

ICT IGCSE Theory – Revision Presentation

10. Communication

- 10.1 Communicate with other ICT users using email
- 10.2 Effective use of the internet

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10. Communication

Communicate with other ICT users using email

Email is very popular form of **communication** between people. However many countries have laws to protect people from the misuse of emails.

Below are some laws which companies and individuals have to follow when using email:

Ensuring emails do not have **false or misleading subject lines**.

Organisations must include **valid postal address**.

Organisations are not allowed **capture and store lists of email addresses**.



Organisations are **required to ask for permission (opt in)** before they can **send emails** to individuals.

There should be a **clear way for recipients to “opt out” (unsubscribe)** from receiving email.

Organisations must ensure **privacy policy are clear** and that subscribers are made aware of such policies.

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Acceptable Language:

- When sending an email the **language and content** within the email needs to be **appropriate**.
- If the emails is being sent to an employee within a business then the language should be **formal**.

Examples of using inappropriate language:

- Abusive, racist, threatening language.
- Obscene Images / illegal content



Senders should **consider what they write** as content in an email could be **misunderstood** or taken out of context.

Senders should check for **spelling** and **grammatical errors**.

Respond quickly to an email message.

Netiquette: The rules of etiquette that apply when communicating over computer networks, especially the Internet

Avoid humor as some people may not understand the joke.

Do not **plagiarize** and obey the **copyright law**.

Do not capitalize every thing.

netiquette:)

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The content of an **email can be protected by the copyright law**. If the **sender** of an **email states the message is confidential** then it is important the **email is not forwarded onto a third party**. It could also be a case of **attachments** being **downloaded and also passed on**.

Sometimes organisations will send an email with a copyright statement at the bottom of the email.



If your email account is not secure then emails could be sent from your account without your permission or knowledge.

Your email account could be hacked due to the following reasons:

Having a weak password

Leaving your computer on and walking out of the room whilst being logged into your email.

Using your email on a shared computer with multiple users.



You could also be at risk due to email scams (phishing/pharming).

Your email inbox could also be **jammed up by spam email**.



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What is Spam Email?

Spam (junk) email is sent out to recipients from a mailing list. The email could be part of a phishing scam or could be to promote certain products. They are basically unwanted emails.

Effects of Spam Email?

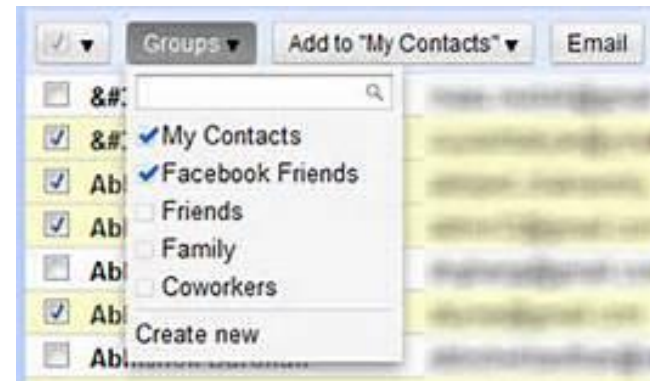
If a spam email is part of a phishing scam then there is a chance your details could be obtained. The network could also become slower or unresponsive if there is a lot of unnecessary traffic flooding the network.

Strategies to prevent Spam Email

- Use a junk email filter to stop spam email coming into the inbox.
- Do not sign up for any commercial mailing lists.
- Do not reply to spam email.
- Untick the check box if you are asked to give your email to a third party.

Email Groups are contacts which are grouped together
So that **emails can be sent to multiple recipients**.

When sending an email to a group you would just have to write the name of the group rather than writing everyone's email address.



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Effective use of the internet

Internet – Worldwide Collection of Networks:

- Browse the internet
- Social Networking & Communication
- Online shopping & banking
- Transfer files from computer to computer



World Wide Web (WWW):

- World Wide Web is part of the internet.
- Can be accessed using a web browser.
- Consists of a massive collection of webpages.



Intranet – Defined as a computer network based on internet technology:

- Normally accessible by internal members of the company via a username and password.
- Information is specific to the needs of the company.
- Less chance of external threats such as hacking and viruses.



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Effective use of the internet

HyperText Transfer Protocol (**HTTP**) & (**HTTPS**)

Is the **rules which are followed when transferring information across the internet**. Rules are agreed between the sender and recipient when data is being transferred.

Uniform Resource Locator (**URL**) & Web Browser

- A **web browser allows the user to display a webpage**. A web browser will use URLs to access specified websites.
- URLs are represented by numbers (**http://100.100.100.1**) however it is not very user friendly.
- So therefore an alphanumeric format (**http://www.yahmad.o.uk**)

HTTP or
HTTPS

Protocol:// Website Address /Path/Filename



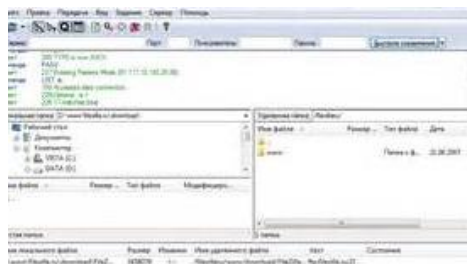
http://www.yahmad.co.uk/Pages/Chapter18.html

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File transfer Protocol (FTP)



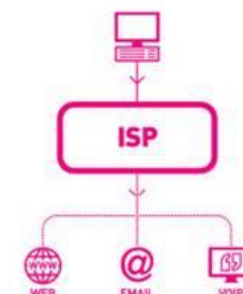
FTP is a network protocol when transferring files from one computer to another over the internet. FileZilla is popular FTP application which is used to upload web pages so that they can be hosted and viewed on the internet.



Internet Service Provider (ISP)



ISP is a company which provides internet access to users. Normally the users would have to pay a monthly fee. Broadband connections tend to use fire-optic cables for increased bandwidth.



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Cloud: Online storage medium used to backup files. Files can be accessed from any device with an internet connection. Data is saved on more than one server so in case of maintenance or repair data is always accessible.



Advantages

- Files can be **accessed from any location** using an internet connection.
- Users **don't have to carry storage devices** around with them.
- Offer **backup** solutions.
- Unlimited** storage capacity.

Disadvantages

- Files could be **hacked**.
- Dependant on a **good quality internet connection** to download and upload files.
- Potential **costs** of using cloud storage.

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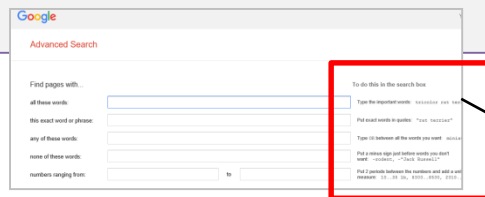
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Effective use of the internet

Search Engines

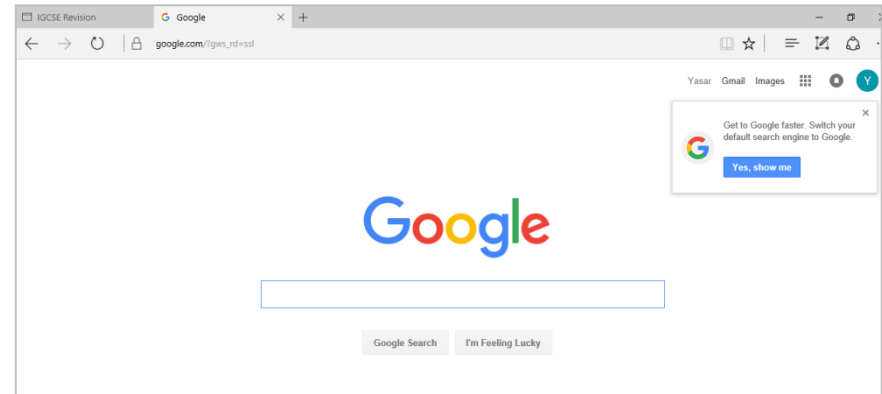
When using the internet you can either type in a **URL address** or **use a search engine to find specific data**. Normally **key words** would be typed into a search engine to find particular information.

The more detailed the search will result is then the matches are likely to be more accurate.



Advanced Search Criteria:

In many search engines you have the option to have an advanced search.



Type the important words: `tricolor rat terrier`

Put exact words in quotes: `"rat terrier"`

Type OR between all the words you want: `miniature OR standard`

Put a minus sign just before words you don't want: `-rodent, -"Jack Russell"`

Put 2 periods between the numbers and add a unit of measure: `10..35 lb, $300..$500, 2010..2011`

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Blogs and Blogging



- A **blog** is based on personal experiences and usually updated by **one author**.
- Blog entries are in **order** (most recent entries are shown first).
- Blogs **can not be changed** by other users of the internet.
- Bloggers can **be prosecuted for posting offensive material**.

Wikis



- A wiki is a collaboration from users (**many authors**) to create content.
- Wikis can be **edited by anyone** (content can be edited or deleted).
- **Wikipedia** is an example use of Wikis.

Social Networks



- Social Networking sites allow users to **interact** and **communicate** with each other.
- You can **connect with people with similar interests**.
- Users are able to **share content** such as photos, video and status updates.

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Using the Internet

Advantages	Disadvantages
<ul style="list-style-type: none"> Regularly updated in real time. Vast amount of information. Can find information using search engines. Is available on many platforms. Web content can include text, images, video, sounds, animations etc. 	<ul style="list-style-type: none"> Not regulated Online threats (hacking/viruses/scams/cyber bullying) Easily become distracted Sharing of illegal content Exposure to inappropriate material Information may not be reliable

Why the internet is so popular?



The internet has also evolved over the years with the introduction of social networks, media streaming sites, online shopping/banking.

- The internet is very accessible over various platforms.**
- Relatively cheap to use and sometimes free.**
- Increase in bandwidth allows faster browsing and download speeds.**

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Why an **internet search** to **find relevant information** is **not always fast**.



- Due to **amount of information** available on the internet it is **difficult to find specific information quickly**.
- Search engines will not **necessarily post the website in order of usefulness** so you may have to **look through different websites** to find your information.

Why it is not always easy to **find reliable information** on the internet

- Content on the internet is **not regulated**. Any body can make a website and post any content which is not **factually correct**.
- Wikis can be **edited to contain false information**.
- Information may be **biased** depending on who was the author.

How to **evaluate the reliability of information** found on the internet

- Checking the **websites URL address** (ending in **.gov** or **.ac** more likely to be reliable)
- Check **links** or **endorsements from other websites**.
- Check the last time the website was **updated**.