

E4-E5 (CFA)

IT Tools for Office Management

Objective

- The objective of this session is to make the executives of BSNL familiar with day-to-day use of different utilities of IT and demonstrate various practices for Personal Computer maintenance. This will be a demo session.

Introduction

- Information Technologies can play an important role in the improving the work environment. IT utilization has become an indispensable part of work-force management in corporate environments. For example email, Instant messenger etc. There are many applications available on the Internet and also BSNL has launched many IT applications.

BSNL Mail

- Using the Internet facility we can use BSNL mail service (<http://mail.bsnl.co.in>). The user should have valid user account, which can be created by the BSNL mail administrator of the respective circle. With the help of this user can receive and send mails (along with attachments) to different users across the world.

BSNL Intranet

- BSNL is having its own intranet (<http://intranet.bsnl.co.in>) on which it post various orders issued by the Corporate Office as well as other circles like ITPC, ALTTC etc. These orders are very useful in order to expedite the working, as the corresponding office can take on these printed orders. User account can be created the Intranet Administrator of the circle

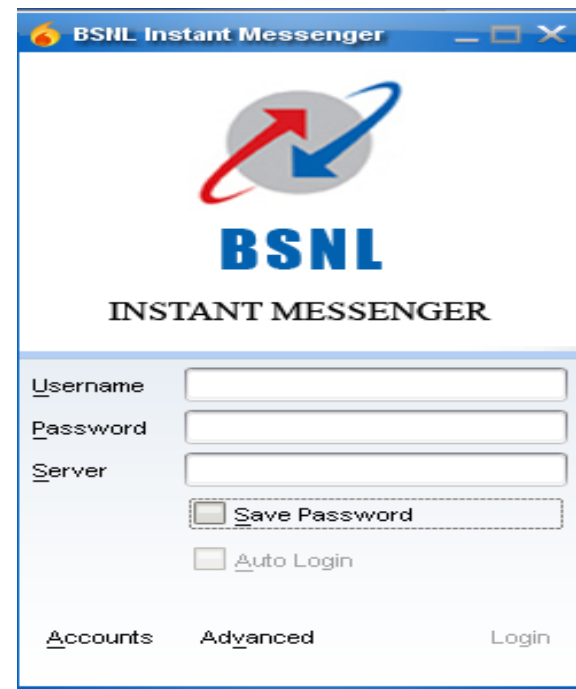
BSNL Instant Messenger

1. Click on the Link “How to configure BSNL Instant Messenger” on BSNL Intranet to download BSNL Instant Messenger file.
2. Save the BSNL_Instant_Messenger.rar on your local machine.
3. Extract the BSNL_Instant_Messenger.rar to get the BSNL_Instant_Messenger.exe, which is the executable for BSNL Instant Messenger.

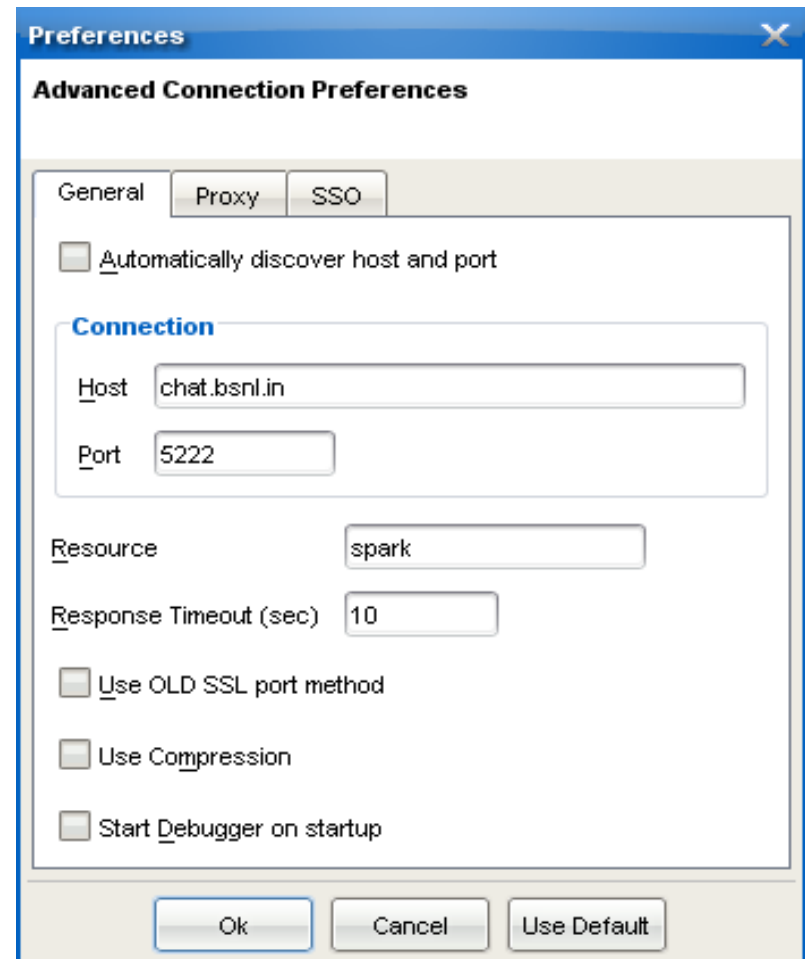
4. Click on the BSNL Instant Messenger.exe, the wizard will open and it will take you through the installation process.

5. After successful installation an icon is displayed on the desktop of your local machine with the name “BSNL Instant Messenger”.

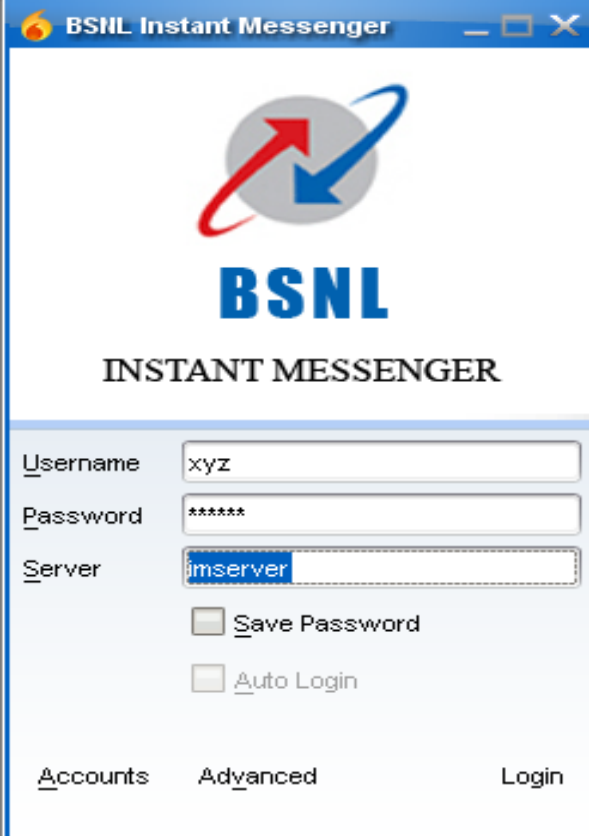
1. Click on the icon 'BSNL Instant Messenger' available on your desktop.
2. Click on 'Advanced'



3. Click on the General tab.
4. Uncheck the check box showing “Automatically discover host and port”, if it is selected.
5. Type "chat.bsnl.in" in the host field.
6. Type 5222 in port field, if it is not there.
7. Click “OK”.



8. In the login screen, type your bsnl.co.in mail-id, without the domain name, its corresponding password and in the server field type, imserver.
9. Click on Login.



The screenshot shows the BSNL Instant Messenger login window. The window title is "BSNL Instant Messenger". The BSNL logo is displayed at the top, followed by the text "BSNL INSTANT MESSENGER". Below this, there are three input fields: "Username" with the value "xyz", "Password" with the value "*****", and "Server" with the value "imserver". There are two checkboxes: "Save Password" and "Auto Login", both of which are unchecked. At the bottom, there are three buttons: "Accounts", "Advanced", and "Login".

BSNL Instant Messenger used

1. Online chat (one-to-one) with all the users of BSNL Mail
2. Online conference (Multiple users)
3. Exchange / Transfer of files
4. To know the availability of user

PDF: Portable document Format

- PDF is the file format created by Adobe Systems in 1993 for document exchange. PDF is a fixed-layout format used for representing two-dimensional documents in a manner independent of the application software, hardware, and operating system. Each PDF file encapsulates a complete description of a 2-D document that includes the text, fonts, images, and 2-D vector graphics that compose the documents.

Advantages of PDF

- a. Platform Independent or Compatible Across platforms
- b. Compact & Small
- c. Can be created from any source document/application
- d. Securable, avoid people from modifying & redistributing your work
- e. Secure, almost no chance of getting infected with viruses.

Advantages of PDF Cont.

- f. Easy and quick to create when using the right software
- g. Software to view PDF Files is completely free
- h. View able within most web-browsers
- i. PDF Files meet legal document requirements.
- J. Compatible with modern portable reader systems

Creation of PDF

- For converting document into PDF lots of freeware are available on the Internet. One of them is pdf995, which can be used for converting any document into PDF. This application works as a printer. This can be downloaded and used free of cost from www.pdf995.com

Acrobat Reader

The Acrobat Reader can be downloaded free of cost from adobe site (www.adobe.com). The latest version of it is Version 9.4.

This application becomes more important as most of the office orders on BSNL sites are now hosted as PDF instead of word or other format.

File Compression

- File compression is done to compress data and therefore save time, disk- space and make downloading software / e-mail attachments faster. For file compression two of the most popular utilities are WINZIP and WINRAR, which can be downloaded free of cost from the Internet.

The same utility is used for compression as well as un-compression of the file. .

Good Practices for PC Maintenance

1. Anti Virus :- Antivirus is a soft ware which is installed on the computer to protect PC from different forms of malicious codes like virus, Worms, Trojan etc. Antivirus is very important for smooth working of the PC and protection of file from corruption. Good antivirus software include Symantec, Trend micro, Avast, AVG etc.

Using older version of Antivirus software as they are having old signatures of the virus and updates cannot be downloaded if the license has expired

2. Windows Update :- Windows updates are online updates of Windows operating System from the Microsoft Websites. Windows updates are important to protect PC from different forms of intrusion. As the Operating System in use might have been launched months / years back and in order to update it with the latest version it is suggested to update it. It will close different bugs and shortcomings of OS which are identified by the Microsoft.

3. Disk Fragmentation :- In the context of administering computer systems, defragmentation is a process that reduces the amount of fragmentation in file systems. It does this by physically reorganizing the contents of the disk to store the pieces of each file close together and contiguously. It also attempts to create larger regions of free space using compaction to impede the return of fragmentation. Some defragmenters also try to keep smaller files within a single directory together, as they are often accessed in sequence.

4.User Management : - User Management is to control access to the resources of the PC. With the help User Management different user accounts can be created which will allow access to computer without sharing the administrator user account. Moreover, the users can be clubbed together to form the groups so that resource privilege can be managed for efficiently

5. Disk Cleanup : - Disk Cleanup is a computer maintenance utility included in Microsoft Windows designed to free up disk space on a computers' hard drive. The utility first searches and analyzes the hard drive for files that are no longer of any use, and then removes the unnecessary files. There are a number of different file categories that Disk Cleanup targets when performing the initial disk analysis

Disk Cleanup Cont

- a. Compression of old files
- b. Temporary Internet files
- c. Temporary Windows file
- d. Downloaded Program files
- e. Recycle Bin
- f. Removal of unused applications or optional Windows components
- g. Setup Log files
- h. Offline files

MS-Excel

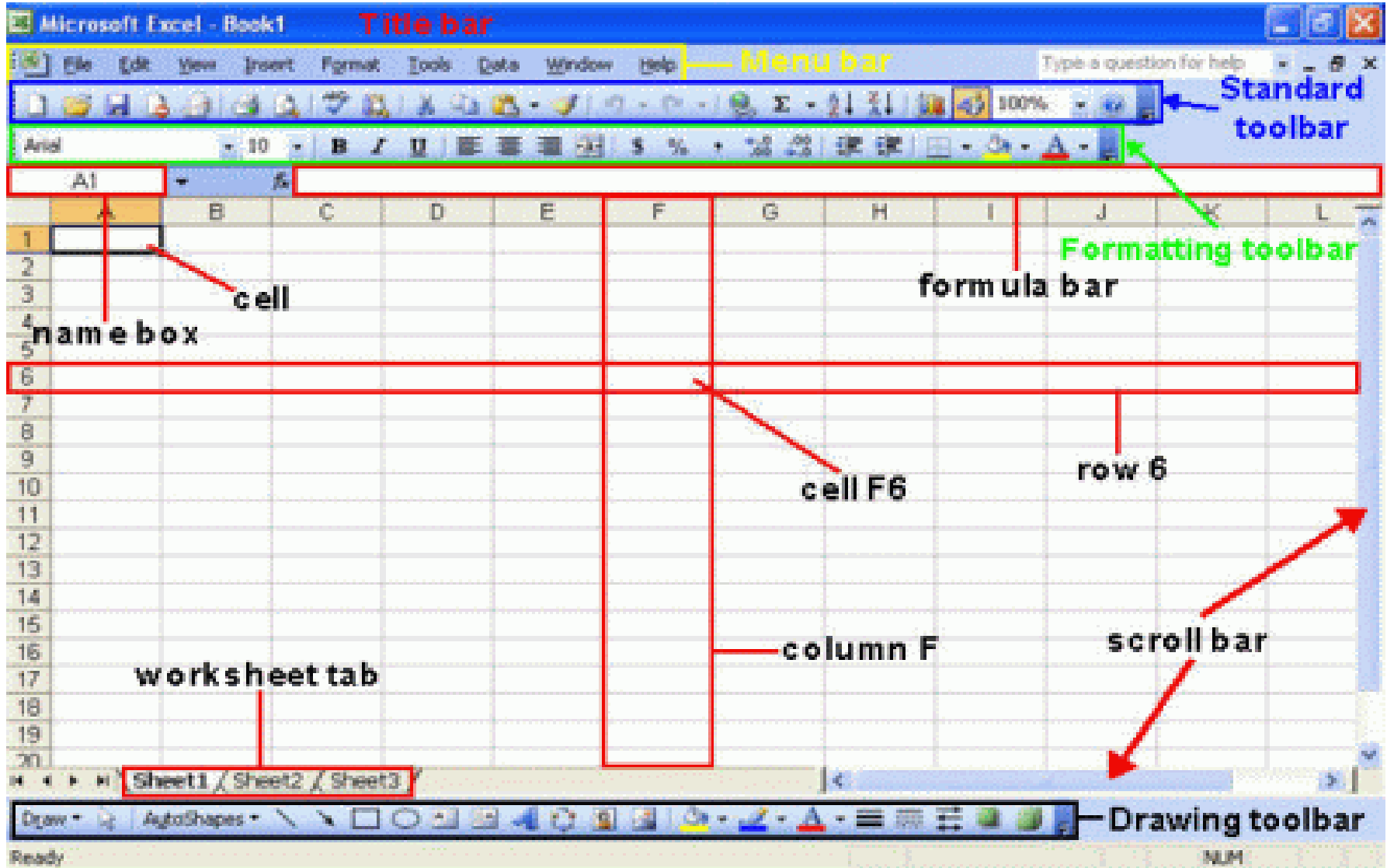
- Microsoft Office Excel is an advanced computer-based spreadsheet, which is used to store data in columns and rows which can then be organized and/or processed. Spreadsheet is simply a sheet that contains many columns and rows.

Exploring MS-Excel 2007

To start Outlook using the Windows Start menu
Click on the Start button, point to Programs, and
following by Microsoft Office and click on MS-Excel
2007.

Immediately you will see the screen shown below.

The MS-Excel window contains a number of standard
features including the Work-sheet, Standard toolbar,
Formula toolbar and Drawing toolbar etc.



- In MS-Excel 2007 we can do lot of things like to select a cell, to select a range of cells (making up a rectangular block), to select a non-contiguous range, inserting and deleting row(s) and column(s) into a worksheet, excel formatting, excel formulas and functions and as well as insert charts in excel sheet.

MS-Outlook

- Microsoft Outlook provides a single, integrated solution for organizing and managing your digital communication tools such as e-mail and instant messaging, along with all your day-to-day information from calendars and contacts to task lists and notes.

Important features of Outlook

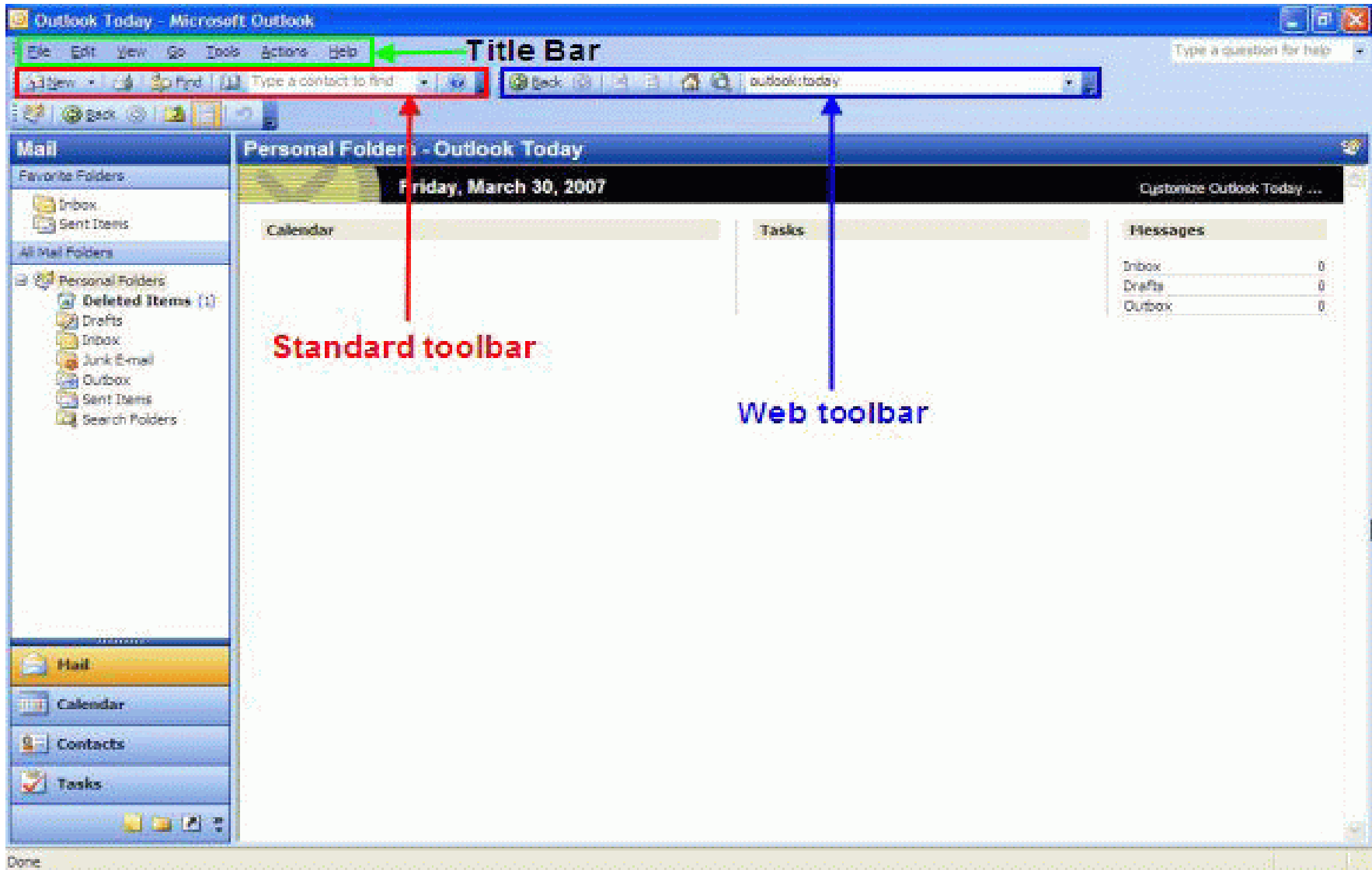
- a. E-Mailing
- b. Calendar
- c. Contact Information
- d. Tasks Scheduling

Exploring MS Outlook 2007

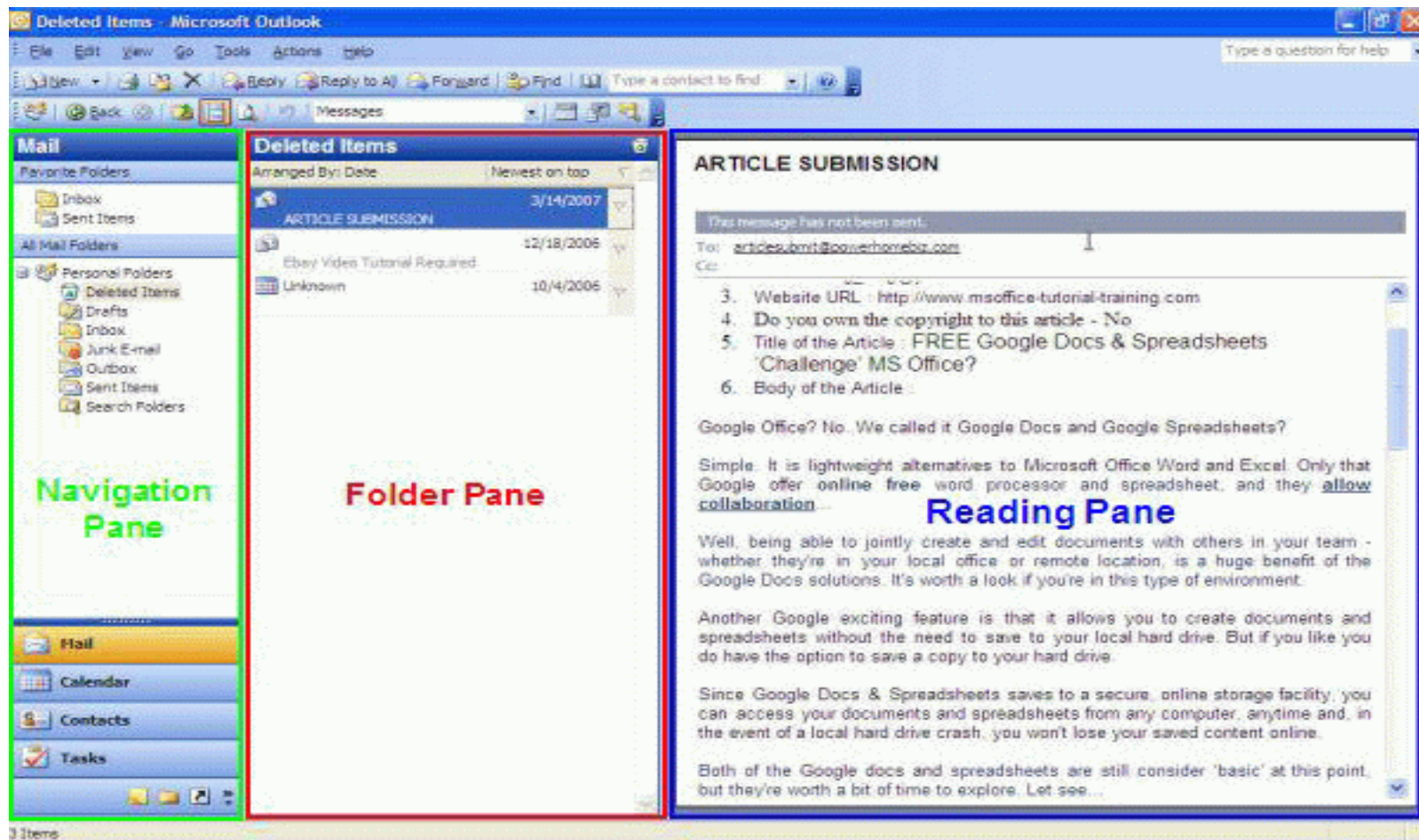
To start Outlook using the Windows Start menu
Click on the Start button, point to Programs, and
following by Microsoft Office and click on Microsoft
Office Outlook 2007.

Immediately you will see the screen shown below.

The Outlook window contains a number of standard
features including the Menu bar, Standard toolbar and
Web toolbar.



The Outlook 2007 contains three major panes as shown here:



Navigation pane is located in the left side of the screen allow you to navigate between different folders.

Folder pane located in the middle of the screen, you can select the folder that you wish to view.

Reading Pane, which by default is on the right side of the screen. It is the place for you to view/read the content.