**3.1** **I can review the benefits and drawbacks of IT tools and systems used in terms of productivity and efficiency**

The advantages of email are, they can be sent extremely fast to the recipient/recipients, can be sent to many at once, can be sent anytime of the day, free to send if there is a broadband connection, can be sent and received from anywhere in the world, easy to use, allows for easy referencing, messages that have been sent and received can be stored, and searched through safely and easily. It is a lot easier to go through old email messages rather than old notes written on paper.

Disadvantages of email; viruses are easily spread via email attachments (although most email providers scan emails for viruses on your behalf), identity and sensitive detail theft by fraudulent companies phishing, no guarantee when recipient will open email, especially if they don’t have access to the internet, spam/ junk mail, lack of expressions causing misunderstandings, as its non-verbal, information overload with unread and dismissed emails.

Advantages of using teams, increases productivity by collaboration, conversations, and file/task sharing, everyone that is needed to be communicated to can be there in one place, teams are cloud based so access to information can be from anywhere at any time.

Disadvantages of teams, internet access is needed, file structure can be confusing.

Sending weblinks for information, can be more efficient than, creating a word document of that information and then sending via email.

The advantages of communication on social network are, its efficient, its free, paperless and there is a lot of security around it, depending on which sites you use.

Disadvantages are privacy issues, cyber bullying, and social isolation.