

2. Information and Communication technologies, Internet

What is ICT?

ICT stands for **Information and Communication Technologies**. It includes all devices, applications and systems that allow people to store, process, share, and communicate information. ICT combines computers, the internet, phones, and other digital technologies.

Types of ICT

Here are some examples of ICT tools and technologies:

- **Computers and laptops** – used for work, documents, data processing
- **Smartphones and tablets** – mobile communication, apps, emails
- **Internet** – the most important communication network
- **Email** – fast written communication
- **Video conferencing tools** – like Zoom, Microsoft Teams, Google Meet
- **Social media** – Facebook, Instagram, LinkedIn (used in marketing)
- **Cloud services** – Google Drive, Dropbox – for sharing and storing data
- **Websites and online shops** – e-commerce, advertising, information

Use of ICT in business

ICT has **changed the world of business** completely. Today, most companies use ICT to work more efficiently and to communicate better.

Here are some examples:

- **Emails** for communication with clients or partners
- **Databases** for managing customer or product data
- **E-commerce** – selling and buying products online
- **Marketing** on social media or websites
- **Online meetings** and remote work
- **ERP systems** (Enterprise Resource Planning) for managing everything in one system – finance, inventory, HR

Advantages of ICT and the Internet

There are many advantages of ICT and the Internet:

- **Faster communication** – emails, chat, video calls
- **Global reach** – you can work or sell internationally
- **Cost saving** – fewer business trips, less paper
- **Better organization** – using software and cloud systems
- **Access to information** – everything is online
- **Work from home** – home office is possible thanks to ICT

Disadvantages of ICT and the Internet

However, ICT also has some disadvantages:

- **Cybersecurity risks** – hackers, viruses, data leaks
- **Technical problems** – software errors, lost connection
- **Less personal contact** – people communicate more online than face to face
- **Dependence on technology** – if systems crash, business can stop
- **Digital divide** – not everyone has access to modern technology

How ICT changed the world of business

The development of ICT and the Internet has **revolutionized** business.

In the past, people used paper documents, sent letters or had to travel for meetings. Today, most business is done **digitally**. Companies can work faster, make quicker decisions, and reach more customers thanks to technology.

E-commerce is a great example – companies like Amazon, Alza, or eBay sell products online 24/7. Also, many employees can now **work remotely**, which saves time and money. Meetings are done online, documents are shared instantly, and teams can work together even if they are in different countries.

My personal experience

Personally, I use ICT every day. At school, we use computers to study, write documents, and search for information. During COVID-19, we also had online lessons through video calls. I also use email and online platforms to communicate with teachers. In the future, I think I will use ICT even more, especially at work.

Conclusion

To sum up, information and communication technologies are essential in today's world. They help us communicate, work, and study more effectively. Even though they have some disadvantages, the benefits are much bigger. The Internet and ICT have completely changed the way we live and do business.

Useful Vocabulary

CZ	EN
ICT, informační a komunikační technologie	ICT, Information and Communication Technologies
zpracovat	to process
uložit	to store
videohovor / videokonference	video call / video conference
práce na dálku / práce z domova	remote work
cloudové úložiště	cloud storage
online schůzka	online meeting
sdílení souborů	file sharing
kybernetický útok	cyber attack
spadnout (systém)	to crash
chyba	error
ušetřit čas	to save time
snížit náklady	to reduce costs
komunikační nástroj	communication tool
mít přístup	to access
výhoda	advantage
nevýhoda	disadvantage
globální dosah	global reach
„kancelář bez papíru“	paperless office