∨ **Exercise 1:**

Students are required to answer some questions related to the learning materials:

1. What is your understanding of the term information technology?
2. What kind of topics/ideas/areas comes into your mind when you hear the term IT?
3. Where do you see the use of IT in day-to-day life? Provide some examples.
4. What IT applications do you use every day? What do you use them for?
5. Name at least four important technologies (IT-related) of our times.
6. Differentiate between information systems and information technology.

∨ Sample Answer

(Note that these are just sample answers for reference purpose. The actual answer may depends on the students choice and knowledge)

1. Understanding of Information Technology (IT):

   Information Technology (IT) refers to the use of computers, networking, software, and other equipment to store, retrieve, transmit, and manipulate data. IT is a subset of information and communications technology (ICT) and focuses on the technology side of information management, encompassing both hardware and software solutions designed to support and enhance information processing and dissemination in various environments, ranging from business and education to entertainment.

2. Topics/Ideas/Areas in IT:

- Cybersecurity: Protecting data from unauthorized access and cyber threats.
- Cloud Computing: Using remote servers hosted on the internet for storing, managing, and processing data.
- Data Analytics: Analyzing large datasets to extract meaningful insights.
- Artificial Intelligence (AI) and Machine Learning (ML): Developing intelligent machines capable of performing tasks that typically require human intelligence.
- Networking and Communication: Establishing and managing networks that connect computers and other devices.
- Software Development: Creating applications and programs to perform specific tasks.

- Internet of Things (IoT): Connecting everyday devices to the internet for enhanced functionality.

3. Use of IT in Day-to-Day Life:

- Online Banking: Facilitating financial transactions and account management.
- E-commerce: Shopping and selling goods and services online.
- Social Media: Connecting with others and sharing content on platforms like Facebook, Twitter, or Instagram.
- Telemedicine: Providing healthcare services remotely via digital platforms.
- GPS Navigation: Assisting in location tracking and route planning.

4. Daily IT Applications and Uses:

- Smartphones: For communication, internet browsing, social media, photography, and as a personal assistant.
- Email Services: For professional and personal communication.
- Productivity Software: Like Microsoft Office or Google Workspace for document creation, spreadsheets, and presentations.
- Streaming Services: Like Netflix or Spotify for entertainment.

5. Important IT Technologies:

- Blockchain: The technology behind cryptocurrencies like Bitcoin, used for secure and transparent record-keeping.
- 5G Technology: Next-generation wireless technology offering faster speeds and more reliable internet connections.
- Quantum Computing: A type of computing that uses quantum-mechanical phenomena, such as superposition and entanglement, to perform operations on data.
- Virtual Reality (VR) and Augmented Reality (AR): Technologies providing immersive experiences for gaming, training, and education.

6. Difference Between Information Systems and Information Technology:

- Information Systems (IS): This refers to the combination of technology, people, and processes to manage and process information. IS is broader and includes aspects like user behavior, data management, and the interaction between technology and organizational processes.
- Information Technology (IT): IT is a subset of IS. It specifically deals with the technology aspect of managing and processing information. This includes hardware, software, databases, and networks needed to manage and process data. IT focuses more on the implementation and management of technology to support information systems.

﹀ Exercise 2:

In this task students are required to rewrite unprofessional emails:

1.

Title: PLZ can I get extension for Assignment?

I AM REQUESTING YOU , CAN I get extension for assignment . let me know

Awaited for your response

2.

Title: Waive late penalty!!!

I am asking for you to waive the 10% late penalty. I did receive an email in which you had changed the deadline. But my reasons are:

it is not unreasonable to expect when i read an assignment spec that I think the date and time in the header is the submission date and time, why did you change deadline?

I don't care for your email notifications, I have a life outside uni- who has the time to read uni emails?

I am surprised at your hostile approach. You call yourself a lecturer!!! You made the error here. You corrected it very late in the peace, I don't think I'm asking for a lot in the circumstances.

If you won't waive penalty, I will make a complaint.

3.

Title: G'day

I am writing to inform you of my resignation effective immediately. The three months I have spent working for you have been a colossal waste of my time, and I see no reason to continue.

Your business is the most poorly run software company I can imagine, and it is absolutely amazing that it continues to hang on.

Please make sure that I get paid all that is due to me!!

Guide to complete the part

Some important notices on writing a professional email:

- **Clear and Concise Subject Line**: It should accurately represent the content of the email.
- **Professional Greeting**: Use a formal salutation like "Dear [Name]" or "Hello [Name]".
- **Purpose of the Email**: State your purpose clearly and directly in the opening paragraph.
- **Body of the Email**: Maintain a polite and respectful tone, with clear and concise language. Avoid slang and overly casual language.
- **Formal Closing**: Conclude with a polite closing such as "Sincerely" or "Best regards," followed by your name and contact information, if appropriate.

- **Proofread**: Check for spelling, grammar, and punctuation errors before sending.

Sample Answer

1.

Title: Request for Assignment Extension

Dear [Recipient's Name],

I hope this message finds you well. I am writing to kindly request an extension for the [Assignment Name]. Due to [briefly state the reason, e.g., unforeseen circumstances or health issues], I am unable to meet the original deadline.

I would greatly appreciate it if you could consider granting me an extension until [proposed new deadline]. I assure you that I will submit the assignment by this revised date. Thank you for your understanding and support in this matter.

I look forward to hearing from you.

Sincerely,

[Your Name]

2.

Title: Inquiry Regarding Late Submission Penalty

Dear [Recipient's Name],

I am reaching out to discuss the late submission penalty for [Assignment Name]. I understand that the deadline was revised, as mentioned in your recent email. However, I initially based my planning on the date provided in the assignment specifications.

Due to this misunderstanding, I would like to request a reconsideration of the late penalty. I understand the importance of adhering to deadlines and assure you that I generally keep up with university communications. However, in this instance, I missed the notification of the change.

I hope you will consider my request given the circumstances. If this is not possible, I would appreciate any guidance on how to address this issue further.

Thank you for your time and understanding.

Best regards,

[Your Name]

3.

Title: Immediate Resignation Notice

Dear [Manager's Name],

I am writing to formally submit my resignation from [Your Position] at [Company Name], effective immediately. While my time here has been an invaluable learning experience, I have decided to pursue other opportunities that align more closely with my career goals.

I want to express my gratitude for the chance to work with [Company Name] and the experiences gained during my tenure. Please let me know the process for the final settlement of my dues.

Thank you for your support and understanding.

Sincerely,

[Your Name]