of all emails sent and received have been saved in the specified folders and, if they have not been saved, save them in accordance with the organisation's file naming protocols before proceeding further.
- Delete the emails sent and received from your inbox and sent folders.
- Delete the emails sent and received from your trash folder.
- Check that all emails sent and received have been deleted from all three folders.

Prepare and maintain electronic mailing lists in accordance with organisational requirements

Mailing lists

Mailing lists can be prepared using database or spreadsheet records, word processing tables or data files and electronic address books.

The address book on a mobile phone may contain more than just names and telephone numbers. Some mobile phone address books allow you to also add address, home and work numbers, job titles, company names, email address etc.

Your email software package will also have an address book function. It allows you to add contacts to your address book and include all sorts of details about that person.



Practice

Practice activity 36

- a) Go to the address book function of your email software package and add a new contact. List below some of the 'General' information you can include about that new contact.

.....

.....

.....

- b) List below what additional 'details' you can include for this person.

.....

.....

.....



Distribution lists

You can also create a distribution list within your address book. For example, if there are six people in your work team and nine people in your department, you can have separate distribution lists for each of these. This means that instead of including all individual email addresses in the 'To' section of the email, you can address it to the 'Team' distribution list or the 'Department' list.



Practice

Practice activity 37

Go to your email program, add new contacts for four members of your class.

Create a new 'Distribution' list called 'Group 1' and add the contacts for the four members of your class.

Create a new email to 'Group 1' welcoming them to your email address book.

Use of cc and bcc

“cc” is used when you want another person to be aware of the contents of an email that is addressed to other people.

“bcc” is used when an email is being sent to more than one person and you want the identity of the other recipients protected. Customers who consent to receiving bulk email communications still expect their contact details to be kept confidential.

Maintenance of address books

- Before adding a customer’s details to a bulk email list, check that the customer has provided consent to the receipt of bulk email communications.
- Ensure the email being sent has an ‘unsubscribe’ facility
- Ensure the unsubscribing customer is immediately removed from the bulk email list
- Check that the email is being sent in bcc format if more than one unrelated recipient
- Ensure correct spelling of all email addresses – many contain more than just letters and it is most important to have full stops and other signs correctly located in an address
- Enter details consistently eg title and first and last names for everyone. If you forget the title, address lists will have the entry sorted by first names
- Remove old email addresses and update with new addresses
- Resolve problems with ‘undeliverable’ mail
- Regularly check folders, address books, distribution lists etc to make sure they are up-to-date.



Practice

Practice activity 38

Create a distribution list. Describe the purpose of the list and who is included. Describe what contact details are included for each member of the list.

Name of distribution list		
Purpose of distribution list		
Members of distribution list		
Contact details		

What does cc mean and when would you use it?

What does bcc mean and when would you use it?

Collaborate online

Collaborate means working with others to achieve a goal. It is common in the workplace environment for employees and workplace teams to use online facilities. It allows employees who work in different locations to be able to meet regularly. Internet chat and communication is a service that allows people to talk online to one or more people and can take place in a location called a chat room.

Identify software to be used in collaboration

The software used in collaboration includes the following:

- mobile or wireless software applications.
- personal computer-based software applications
- email applications
- web-based email services
- chat applications
- Internet or Intranet discussion groups/boards/chat rooms.

Online collaboration facilities require the following:

- appropriate software providing for chat applications and Internet or Intranet discussions
- a host for the online meeting
- one directory server which is accessible for all participants
- all participants will usually need the same meeting program installed on their computers

- ▶ participants to be invited need to be listed in the contact list applying to the internet application serving the meeting program
- ▶ the meeting can be scheduled in advance
- ▶ those employees invited need to consent to join the meeting.



Practice

Practice activity 39

Log on to your computer and search for software that would enable you to collaborate online with other students in your class.

a) What software is available to you?

.....

.....

.....

.....

.....

b) Using this software, type a message requesting a response to another student in your class, eg What subject do we have next?

.....

.....

.....

.....

.....

c) Read the response from this student.

d) Repeat this process with another student in your class.





Practice

Practice activity 40

Work in the same groups as the previous activity. Elect a team leader.

The team leader is to nominate a time when all team members are to meet online.

Your organisation always uses the newspaper to advertise. The manager wants to know what other unique ways the organisation could advertise its computer services.

All members of the team are to collaborate.

The team leader needs to collate all the suggestions and give the list to your teacher.



Practice

Practice activity 41

Check with your Teacher what software you can use to collaborate with other students.

Log on to this software application.

Ask your Teacher to allocate workplace teams of four to five students.

Each student in the group is to record the contact details of other group members.



Practice

Practice activity 42

Research three different 'online collaboration' applications that are available.

Describe below how each is different.



Ensure online collaboration is undertaken in accordance with organisational policy, procedures and net etiquette

The following should be considered if you have access in the workplace to online collaboration:

- organisational requirements specific to online communication.
- the laws applying to online communications
- laws applying generally to privacy, confidentiality of work information and information related to customers
- laws applying to anti-discrimination
- laws applying to spam
- ownership of the document or program being shared
- general ethical principles, which are no different whether they are applied in face to face communications, paper-based communications or electronic communications
- net etiquette
- use of online facilities during work time should be for work-related use and not personal use.

Net etiquette

- Proper spelling and grammar should be implemented, although in chat rooms, many abbreviations used in texting is acceptable.
- Adjust to the style and tone of discussion groups
- Be forgiving of other's mistakes

- Do not abuse your power
- If you would not do it in real life do not do it in cyberspace
- Keep flames under control (flaming is making personal attacks on others)
- Protocols for discussion groups
- Remember you are dealing with real people not computers
- Respect copyright
- Respect other people's privacy
- Respect other's time and bandwidth
- Share expert knowledge
- You should not shout
- You should be respectful, courteous and professional at all times
- Observe the law at all times.



Practice activity 44

Read the following article and answer the questions below

Instant messaging in the office: what to know and do about it

By NEHRA, 11/28/2005

In addition to managing employee Internet and e-mail usage, employers should acknowledge and attend to the increased use of instant messaging communications in the workplace. According to a recent survey done by the Northeast Human Resources Association, 85 percent of companies do not have a policy in place regarding the use of instant messaging in the workplace. It's time to consider the issue more closely.

What is instant messaging?

Instant messaging, or **"IM"** as it is often referred to, provides for real-time or instantaneous "live chat" communication, which has contributed to its exponential growth as a favored method of electronic communication within, as well as outside, the office. Most often employees download instant messaging software free of charge from an Internet service provider or Web mail service directly onto the employer's computers without the employer's knowledge, authorization, or consent.

The most significant distinction between instant messaging and e-mail is the rapidity of communication between the parties. Instant messaging is real-time. It allows text messages to appear immediately on a recipient's computer screen, in contrast to its electronic predecessor, the e-mail message, which is not real-time and is directed to an "inbox", where it remains resident on the company server for retrieval by the recipient. Instant messaging also represents a seemingly stealth method of communication during business hours for employees, many of whom mistakenly believe that the "instant" in instant messaging renders the transmission undetectable by the employer. The fact is that instant messages, just like e-mails, can be monitored, stored, and printed as hard copy documents.

Employees may also presume instant messaging transmissions are permanently deleted each day. There is, however, software available that allows employers to monitor employees' instant messaging communications for excessive use or abuse during the workday and to detect violations of the company electronic communications policy.

What to do about it

Now that you know what IM is, what should you be doing about it in your company? Here are three important steps you can take:

Re-evaluate and update your electronic communications policy - In an effort to keep pace with the constantly evolving technology of electronic communications in the workplace, many employers have amended their electronic communications policy to include instant messaging. Instant messaging can be a productivity-enhancing tool for expeditious business communications with coworkers, clients, customers, vendors, and the like. On the other hand, productivity may be adversely affected by employee abuse or overindulgence in personal instant messaging communications during business hours, resulting in the loss of valuable employee productivity. Therefore, employers should amend their instant messaging and electronic communication policies to meet the needs of the specific industry, business entity, or corporate client.

An employer should identify and define, to the extent possible, acceptable and prohibited electronic communications in its policy. The policy should reserve the right of the employer to monitor, review and investigate employee instant messaging activity using the company equipment and network. Although many employers indulge limited, or casual, personal instant messaging by employees, the policy should set forth the privacy limitations of individuals who utilize the employer's computer system for personal instant messaging, email, and other electronic communications. Additionally, the consequences of electronic communication policy violations should be incorporated into the employer's disciplinary procedures and protocol contained in the employee handbook.

Disseminate the new electronic communications policy - Employers should promptly disseminate new or amended electronic communications policies addressing IM to all employees with access to a company computer. Acknowledgement forms, either written or electronic, are encouraged to verify that each employee received, read, understood, and agreed to adhere to the electronic communications policy. Electronically disseminating a new or revised policy, however, without evidence of an executed acknowledgement form, is insufficient notice, as the unfortunate employer realized in the matter of *Campbell v. General Dynamics Government Systems Corporation*.

In that 2004 case, the US District Court for the District of Massachusetts held that an at-will employee was not required to participate in an arbitration proceeding prior to initiating litigation in accordance with General Dynamics' company policy. The court determined that, although the company disseminated its arbitration policy to its employees via electronic mail, General Dynamics was unable to establish that the employee had read the employer-generated e-mail, which detailed the new policy.

General Dynamics actually was able to produce an electronic tracking log that indicated the employee received and opened the e-mail that contained the new policy. Nonetheless, the court found there was insufficient evidence that the employee ever actually read the e-mail he had opened. As a result, General Dynamics was unable to prove the employee had actual notice of the requisite pre-litigation arbitration policy, and therefore the employee was able to circumvent General Dynamics' company policy and commence litigation against it.

Engage in uniform enforcement of the new policy - An effective electronic communications policy, as with any company policy, requires uniform enforcement by management and human resources in any investigation conducted or disciplinary action taken. Failure to do so may compromise an otherwise valid defense that an adverse employment action against an employee for excessive use or abuse of instant messaging or other violations of the electronic communications policy was based on a legitimate business decision. Management and human resources personnel should be properly trained in the new instant messaging and electronic communications policy. Moreover, the implementation, investigation and enforcement of instant messaging and electronic communications policies require collaboration with the human resources department, adequately trained management personnel, and coordination with legal counsel to effectively achieve the employer's business objectives.

A final caution

If ignored by employers, **instant messaging may result in potential legal liability** as well as protracted and costly litigation. IM is a new technology portal for sexual harassment, discrimination, and otherwise inappropriate communications in the workplace.

Employees may utilize IM to transmit inappropriate text or photos or to engage in sexually harassing or discriminatory communications with other individuals. In some instances, the employer may be held liable for the acts or conduct of its employees resulting from IM communications. For example, if an employee engages in sexually harassing IM exchanges, the recipient of the IM transmission may allege sexual harassment or a hostile work environment. Such IM exchanges may result in complaints of sexual harassment or discrimination claims for which the employer may be found legally responsible should the matter proceed to litigation.

What does the abbreviation IM stand for?

What is the most significant difference between email and IM?

What does 'real time' mean?

What are three things the article recommends employers should do?

How can instant messaging result in potential legal liability for employers?

Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette

Consider the following if you have access in the workplace to online collaboration:

- organisational requirements.
- the laws applying to online communications
- laws applying generally to privacy, confidentiality of work information and information related to customers
- laws applying to anti-discrimination
- laws applying to spam
- ownership of the document or program being shared
- general ethical principles, which are no different whether they are applied in face-to-face communications, paper-based communications or electronic communications.
- net etiquette
- use of online facilities during work time should be for work-related use and not personal use.



Practice

Practice activity 45

Refer to Activity 5. Revisit the web sites you researched for this activity.

QCS does not have a policy for 'net etiquette'. Your workplace team has been asked to research this topic and prepare a policy for QCS. It should take the same format as other QCS organisational procedures listed in the appendices.

Refer to Activity 5 where you researched some websites and prepared a list of 5 rules. Research these websites again as well as others to prepare this document.

The team leader is to organise an online meeting and should inform all team members when the meeting will be. Team members are required to bring to this online meeting their draft document.

Collaborate online with your team to produce a document that all members have had input into.

The team leader should give the final copy to their Teacher.

Appendices

- ▶ Appendix 1: Qatar Computer Solutions wll
 - Appendix 1.1: Email users manual
 - Appendix 1.2: Template information file
 - Appendix 1.3: Template correspondence file
- ▶ Appendix 2: Qatar Computer Solutions wll
 - Appendix 2.1: Template email
 - Appendix 2.2: Template new customer sales letter

Appendix 1: Qatar Computer Solutions wll

Staff computer operations manual

All staff shall observe the following procedures in computer operations:

- All staff will be provided with a log-in name and password upon commencement of employment.
- Staff must keep confidential at all times their log-in name and password.
- All staff must refer to Appendix 1.1 for email usage procedures.
- Only Accounts personnel may access Accounts folders, and will be issued with an additional password for that purpose.
- Supervisors will be issued with a password which will allow them access to all computer terminals operated by staff under their supervision.
- All customer information must be kept confidential by all staff at all times.
- All new folders and subfolders will be created on the networked C drive.
- Support staff, as directed by their supervisors, will:
 - create a new subfolder for all new customers in the Customer Information folder, with each subfolder being opened as 'c:\CustomerInformation\client surname space initial or company name' (eg Smith J or FEDQ)
 - in the new subfolder, a file is to be created called 'Information', using Template information file in Appendix 2.1
 - in the new subfolder, two further files called 'Correspondence' and 'Telephone' are to be created, using Template correspondence file in Appendix 2.2 and Template telephone file in Appendix 2.3.

- ▶ A copy of each new information file will be emailed to the Accounts Department, with the email title 'New Customer', by the member of staff creating the new subfolder and files.
- ▶ No further copies may be made of customer information files, or any other customer files, other than by specific instructions from the Directors.
- ▶ The Accounts Department will:
 - create a new subfolder in the Accounts Information folder, with each subfolder being opened as 'c:\AccountsInformation\client surname space initial or company name',
 - re-name the new Customer information file to: 'c:\AccountsInformation\client surname space initial or company name\Information'
 - create two further files for the client, named: 'c:\AccountsInformation\client surname space initial or company name\creditcardbank' and 'c:\AccountsInformation\client surname space initial or company name\amountsbilledowing'.

Accounts personnel should refer to the Accounts Computer Operations Manual for the setup of the above credit card and amounts billed owing files, and MYOB cross-referencing procedures.

- ▶ Details of all incoming and outgoing mail and telephone calls from, or to customers, are to be recorded in the correspondence and telephone files relating to those customers by the staff member(s) responsible for that contact.
- ▶ A computer copy of all outgoing client correspondence, including email correspondence, internal memos and/or reports relating to a particular customer, is to be saved, using the following protocols:
 - open the customer subfolder 'c:\CustomerInformation\client surname

space initial or company name' (or 'c:\AccountsInformation\client surname space initial or company name' in the case of the Accounts Department)

- save the document as a new file in that subfolder implementing the naming procedure 'date (eg 010609) type of document
- (eg letter/email/memo) to last name of recipient or company name (eg Smith/FEDQ)'.
 - ▶ A computer copy of all reports and PowerPoint presentations produced by QCS is to be saved, using the following protocols:
 - open the QCS Company documentation folder 'c:\QCS Corporate' and then open the applicable sub-folder (eg 'Reports''Presentations' etc)
 - save the document as a new file in that subfolder implementing the naming procedure 'Subject (eg products, photocopier, sales, market analysis etc) date (eg 010609) status (eg final or draft) author last name and initial initials of typist'
 - if the report or PowerPoint presentation is prepared for a specific customer, an additional copy is to be saved to the CustomerInformation or AccountsInformation folders as above.
 - ▶ Backups are to be carried out on a daily basis:
 - the Accounts Department will backup accounts computers at 5.00 pm daily to the external hard drive allocated for this purpose
 - the Directors' administrative assistants, according to roster, will back up the C drive at 5.15 pm daily to the external hard drive allocated for this purpose.
 - ▶ The Directors have access to all computer operations, folders and files.

Appendix 1.1: Email users manual

All staff shall observe the following procedures when using email:

- If you don't immediately recognise the source of an email message, DON'T open an attachment. Copy it to a disk and scan it first. NB: You can't get a virus by opening an email message. You can only get a virus if you open an attachment.
- If you receive an email containing a warning about a virus, DON'T send it to everyone you know. Send a copy of the message to your IT department only.
- If you receive SPAM or UBE (Unsolicited Bulk Email), DON'T send it back to the sender. Instead, report the message by sending a copy to your ISP.
- Always remember that there is another person on the end of the line.
- It is considered rude to type email messages in upper case. ONLY use upper case for emphasis.
- If you receive a chain letter, even one that purports to support a good cause, DON'T send it on to other people. Support the cause in a more constructive way by contributing directly. If the message is a chain letter of the nasty variety, forward a copy of the message to your ISP.
- Keep your emails short and concise. Don't add to the information glut.
- DON'T send large attachments via email, unless there is no other way of forwarding the information.
- Be careful what you say – it may come back to haunt you!
- DON'T send personal information in an email. Email is NOT secure.

Appendix 1.2: Template information file

Upper margin: 2.5 cm
Lower margin: 1 cm
Left margin: 3 cm
Right margin: 3 cm
Font: Arial 11
Spacing: 4 pt before each line

Information file

Surname:

First name:

Mr/Mrs/Miss/Ms/Dr:

Address:

Mailing address::

Telephone home:

Telephone business:

Email:

Permission to email newsletters: Yes/No

Date of first order:

Item/quantity ordered	Date

•-----Business

Appendix 2: Qatar Computer Solutions wll

Staff communication manual

Policy

QCS wll is committed to excellent service to customers and principles of equity and fairness.

Staff communication requirements

All staff in their dealings with others in the workplace or customers of QCS shall observe the following principles of communication:

- observe the law
- be courteous
- be helpful
- avoid discrimination or harassment at all times
- be mindful of cultural requirements
- observe professional conduct
- keep all matters confidential
- avoid slang and use of improper words or expressions, in verbal or written communications
- avoid abbreviations or contractions of words (such as substituting 'can't' for 'cannot') in written communications other than internal memos
- do not send unsolicited emails or make unsolicited calls
- employ the protocols contained in this manual in all communications.

Protocols contained in this manual

- Template email.
- Template new customer sales letter
- Envelope policy
- Template facsimile
- Template memo (internal)
- Template invoice
- Template telephone message record

All templates are located at 'c:\templates\document name'.

Appendix 2.1: Template email

Font: autofont

Spacing: between salutation and body – two lines
body – single line
between paragraphs – two lines
between end of body and closing – two lines

Note:

- Paragraphs must be short
- Type name of recipient and subject matter Commence at first line with salutation

From: sales@QCS.com
To: recipient
Subject: subject matter Dear salutation
body

Yours sincerely
author

QCS wll
Reg. No. 123 4567
395 Lagoon Plaza THE PEARL

Telephone: 5698 2395
Facsimile: 5698 2396
Email: sales@QCS.com
Website: <www.QCSsales.com>

This email may contain confidential information. If received in error, please notify the sender immediately and delete this email.

If you no longer wish to receive emails from us, please send a return email with the word 'unsubscribe' in the subject line.

Appendix 2.2: Template new customer sales letter

Font: Arial 12 pt

Spacing: between letterhead and date – four lines

between date and inside address – three lines between inside address and salutation – three lines between salutation and body – two lines

body – single line

between paragraphs – two lines

between end of body and closing – two lines between closing and signature – four lines between signature and enclosure – two lines

Qatar Computer Solutions

(Insert Date)

(Insert Recipient Name)

(Insert Title)

(Insert Company Name)

(Insert Street Name of PO Box)

(Insert City and Country)

Dear (Recipient Name)

Thank you for choosing Qatar Computer Solutions for your business needs. We are confident that you will be very satisfied with the services that we offer.

The information enclosed will help you make the most of our services. If you have questions, please contact us. Your account number is (Insert Account Number). When you call, please have it handy so that we can expedite your requests.

As your needs change, we will be happy to help you evaluate those needs and offer you the services that will help you achieve your new goals. Again, thank you for choosing Qatar Computer Solutions.

Yours sincerely

(Insert your name)

Sales Administration Assistant

Encl

•

Business

95



Semester 2

ICT STUDENT ACTIVITIES

Activity 1

Write down the requirements to access internet.

Write down the procedure you follow when logging on to your email account.

1	
2	
3	

What is the name of the virus protection software on your computer at school

--

Write down the requirements to create new e-mail account.

Activity 2

Research the internet to find ways of selecting appropriate passwords.

List below what makes a good password and what makes a bad password.

<i>Good password</i>	<i>Bad password</i>

Locate the **draft folder** in your email directory. Do you have any **files**?

Change theme of your page

1.

2.

Activity 3

1. List three examples of items that can be sent as attachments.

Four horizontal bars for writing answers, alternating in color (dark grey, light grey, dark grey, light grey).

2. How do you forward a message?

Three horizontal bars for writing answers, alternating in color (dark grey, light grey, dark grey).

3. What symbol indicates your message contains attachments?

One horizontal bar for writing an answer, light grey.

4. How to add your signature in all messages?

Three horizontal bars for writing answers, alternating in color (dark grey, light grey, dark grey).

5- Provide examples of suitable greetings and closures for both internal and external email communications.

Internal greetings	
Internal closures	
External greetings	
External closures	

6. Create new label with name (QBS School)

7. How can you identify a message has been sent with a high level of importance?

8. How to change password of e-mail?

Activity 4

1. Carry out research on the Internet in relation to 'netiquette' and write down at least five rules which apply to electronic communications. Make a note of the websites sourced.

1

2

3

4

5

Websites

1-

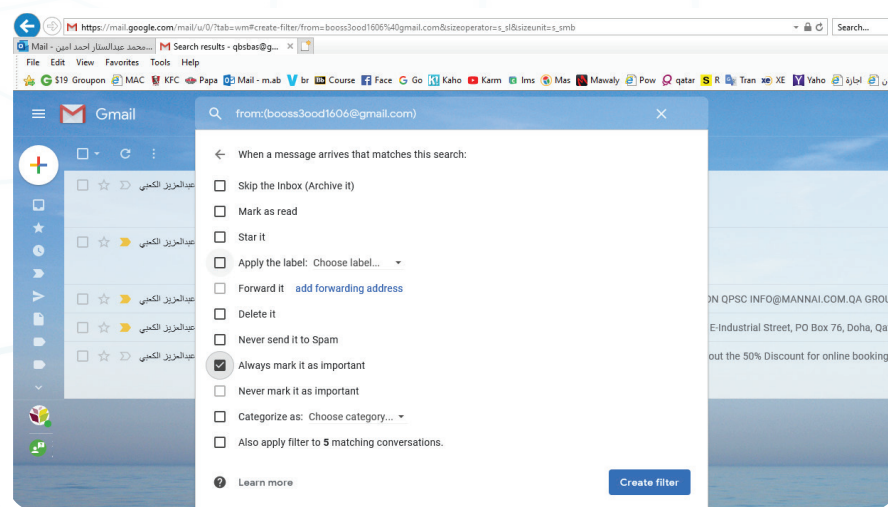
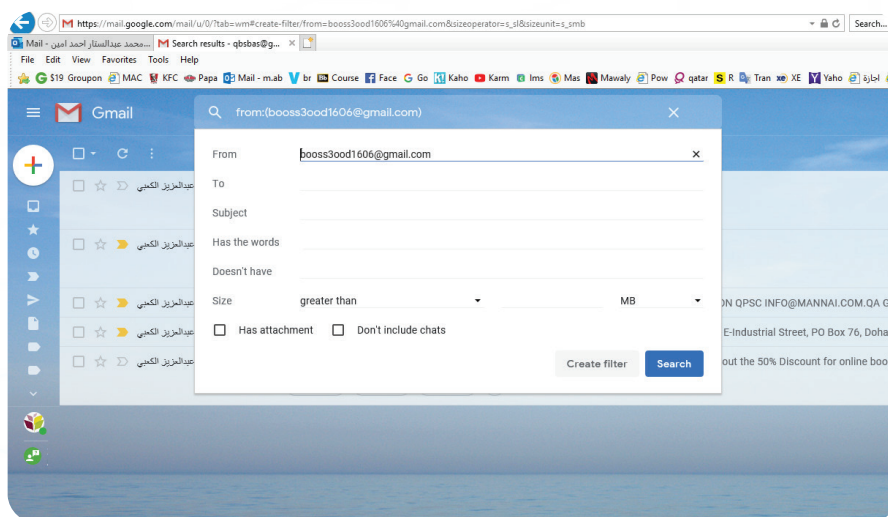
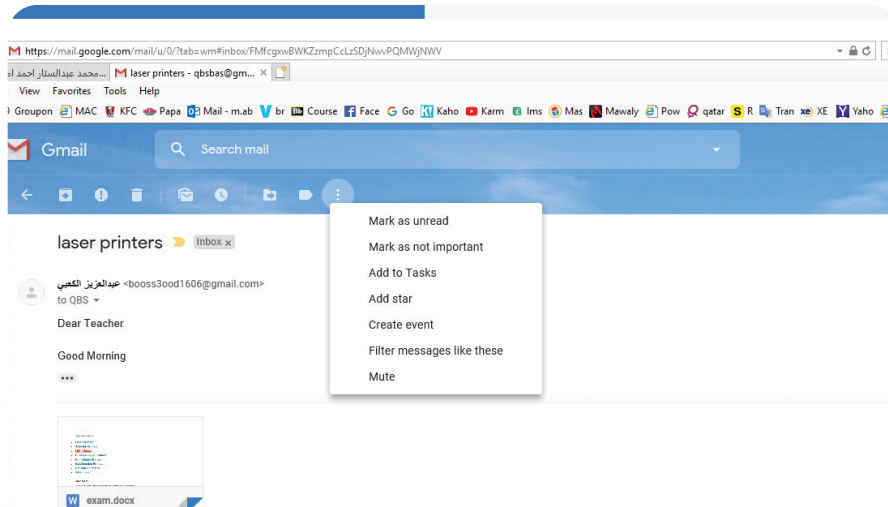
2-

3-

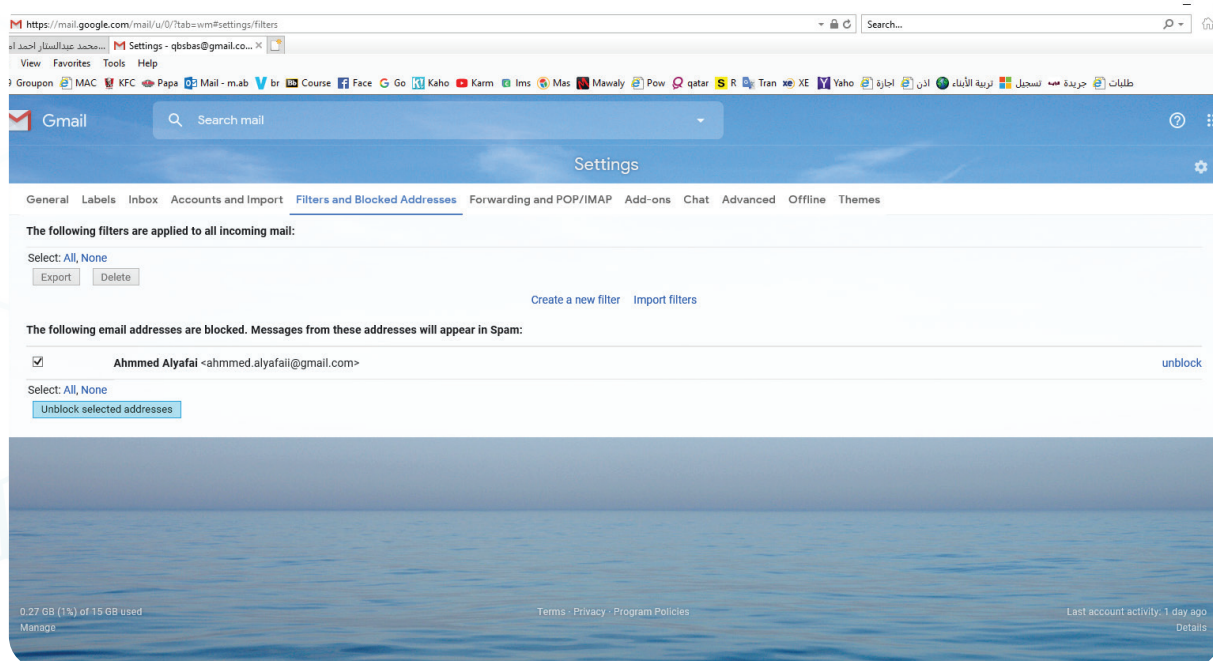
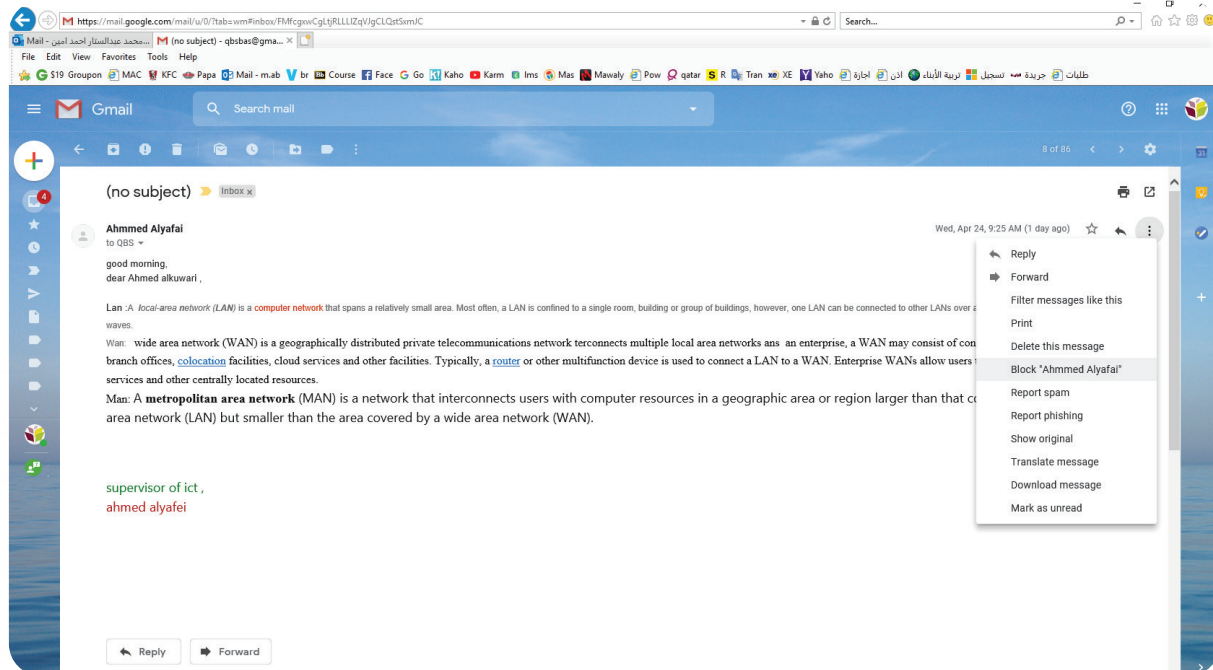
4-

5-

2. You are required to create a new email filter. You have to mark all emails received from your teacher as **'important'**. Create this email filter and then **print screen** the settings



3. You are required to create block email. from emails received from your Teacher as then go to settings of email and unblock e-mail (**print screen** the steps).



Activity 5

1. How to make filter to e-mail message (sender) recipient?

.....

.....

.....

.....

.....

2. How to block mail for sender?

.....

.....

.....

.....

.....

.....

3. How to create mail list group with your class name?

- Add new Contacts
- New contact
- Name & email
- Save
- Send message to group

Activity 6

1. creating new Document on google drive with your Name
2. Insert 3 pictures for input devices in this document
3. creating tables file from google drive(about yourself)

Sales 2020	Jan	Feb	Mar	Apr	May	Average	total
Current year Expenses	85,658	74,281	48,524	65,048	75,931		
Cost of sales	29,412	22,843	18,632	21,795	24,802		
Selling Expenses	15,651	15,843	14,739	16,882	14,927		

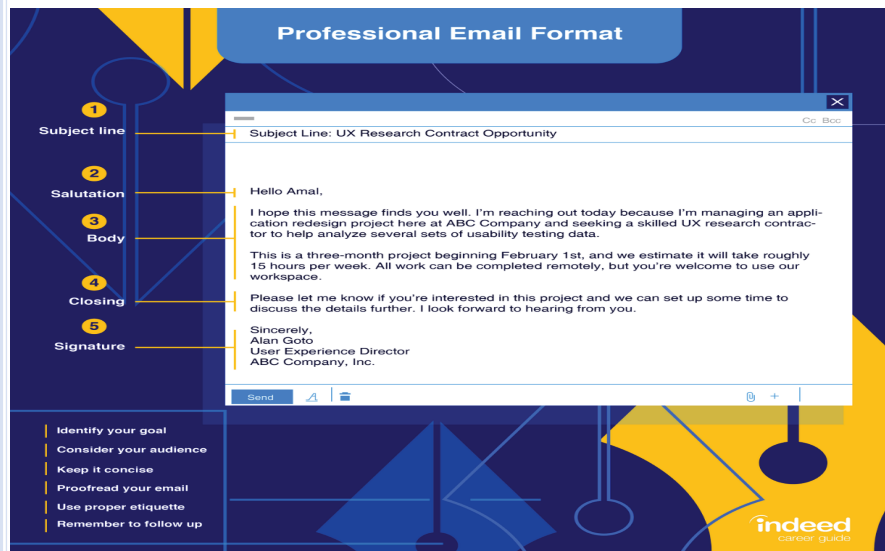
5. Create webpage from google drive.
6. Create google form including multiple Question-check box.



You are the sales Manager in Qatar Cotton Company, and you are required to **send a business E-mail** to Mr. Rashid owner of Splash stores and tell him about your new products with good discount .

include structure of the *Business email*

Example 1



Learning outcome

writing professional Business E-mail.

Performance Standard

3.3 Use email software application to write , send , reply and forward business E-mail

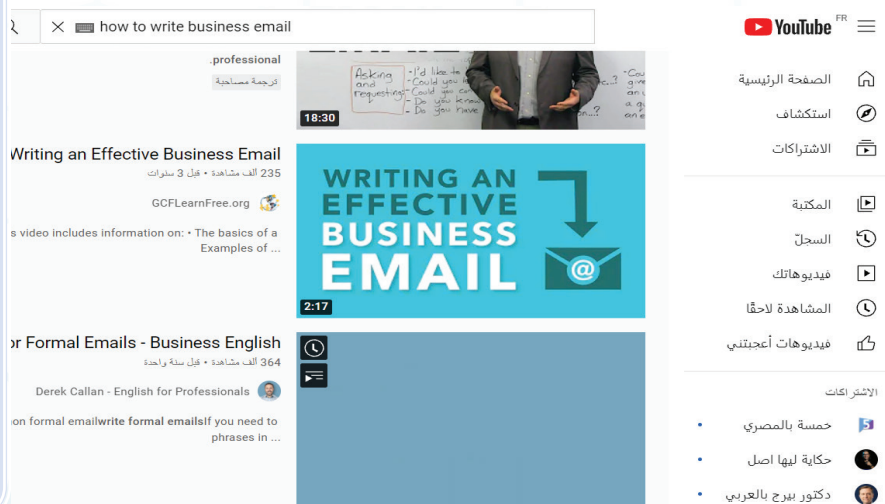
Structure of Business email

1. Subject line
2. Salutation
3. Body (purpose)
4. Closure
5. Signature

Example 2

Watch a video to explain how to write a professional business email

LINK To video : <https://www.youtube.com/watch?v=amJZXjxnHTI>



Important rules for writing professional Business E-mails

Vocabulary

Salutation : a greeting in words or actions, or the words used at the beginning of a letter

Concise: Clear

Proofread: Review spelling

Etiquette: Rules

1. Identify your goal

Before you write an email, ask yourself what you want the recipient to do after they've read it. Once you've determined the purpose of your email, you can ensure everything you include in your message supports this action.



2. Consider your audience

When you compose an email message, make sure your tone matches your audience.



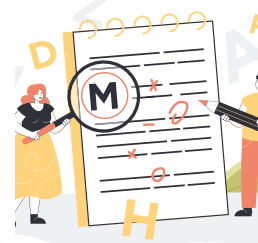
3. Keep it concise

Your audience might have little time to read through your email, so make it as brief as possible without leaving out key information. Try not to address too many subjects at once as this can make your message lengthy, challenging to read and difficult to take action on. When editing your email .



4. Proofread your email

An error-free email demonstrates diligence and professionalism. Before you send an email, take a moment to check for any spelling, grammar or syntax errors.



5. Use proper etiquette

Include a courteous greeting and closing to sound friendly and polite. Additionally, be considerate of the recipient and their time.



6. Remember to follow up

Most people receive several emails per day, so they might miss or forget to respond to your message. If the recipient hasn't replied within two working days, consider reaching back out with a friendly follow-up email.



Model Answer

Discount offer

Good Morning

Dear Mr.Rashid

This month we are offering our most valued customers an exceptional opportunity to save on our most popular clothing line. Our records show that you have never ordered apparel with this label. Perhaps you were unaware that we carry the line. Well, we want to give you a chance to become acquainted with it.

We know you will enjoy our cotton/polyester blend that feels like superior quality soft wool but at a fraction of the price. For a limited time, you can purchase a faux wool sweater that is virtually impossible to tell from the real thing at a 25% reduction. Go ahead, take advantage of the opportunity. You won't be disappointed! Fill out the enclosed order form and we will rush your sweaters to you.

We will be pleased if you choose Q- cotton for your clothing needs .

Ali alkawari

Sales Manager

Activity 7

Dear supervisor of ICT

The photocopier in our company was damaged last week and shorted out, and it is inoperable. This was not due to any action of ours, but occurred when the machine was switched on this morning. so you will send business e-mail including comparing between 3 brands of photocopier as digital technology to buy from.

Digital technology

There is an increasing trend for new photocopiers to adopt digital technology, thus replacing the older analogy technology. With digital copying, the copier effectively consists of an integrated scanner and laser printer. This design has several advantages, such as automatic image quality enhancement and the ability to “build jobs” Some digital copiers can function as high-speed scanners; such models typically offer the ability to send documents via email or to make them available on file servers

Your attention to this matter is requested immediately.

General manger

saleh al-shamari

- **Attach 3 brands of photocopier machines**

Activity 8

Dear supervisor of ICT

Good morning

During working within the company, we noticed that the Internet was slow to work on laptops

So the company will converting the network work version on all devices and mobile phones to (the fifth generation)

Your attention to this matter is requested immediately.

General manger

Ahmed al-shamari

You are required to :

- A. Send the response to the manager via business mail**
- B. The difference between the fourth generation and the fifth generation in data transfer speed**

Fifth generation features for devices like mobile phones

Activity 9

1. How to save a message as a draft?

.....

2. How to search for message in e-mail?

.....

3. Log on to the internet, find the **Qatar University** web site and go to the 'home page' and find the following items

ITEM	Details
<i>VISION</i>	
<i>MISSION</i>	
<i>CONTACT QU</i>	
<i>Student Services (4)</i>	
<i>Student Activities (3)</i>	

Activity 10

You have been trusted by your manager to purchase MONITOR to use it during your work as an **IT ADMIN** at Qatar gas Company. **Write a short report** in (MS word) and attach it to (Qbsbas@gmail.com) according to the following:

1. Discuss the factors that you should consider with respect to
 - a. Monitor types
 - b. Led monitors
2. Select two brands (For example, Dell verses Lenovo) and make a comparison and give the reasons to choose any brand.
3. Add greetings.
4. Add your signature.

Activity 11

While working at (Qatar Tech) as ICT specialist, your manager Mr. Mohamed Al Jaber (**m.aljaber@yahoo.com**), requested you to purchase 50 electronic sim cards from **Ooredoo** for the company's employees. You are required to:

- a. Prepare a report on the E-Sim.
- b. Features of E-sim.
- c. The difference between E-sim and the Normal SIM.

After preparing the report, send it to your manager.

Activity 12

Dear supervisor ICT QNB

Due to the credit card service listing, you are required to inform VIP customers.

1. Send the response to the manager via business mail
2. the importance of the service 3-D Secure especially for their use on the Internet
3. How 3-D Secure works?

○ 3-D Secure

In an XML-based protocol designed to be an additional security layer for on-line credit and debit card transactions. It was originally developed by Arcot Systems (now CA Technologies) and first deployed by Visa with the intention of improving the security of Internet payments and is offered to customers under the name Verified by Visa.

Your attention to this matter is requested immediately.

General manger

Ahmed Al-Ali

Activity 13

Dear supervisor ICT

Ooredoo has launched a new money transfer service through a mobile application explain the following:

- Six features of this application

Your attention to this matter is requested immediately.

General manger

Ahmed Al-kawari

.....

Ooredoo Mobile Money (OMM) is a mobile wallet service that allows you to register for a "Mobile Wallet Account" so that you can deposit, withdraw, pay and send money in Qatar or abroad instantly through your phone.

Activity 14

You work as booking officer for Write and Save draft the message for your manger Khalifa al-Jassim informs him about 50% discount for online bookings on Qatar Airways (Flights to Europe and North Africa).

Subject (Qatar Airways Discount)

Be sure to include:

- an appropriate subject line.
- three Tourist Attractions in Europe.
- three Tourist Attractions in North Africa.
- an appropriate formal greeting.
- an introduction and body.
- an appropriate closure.
- a signature block.

Activity 15

What is online collaboration?

.....

Why is online collaboration important in our life?

.....

How can online collaboration help business?

.....

.....

List three online collaboration tools

.....

.....

.....

Activity 16

1. Go to Google search and search for

- Advantages of virus protection software.
- Disadvantages of virus protection software.

2. List three Advantages of virus protection software:

.....

.....

.....

3. List three Disadvantages of virus protection software:

.....

.....

.....

4. Locate the virus protection program on your simulated workplace computer and answer the following questions.

** What program is being used?

.....

5. What are the names of at least three common protection software?

.....

.....

.....

Activity 17

Dear supervisor ICT

During your Work as supervisor ICT in (ICT Qatar) you gained more experience dealing with all types of local and international networks explain the following:

- Difference between LAN, WAN and MAN?
- What are the appropriate networks within universities and schools?

Your attention to this matter is requested immediately.

General manger

Ahmed Al-kawari

تصميم وإخراج

النشبل
AL SHEBL