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# **Merits of Email over scheduled meetings:**

* **Tackle complex topics/Sensitive issues by email:**

Complex topics are highly sensitive enough to share in meetings when attention spans are flattened by time. Sensitive issues that pertain to few people are not appropriate for discussions in group.

* **Send emails timely and broader work teams:**

Email helps companies to spread-out and have diversified work teams where each of them can interact without being in face to face conversation. This is beneficial when virtual team exists.

# **Benefit of email communication over mobile text messages:**

* **Automated messaging & automated response:**

Emails works as virtual assistants and can be set to the scheduled time for it to be sent automatically even when the sender is offline. If auto-responder is set, emails are automatically replied when emails are received.

* **Globalized and cheap:**

Email is web-based and inexpensive and does not depend on location. Emails can be sent and received at no cost, one needs to register and have an email address. Through emails, multimedia can also be sent.

# **Two scenarios in ICT professional where email is not the best channel for communication are:**

* **Privacy Issue:**

From the current work experience, email of seniors is usually handled by different person. So, if sensitive message is sent to that member then it is not received. Due to this, some sensitive information could get out. So, confidentiality does not exist. Due to the privacy issue and no confidentiality, it is not the best option to use. Also, email is not end to end encrypted. When there is a need to address issues or release notes with the mass consumers, then email is not the best way to address it.

* **Large volume and maintainability:**

From past work experience, companies with a huge team, not only need to handle the customer email but also the team. For the customer email there is assigned a separate team called customer service to handle them. But for the staff email which is highly important can be hard to handle. All the emails would not be managed and replying & maintaining them all is tough. All emails stack over one another and sometime the email would not even be seen.

# **Alternatives and their advantages:**

* **Google Hangouts:**

For the first scenario, we can use tools like Google Hangouts. One can message, SMS, video chat and VOIP. An Employer can still hire the candidates once they have been in contact from hiring process by using tools like linkedIn, Recruitee, etc. and talk face-to-face with employees and candidates ranging from a single person to group of ten. Single person can perform multiple task where, need to provide email to another employee is not necessary even when task needs to be assigned. For mass issues, leader presentation should be given.

* **Slack:**

For the second scenario, there is the tool called Slack. Slack effortlessly helps communicate. There is a channel for every kind of conversation where each member can leave or join if needed. When the team needs to talk with each other, assign tasks, share contents and even the confidential contents with the specific person this tool is handy. Different tools can be integrated with it so the productivity increases with in the team.