

Certificate/ Diploma Programme in Office Automation and E-governance

Objective of the Course:

- The major objective of this course is to impart practical training to students with Computer Hardware components, its working and various system applications.
- To impart knowledge about the Internet, web surfing and E-mail
- To train the students in Microsoft Office which has different components like MS Word, MS Excel and Power point.
- To develop knowledge of e-governance and latest global trends in e-governance
- To provide practical training of office automation tools, Internet and internet tools.
- The course also helps the candidates to get acquainted with IT and ITeS.
- The course is highly practice oriented rather than regular class room teaching.

Learning outcomes:

- After completion of this course the students would be able to work in office, handle documents, spreadsheets, make presentations and communicate through internet.

Duration of the course:

- 1) Certificate course: 6 months
- 2) Diploma: 12 months

Eligibility: Any student enrolled in degree program of the college.

Outline of the Course:

Sr. No.	Topics	
Topics covered under Certificate Course are Sr No. 1,2 and 3		
1	GC-OA-01T Data Entry & Computer Application GC-OA-01P Data Entry & Computer Application	Credits: 6 (4 Th. 2 Lab)
2	GC-OA-02T Automation Tools GC-OA-02P Automation Tools Lab	Credits: 6 (4 Th. 2 Lab)
3	GC-OA-03T Office Equipment & Secretarial Tasks	Credits: 6
Topics covered under Diploma Course are Sr No. 1,2,3,4,5 and 6		
4	GC-OA-04T Basic Communication skills	Credits: 6
5	GC-OA-05T Office Operations & Office Management GC-OA-05P Office Operations & Office Management Lab	Credits: 6 (4 Th. 2 Lab)
6	GC-OA-06T E-Governance	Credits: 6

Detailed Content

Data Entry & Computer Application

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 40%

Section A

Unit I: Computer Memory: Representation of information: BIT, BYTE, Memory, Memory size; Units of measurement of storage; Main memory: main memory organization, RAM, ROM, PROM, EPROM

Unit II: Computer languages: Machine language, assembly language, higher level language, 4GL. Introduction to Compiler, Interpreter, Assembler, System Software, Application Software.

Unit III: Introduction to Internet, WWW and Web Browsers, Creating and using emails and social media platforms, ISP; Knowing the Internet; Web Browsing software's, Search Engines; Understanding URL Domain name

Section B

Unit V: IP Address; Using e-governance website Basics of electronic mail; Getting an email account; Sending and receiving emails; Accessing sent emails; Using Emails

Unit VI: Word Processing Package: Opening, saving and closing an existing document; renaming and deleting files; Using styles and templates: Introduction to templates and styles; applying, modifying

Unit VII: Using a template to create a document, creating a template, editing a template, organizing templates, examples of style use, Changing document views

Unit VIII: Working with text: select, cut, copy, paste, find and replace, inserting special characters, setting tab stops and indents, Formatting text, formatting paragraphs, Formatting pages: Using layout methods, creating headers and footers, Numbering pages.

Suggested Reading:

1. Pradeep K., Sinha, Computer Fundamentals : Concepts, Systems & Applications- 8th Edition
2. Rajaraman V, Fundamentals of Computers-6th Edition
3. RS Salaria, Computer Fundamentals 1St Edition 2017
4. Archana Kumar, Computer Basics with Office Automation, 2013
5. Angeline D Magdalene Delighta, Exploring of Computer fundamentals and office automation I LAP Lambert Academic Publishing

Data Entry & Computer Application Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 40%

The programs in lab will be based on the contents covered in the theory syllabus.

Office Automation Tools

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 40%

Section A

Unit I: Word processing: Formatting a Document, Using AutoCorrect, Proofing a Document with Spell and Grammar Check, Finding and Replacing Text, Improving the Look of a Document, Inserting Graphics, Inserting Table

Unit II: Adding comments to a document, Creating a table of contents, Creating indexes and bibliographies, Printing a document, Tracking changes to a document. Mail Merge

Unit III: Select, cut, copy, paste, find and replace, inserting special characters, setting tab stops and indents

Unit IV: Creating a table of contents, Creating indexes and bibliographies, Printing a document, Tracking changes to a document

Section B

Unit V: Formatting Text: Using RIGHT, LEFT, and MID functions; format text by using UPPER, LOWER, and PROPER functions

Unit VI: SPREADSHEET PACKAGE: Introduction to Spreadsheets, Using Formulas in Excel, Understanding Cell Referencing in Excel, Editing a Worksheet, Formatting and Printing a Worksheet

Unit VII: Use of Simple Statistical Functions, What-if Analysis and Data Tables in Excel, Working with Graphs and Charts.

Unit VIII: PRESENTATION PACKAGE: Introduction to PowerPoint, Different Views of a Presentation, Editing a Presentation, Adding Special Effects in a presentation.

Suggested Reading:

1. Archana Kumar, Computer Basics with Office Automation, 2013
2. Angeline D Magdalene Delighta, Exploring of Computer fundamentals and office automation I LAP Lambert Academic Publishing
3. Dr. P. Rizwan Ahmed, Office Automation I Margham Publications; 2016th edition

Office Automation Tools Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 40%

The programs in lab will be based on the contents covered in the theory syllabus.

Office Equipment & Secretarial Tasks

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 6

Pass Percentage: 40%

Section A

Unit I: Office Machines and equipments: Importance, objectives of office machines, Office Safety and Security: Meaning, importance of office Safety, safety hazards and steps to improve office safety, Security hazards and steps to improve office security

Unit II: Characteristics of Computers, Hardware, Software, Machine Language, Assembly Language and Assembler, High Level Language and Compiler v/s Interpreter.

Unit III: Input Devices: Keyboard, Mouse, Joystick, Track Ball, Touch Screen, Light Pen, Digitizer, Scanners, Speech Recognition Devices

Section B

Unit IV: Optical Recognition devices – OMR, OBR, OCR. Output Devices: Monitors, Impact Printers - Dot matrix, Character and Line printer, Non Impact Printers – DeskJet and Laser printing, Plotter.

Unit V: Measurement of Office Work , Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards.

Unit VI: Techniques of setting standards, Office Manuals: Meaning, need, types of office manuals and steps in preparing of office manuals.

Suggested Reading:

1. Pradeep K., Sinha, Computer Fundamentals : Concepts, Systems & Applications- 8th Edition
2. Rajaraman V, Fundamentals of Computers-6th Edition
3. RS Salaria, Computer Fundamentals 1St Edition 2017
4. Archana Kumar, Computer Basics with Office Automation, 2013
5. Angeline D Magdalene Delighta, Exploring of Computer fundamentals and office automation I LAP Lambert Academic Publishing
6. Dr. P. Rizwan Ahmed, Office Automation I Margham Publications; 2016th edition

Basic Communication Skills

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 6

Pass Percentage: 40%

Section A

Unit I: Understanding Human Communication, Constitutive Processes of Communication, Language as a tool of communication, Barriers to Effective communication, Strategies to Overcome the Barriers

Unit II: Communication: Non-Verbal Communication, Importance of Non-Verbal Communication, Non-Verbal Communication and Cultural influences

Unit III: Listening Comprehension: Difference between Hearing and Listening, Effective Listening Strategies, Listening in Conversational Interaction.

Unit IV: Speaking Skills: Expressions in different Communicative Functions: Asking Questions; Making Requests and suggestions; Expressing Greetings, Apologies and Gratitude Job Interviews, Group Discussions, Presentation Skills

Section-B

Unit V: Reading Comprehension: Introduction, Reading Process, Reading different kinds of Texts, Reading Methods- Using KWL for reading comprehension

Unit VI: Effective Written Communication: Constituents of Effective Writing, Coherence and Cohesion for effective writing

Unit VII: Business correspondence I: Letter writing, Resume/CV, E mails for Communication

Unit VIII: Business correspondence-II: Writing Reports, Describing Tables and Charts, Meetings: Agenda and Minutes

Suggested Readings

1. Koneru, Aruna. Professional Communication. Delhi: McGraw. 8th Ed, 2017
2. Mahanand, Anand. English for Academic and Professional Skills. Delhi: McGraw, 2013
3. Rani, D Sudha, TVS Reddy, D Ravi, and AS Jyotsna. A Workbook on English Grammar and Composition. Delhi: McGraw, 2012

Rizvi, M. Ashraf. Effective Technical Communication. Delhi: McGraw, 2nd Ed. 2017

Office Operations & Office Management

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 4

Pass Percentage: 40%

Section A

Unit I: Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office.

Unit II: Relation of office with other departments of business Organization, Concept of paperless office, virtual office, back and front office, open and private office

Unit III: Definition and elements of office management, duties of an Office Manager

Unit IV: Office forms: Meaning and types of forms used in business organization, advantages

Section B

Unit V: Forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office.

Unit VI: Office Record Management: Meaning, importance of record keeping management

Unit VII: Principles of record management and types of records kept in a business organization.

Suggested Reading:

1. Sudhir Andrews, Front Office Management and Operations
2. Judith Read-Smith, Records Management, Published October 14th 1996 by South Western Educational Publishing

Office Operations & Office Management Lab

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 2

Pass Percentage: 40%

The programs in lab will be based on the contents and applications of word processing, spreadsheet and presentation covered in the theory syllabus

E-Governance

Total Marks: 100

External Marks: 70

Internal Marks: 30

Credits: 6

Pass Percentage: 40%

Section A

Unit I: Introduction to E-Government and E-Governance, Difference between E-Government and E-Governance; E-Government as Information System; Benefits of E-Government; E-Government Life Cycle; Online Service Delivery and Electronic Service Delivery; Evolution, Scope and Content of E-Governance; Present Global Trends of Growth in E-Governance

Unit II: Models of E-Governance, Introduction; Model of Digital Governance: Broadcasting / Wider Dissemination Model, Critical Flow Model, Comparative Analysis Model, Mobilization and Lobbying Model, Interactive – Service Model / Government-to-Citizen-to-Government Model (G2C2G)

Unit III: Evolution in E-Governance and Maturity Models: Five Maturity Levels; Characteristics of Maturity Levels; Towards Good Governance through E-Governance Models

Unit IV: E-Government Infrastructure Development, Network Infrastructure; Computing Infrastructure

Section B

Unit V: Data centers; E-Government Architecture; Interoperability Framework

Unit VI: Cloud Governance; E-readiness; Data System Infrastructure; Legal Infrastructural Preparedness

Unit VII: Institutional Infrastructural Preparedness; Human Infrastructural Preparedness; Technological Infrastructural Preparedness

Unit VIII: Security for e-Government, Challenges and Approach of E-government Security; Security Management Model; E- Government Security Architecture

Suggested Reading:

1. Dr. R.K. Dubey, E Governance I R.K. Publisher & Distributors
2. Shirin Madon, e-Governance for Development
