

Semester- II

Course Code- EOM 201

Course Name- Introduction to E-Office

Credit- 03

Maximum Marks- 60 (Skill Component) + 40 (End Term) = 100

Unit 1

Modern Office and its Functions [Introduction, Meaning of Office, Office Work, Office Activities, The Purpose of an Office, Office Functions, Importance of Office, The Changing Office, The Paperless Office]

Unit 2

Office Management [Introduction, Management, Principles of Management, Elements of Office Management, Functions of Office management, Success Rules for Office Managers, Functions of Office Manager]

Unit 3

Mailing Services [Incoming Mail, Outgoing Mail, Fundamentals activities of mail handling department, Mail Automation, follow up mailing]

Unit 4

Fundamentals of Internet- I [Concept of Internet, Applications of Internet, Connecting to the Internet, Basic of Computer Networks, Understanding URL, Search Engines, The Internet as an Educational tool, etc]

Unit 5

Fundamentals of Internet- II [Introduction to Google Sheets- steps to use Google sheets, Introduction to Google docs- steps to use Google docs, Introduction to Google Slides- steps to use Google Slides, Introduction to Google Drive- steps to use Google Drive. Introduction to Google forms- steps to use, Discussion forum, Blogs, Newsgroup, etc]

Unit 6

Introduction to E-Commerce [definition, Importance, Applications, Models of e-commerce]

Unit 7

Fundamentals of Banking [Origin of banking-definition, banker and customer relationship, types of customers, Types of deposits, Origin and growth of commercial banks in India.]

Unit 8

Basics of Right to Information- I [Definition, Movement of RTI, Public Authority, Role of Public Information Officer]

Unit 9

Basics of Right to Information- II [Procedure for seeking information, appeal, sample of RTI application, sample of RTI appeal, etc. Center and State Information Commission- Power and Functions]