Part A: Employability Skills
Chapter 3: ICT Skills – I

1. Introduction to ICT

1.1 Role and Importance of ICT

ICT (Information and Communication Technology) enables efficient communication, information sharing, and digital productivity.

1.1.1 ICT at Workplace: Enables video conferencing, emails, presentations, data storage, etc.

1.1.2 ICT at Home: Used in smart TVs, home automation, smartphones, entertainment, and learning**.**

1.1.3 ICT in Our Daily Life: Online shopping, digital payments, education, and healthcare.

1.1.4 ICT in Various Other Sectors: Agriculture, transport, banking, education, healthcare, governance, etc.

2. ICT Tools: Smartphones and Tablets – I

2.1 Smartphones: Mobile devices used for calling, internet browsing, gaming, and apps.

2.2 Tablets: Larger than smartphones, used for reading, entertainment, and work.

2.3 Difference Between Smartphones and Tablets

Smartphones	Tablets
Smaller, portable	Bigger screen size
Used for calling and apps	Mainly used for multimedia and reading

2.4 Radio: Audio communication tool for news and entertainment.

2.5 Television: Audio-visual medium used for information, education, and entertainment.

2.6 Email: Digital communication tool for sending and receiving messages.

2.7 Applications or Apps: Software designed for specific tasks on smartphones or tablets.

2.7.1 Some Common Mobile Apps: WhatsApp, YouTube, Google Maps, Instagram, PayTM, Zoom, etc.

3. ICT Tools: Smartphones and Tablets – II

3.1 Mobile Device Layout

- **Power Button**: Turns device on/off
- **Touchscreen**: Interface for input
- **Back Button**: Navigates to previous screen
- **Microphone**: Records sound
- **Menu Button**: Opens options
- **Home Button**: Returns to home screen
- **Camera**: Captures images and videos
- **Volume Button**: Adjusts sound

3.2 Basic Features of Mobile Devices

- Bluetooth, Wi-Fi, Camera, GPS, Hotspot, Data sharing

3.3 Home Screen of Mobile Device

- The default screen showing apps, time, and notifications.

3.4 Basic Gestures Used

- Tap, Swipe, Pinch, Drag, Long Press

4. Parts of Computer and Peripherals

4.1 Hardware

- **Input Devices**: Keyboard, Mouse
- **Output Devices**: Monitor, Printer
- **Storage Devices**: Hard Disk, Pen Drive

4.2 CPU and Its Functions

- Central Processing Unit: Controls, processes, and executes instructions.

4.3 Computer Memory

- **Memory Units (Descending)**: TB > GB > MB > KB > Byte
- **Primary Memory**: RAM, ROM
- **Secondary Memory**: Hard Disk, CD, USB Drive

4.4 Other Components of Computer System

- **Motherboard**
- **SMPS (Power Supply Unit)**
- **Processor**
- **Expansion Card**
- **Ports and Connectors**

5. Basic Computer Operation

5.1 Software

- **Application Software**: MS Word, Excel, Paint
- **System Software**: Operating systems like Windows, Linux

5.2 Starting a Computer

- **Basic Functions at Start**: Booting, Logging In, Loading System

5.3 Using Keyboard and Its Keys

- Keys: Alphanumeric, Function, Navigation, Modifier (Shift, Ctrl)

5.4 Mouse and Its Functions

- Functions: Click, Double-click, Right-click, Scroll

6. Performing Basic File Operations

6.1 File and Folder

- File: A digital document or data item
- Folder: A container to store files

6.1.1 Creating Folder

- Right-click → New → Folder → Name it

6.1.2 Creating File

- Open an app → File → New → Save with a name

7. Communication and Networking – Basics of Internet

7.1 Use of Internet (Any Six)

- Browsing, Emails, Online Shopping, Education, Banking, Social Media

7.2 Connecting to Internet

- Wi-Fi, Ethernet, Mobile Data

7.3 Types of Connection

- Dial-up, Broadband, Wi-Fi, Mobile Network

7.4 Bandwidth

- Amount of data transferred in a specific time; measured in Mbps.

7.5 Browser

- Software to access websites (e.g., Chrome, Firefox, Edge)

8. Communication and Networking – Internet Browsing

8.1 WWW (World Wide Web)

- Collection of interlinked websites accessed via internet.

8.2 Basic Internet Terms

- **Web Page**: Single document on the internet
- **Website**: Collection of web pages
- **Web Browser**: Software to view websites
- **Domain Name**: Website address (e.g., google.com)
- **Web Server**: Stores websites

- **Protocol**: Rules for data transmission (e.g., HTTP)
- **URL**: Web address (e.g., https://www.example.com)

9. Communication and Networking – Introduction to Email

9.1 Username/Hostname Example

- **Email**: example@gmail.com
- **Username**: example
- **Hostname**: gmail.com

9.2 Advantages of an Email

- Fast, free, eco-friendly, accessible, and multi-recipient messaging.

9.3 Similarities Between Email and Postal Letters

- Sender, receiver, message body, and delivery system.

9.4 Limitations of an Email

- Requires internet, risk of spam, limited file size

9.5 Email Services

- **Webmail**: Gmail, Yahoo, Outlook (via browser)
- **Email Application**: Outlook, Thunderbird (installed software)

10. Communication and Networking – Creating an Email Account

10.1 Steps to Create Gmail Account

1. Go to www.gmail.com
2. Click "Create account"
3. Enter personal details
4. Choose username and password
5. Verify with mobile/email
6. Accept terms and complete setup

11. Communication and Networking – Writing an Email

11.1 Compose / Attaching File

- Open email → Click "Compose" → Write → Click "Attach" to add file → Send

11.2 Managing Folders

- **Inbox**: Received mails
- **Sent**: Sent mails
- **Draft**: Saved, unsent mails
- **Junk/Spam**: Unwanted mails
- **Trash**: Deleted mails
- **Starred**: Important mails

12. Communication and Networking – Receiving and Replying to Email

12.1 Replying, Forwarding, Deleting

- **Reply**: Respond to sender
- **Forward**: Share email with others
- **Delete**: Remove unnecessary email