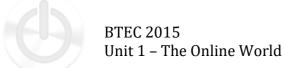# Lesson 1 - Online Services
(Student Book A – Pg 3, 4)

Starter - What is an online service?
Online service is where you go on a website to access news or media. We use online services because we do not need to travel to find out information.

1. Fill in the gaps in the table below.

Service	Types	Examples	Benefits
Communication	Email, messaging, news groups, social networks, conferencing, blogs and vlogs.	Using social networking applications like Facebook or Google+ to exchange information.	Instant responses to someone who is remote from you, at no additional cost to your broadband fees. Socialising.
Real-time information	Train timetables, Plane flights, News and weather websites.	Using train timetables to know where to go in real-time.	Provides up-to-date information when picking people up from an airport. Companies can use real-time information about customers' reactions to an advertisement to improve the effectiveness of the advert.
Commerce	Banking, auctions, online sales and purchases, publishing.	Accessing online banking or shopping via the internet.	Accessing money or buying products online. For example, amazon you find a product and you pay for it. This is called online shopping.
Government	Online tax returns, DVLA and e-voting.	Applying for your first provisional driving license.	Allows users to carry out transactions seamlessly (without the need to use physical money) and globally.
Education	Moodle, Udemy, Codeacademy, BBC bite size and online university	Using the Microsoft® training package for Windows® 7.	You can learn online this will reduce travel costs and you can learn at your own pace at the comfort of your home.

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Virtual learning environment (VLE)	Moodle, Udemy, BBC Bitesize.	Using the web browser to access VLE (Virtual Learning Online).	Cost effective for the school/college and allows the school/college to track the submission of learners' work.
Business (different types of organisations)	Business networks, collaborative working, video conferencing	Using video conferencing such as skype to network with other companies and to do interviews.	Reduce costs for travel because you can make business calls at your home, or the location of the business. Video conferencing is free to use.
Entertainment	Onlne gaming, Catch up TV and music.	Playing a game with other people over the internet	Reduce travel because you do not need to go to a festival, you can watch it on the TV. You can listen to music on your phone or computer instead of going to concerts.
Download services	Music, films, new software, software upgrades, games	You can download music by purchasing in ITunes or android music. You can pay for games online via paying online through steam or battle.net.	Makes purchasing easier and more affordable.

2. Complete the table below to think about and record some of the services that you may use on a daily basis and what you use them for?

Service	Provider	How do you use it? / What do you use it for?
Email	(E.g. Yahoo Mail)	Email, you can use it through an internet browser or through Microsoft office installed on the computer. Can be used to communicate with others and it is faster than post.
Chat	Facebook messager, twitter, snapchat and text messages.	You can use chat to communicate with friends in real time and send pictures on the chat.
Forum	Reddit and Student room.	A forum is where people around the world can communicate in one big group, which will have their interests and can help each other on a problem, or become friends quickly.
Download Services	ITunes	You can use ITunes to download or search for music you are interested too, and can download it by paying for it. Once you have bought the song or music you can listen to it on your phone or computer.
Search engine	Google and Bing	You can use a search engine to search for keyboards which can link you to websites or articles.

3. Find out what the following key terms mean in relation to the online world.

Profile – Online presence for example an avatar, bit about you and an online name.

Network of friends – is a place where you can find new friends with similar interests.
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Online community – is a group with similar interests come to together
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Virtual world – A virtual world is where another world within the internet accessed by a computer or a tablet.
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Chat – A chat is where you can talk to friends over the internet in real time.
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Chatroom – A chatroom is where a group of people can talk in real time.
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Netiquette – Netiquette is a set of rules that every computer user should follow.
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Plenary– In pairs decide and write down which services are most important for:

Businesses?	Schools and Colleges?	People wanting to communicate with friends and family?
VoIP	VLE	Email
Video conferencing	Email	Chat
Email	Search engines	Chatroom