

Basic ICT Productivity Tools

SUBJECT : Introduction to Information and Communication Technologies

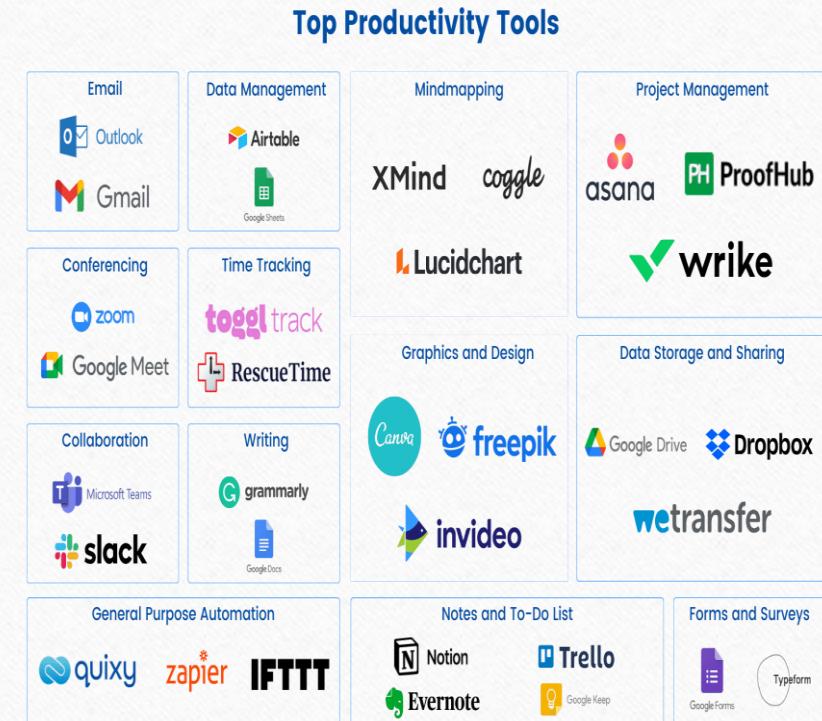
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PREPARED BY : Engr. Motia Rani

Basic ICT Productivity Tools

- **ICT Productivity Tools** are software applications that help individuals and organizations perform tasks related to communication, data handling, document creation, and more.
- These tools are widely used in schools, offices, and homes.



Word Processing Tools

These tools allow users to **create, edit, format, and print text-based documents.**

Common Uses: Writing letters, reports, assignments, resumes

Examples:

- Microsoft Word
- Google Docs
- WPS Office Writer



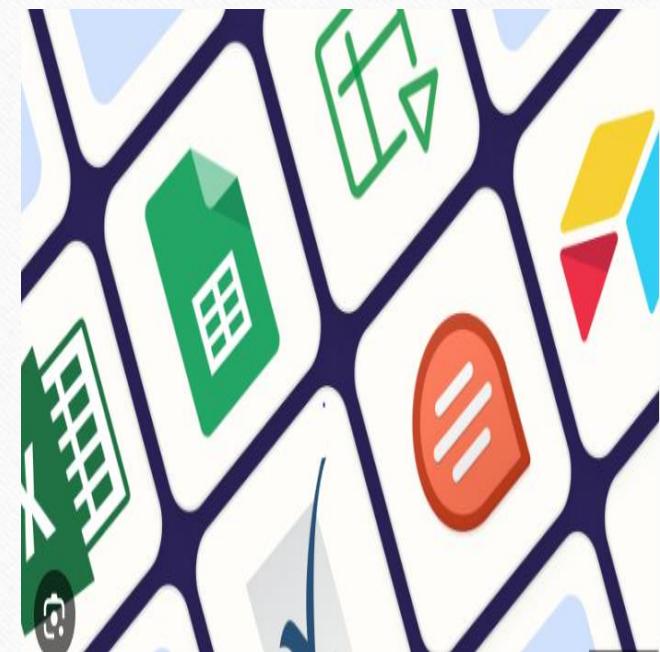
Spreadsheet Tools

Used to **organize, analyze, and calculate data using rows, columns, and formulas.**

Common Uses: Budgets, data analysis, charts, tables

Examples:

- Microsoft Excel
- Google Sheets
- WPS Spreadsheets



Presentation Tools

Help users **create slideshows** that combine text, images, animations, and multimedia for presentations.

Common Uses: School projects, business pitches, lectures

- **Examples:**

- Microsoft PowerPoint
- Google Slides
- Canva (for presentations)



Database Management Tools

Allow users to **store, manage, and retrieve large amounts of structured data.**

Common Uses: Inventory systems, customer records, student information systems

Examples:

- Microsoft Access
- MySQL
- Oracle



Email & Communication Tools

Enable users to **send, receive, and organize electronic messages**, as well as collaborate in real time.

Common Uses: Email, video calls, team messaging

Examples:

- Gmail, Outlook (email)
- Microsoft Teams, Slack (chat)
- Zoom, Google Meet (video conferencing)



Internet Browsers

Used to **access and navigate the internet**.

Common Uses: Web research, online tools, accessing cloud platforms

Examples:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari



File Management Tools

Help users **organize, copy, move, delete, and secure files** on their devices or cloud storage.

Common Uses: Backup, file sharing, folder organization

Examples:

- Windows File Explorer
- Google Drive
- Dropbox
- OneDrive



Summary

Tool Type	Purpose	Examples
Word Processing	Text documents	MS Word, Google Docs
Spreadsheet	Data calculation & analysis	Excel, Google Sheets
Presentation	Slide creation	PowerPoint, Google Slides
Database Management	Data storage & retrieval	Access, MySQL
Email & Communication	Messaging & collaboration	Gmail, Teams, Zoom
Internet Browsers	Accessing the web	Chrome, Firefox
File Management	Organizing and sharing files	File Explorer, Google Drive

Effective Use Of Popular Search Engines

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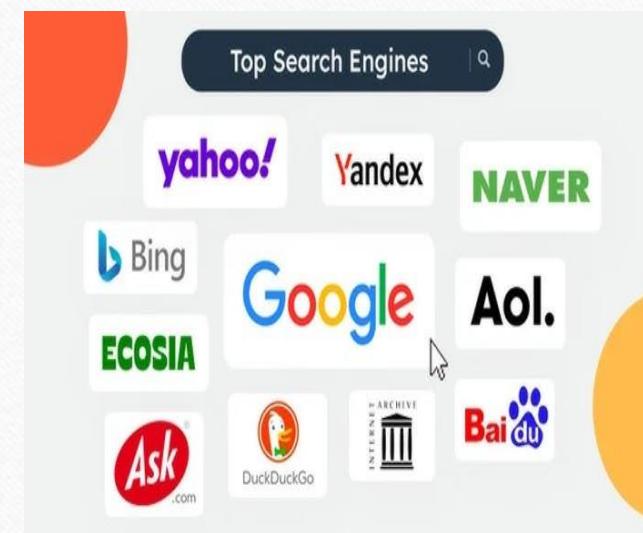
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Effective Use Of Popular Search Engines

Experts can sometimes be contacted by email and information, whether it is addresses, phone numbers, or detailed specifics on a certain subject, can be accessed on the World Wide Web. Search Engines have become the most important tools in locating this information, so it is important to know how to use them effectively.

Search skills can be developed through practice in using the search engines and by reading the help pages provided by the search engines themselves. Over time, you will learn which search engine is good for pulling up what kind of information.



Google Search Engine

- Google Search is the world's most popular web search engine, helping users find relevant information across billions of web pages quickly and efficiently.
- It uses powerful algorithms to rank pages based on relevance, quality, and user intent.



Bing Search Engine

- Bing is a web search engine developed by Microsoft.
- It's the second most popular search engine after Google and offers a similar range of features but with some unique additions and integrations, especially with Microsoft products.



Yahoo Search Engine

- **Yahoo (Yet Another Hierarchically Organized Oracle)**
- Yahoo Search is a web search engine provided by Yahoo, which is now powered by Bing's search technology.
- It offers a user-friendly interface combined with Yahoo's own features like news, finance, sports, and more, making it a popular portal for many users.

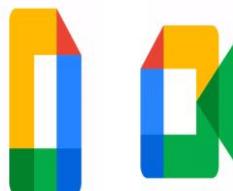
Yahoo is one of the most popular email providers, and its web search engine holds third place in search with an average of 1% market share.

Yahoo is also the default search engine for Firefox browsers in the United States (since 2014).



Google Workspace

- Google Workspace is a collection of cloud computing, productivity and collaboration tools, software and products developed and marketed by Google.
- It consists of Gmail, Contacts, Calendar, Meet and Chat for communication; Currents for employee engagement; Drive for storage; and the Google Docs Editors suite for content creation.
- An Admin Panel is provided for managing users and services.



Google Documents

- Google Docs is an online word processor included as part of the free, web-based Google Docs Editors suite offered by Google, which also includes Google Sheets, Google Slides, Google Drawings, Google Forms, Google Sites and Google Keep.



Google Documents

- Google Docs is accessible via an internet browser as a web-based application and is also available as a mobile app on Android and iOS and as a desktop application on Google's ChromeOS.
- Google Docs allows users to create and edit documents online while collaborating with other users in real time.
- Google Docs supports opening and saving documents in the standard OpenDocument format as well as in Rich text format, plain Unicode text, zipped HTML, and Microsoft Word. Exporting to PDF is implemented.

Google Sheets

- Google Sheets is a spreadsheet application included as part of the free, web-based Google Docs Editors suite offered by Google.
- Google Sheets is available as a web application; a mobile app for: Android, iOS, and as a desktop application on Google's ChromeOS. The app is compatible with Microsoft Excel file formats.



Google Sheets

Google Sheets

- The app allows users to create and edit files online while collaborating with other users in real-time.
- Edits are tracked by which user made them, along with a revision history. Where an editor is making changes is highlighted with an editor-specific color and cursor.

Documents can be shared, opened, and edited by multiple users simultaneously and users can see character-by-character changes as other collaborators make edits. Changes are automatically saved to Google's servers

Google Slides

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- Google Slides is a presentation program included as part of the free, web-based Google Docs Editors suite offered by Google.
 - Google Slides is available as a web application, mobile app for: Android, iOS, and as a desktop application on Google's ChromeOS.
 - The app is compatible with Microsoft PowerPoint file formats.



Google Slides

Google Slides

- The app allows users to create and edit files online while collaborating with other users in real-time. Edits are tracked by a user with a revision history presenting changes.
- Google Slides serves as a collaborative tool for cooperative editing of presentations in real time. Presentations can be shared, opened, and edited by multiple users simultaneously and users can see slide-by-slide and character-by-character changes as other collaborators make edits.



Google Slides

FORMAL COMMUNICATION TOOLS & ETIQUETTES

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Formal Communication Tools & Etiquettes

- Formal communication tools include digital platforms like email, intranets, and business messaging apps, as well as traditional methods like memos, letters, reports, presentations and meetings.
- Other formal tools are notice boards, bulletin boards, and structured meetings for official announcements, instructions, and official documentation that follows a predefined hierarchy and professional protocol.
- Formal communication is the **exchange of official information or messages between individuals or groups by following pre-defined rules, protocols and standards of communication in an organization.**

Gmail

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- Professional email service with custom domain support, smart inbox, and advanced spam protection.
 - Gmail is Google's free email service, widely used for both personal and professional communication.
 - It's part of Google Workspace for business users and integrates seamlessly with other Google services like Drive, Calendar, and Meet.



Microsoft Outlook

- Microsoft Outlook is a widely used email client and personal information manager included in the Microsoft 365 suite. It integrates email, calendar, contacts, and tasks into one application, making it popular in corporate and professional settings.



Yahoo Mail

- Yahoo Mail is a popular web-based email service provided by Yahoo.
- It offers a user-friendly interface, plenty of storage, and integrates with Yahoo's other services like News, Finance, and Calendar.



Apple Mail

- Designed for users of apple devices, apple mail comes pre-installed on mac computers, iPhones & iPads.
- It offers seamless integration with other apple services & features such as encryption , smart mailboxes & unified inbox.



Apple Mail

Key Etiquettes for Formal Email Communication

1. Use a Professional Email Address

- Ideally, use your company or personal domain (e.g., motia.rani@duet.edu.pk).
- Avoid casual or nickname-based addresses (e.g., coolguy123@gmail.com).

2. Clear and Relevant Subject Line

- Make the subject concise and informative.
Example: “Meeting rescheduled to Oct 3rd”

Key Etiquettes for Formal Email Communication

3. Proper Greeting and Closing

- Use formal salutations like:
 - Dear Mr. Smith,
 - Hello Dr. Johnson,
 - If unsure, Dear Sir/Madam or To whom it may concern
- Close with professional sign-offs such as:
 - Best regards
 - Sincerely
 - Thank you

Key Etiquettes for Formal Email Communication

4. Keep the Email Clear and Concise

- Stick to the main points; avoid unnecessary information.
- Use short paragraphs or bullet points for clarity.

5. Use Proper Grammar and Spelling

- Proofread before sending.
- Avoid slang, emojis, and informal language.

Key Etiquettes for Formal Email Communication

6. Be Polite and Courteous

- Use please and thank you where appropriate.
- Maintain a respectful tone, even when addressing issues or complaints.

7. Use Professional Formatting

- Use standard fonts and sizes.
- Avoid excessive capitalization (DON'T SHOUT).
- Use proper punctuation.

Key Etiquettes for Formal Email Communication

8. Respond Promptly

- Aim to reply within 24-48 hours during business days.
- If more time is needed, acknowledge receipt and inform when you will respond.

9. Use CC and BCC Wisely

- CC (Carbon Copy): Include people who need to stay informed but aren't directly involved.
- BCC (Blind Carbon Copy): Hide recipients' emails when sending to large groups or mailing lists.

10. Include a Signature

- Add a professional email signature with your name, position, company, and contact info.

Example of a Formal Email

Subject: Request for Project Update Meeting

Dear Ms. Thompson,

I hope this message finds you well.

I am writing to request a meeting to discuss the current status of the XYZ project. Please let me know your availability next week so we can schedule a convenient time.

Thank you for your attention to this matter.

Best regards,
John Doe
Project Manager
ABC Corporation
john.doe@abc.com
(123) 456-7890