

## Let's Break It Down

Information technology is everywhere. Computer technologies have fundamentally changed not only how work is done, but how life is lived. But when you consider the most basic components of IT skills and the IT industry, there are a few basic skills and bits of working knowledge that every employer expects new employees to possess. They include:

- Managing hardware, input devices, and storage devices
- Identifying common workplace software/programs/applications and selecting the right one for the job
- Adhering to ethical standards regarding online activities and usage
- Applying basic troubleshooting techniques
- Practicing file management and file sharing proficiency
- Navigating and minimizing network and non-networked security issues
- Using search engines and browsers
- Demonstrating fundamental knowledge of information systems, servers, and databases
- Identifying the advantages and disadvantages of using cloud-based applications

Answer the following questions below the following topics.

### Managing hardware, input devices, and storage devices

What are the main components of a desktop or laptop computer?

What are the differences between hardware and software?

Name four types of operating systems.

How and why do you backup a smart phone or other computer devices?

Name the basic file storage options used by individuals and businesses.

### Identifying common workplace software/programs/applications and selecting the right one for the job

What is the main function of a:

- spreadsheet application?
- word processing application?
- presentation application?
- webinar or virtual meeting application?

Why do businesses update technology and what factors into these decisions?

Where can you find and how might you acquire additional applications?

### Adhering to ethical standards regarding online activities and usage

What are three personal tasks that workers commonly perform using workplace computers?

Describe the ethical violations of performing personal tasks using workplace computers during the workday.

What is an IT user's policy and what are its goals?

How and why do businesses monitor their employees' participation with information systems and social media?

## Applying basic troubleshooting techniques

Ever had something go wrong with your computer or device?

How do you troubleshoot?

How do employers expect you to troubleshoot?

## Practicing file management and file sharing proficiency

What are the goals of file management?

What are the basic file management techniques?

Why is file management important in a workplace where files are shared among employees?

What are methods of file sharing?

How could you share a file privately that is too large to be sent by email attachment?

How and why is it important to save your working files?

How often should you save individual work files and backup your system?

## Navigating networks and minimizing network and non-networked security issues

What are the basic components and benefits of computer networking?

What is a firewall?

Describe cloud computing.

## Using search engines and browsers

What are the main browsers used by businesses?

Why would you want more than one browser on your work computer?

## Demonstrating fundamental knowledge of information systems, servers, and databases

What are the primary areas of the information technology industry?

Describe the main function of a server and server-side applications.

How has IT changed the way business is done?

What is the future of IT?