

SYLLABUS

C. Voc. (Soft Skill & E- Office Management) / D. Voc. (Soft Skill & E- Office Management)

SEMESTER- I

Course Name- Introduction to E-Office Management- I

Course Code- CVEOM / DVEOM – 102

Total Credit- 4

Maximum Marks- 100

BLOCK -1

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]

BLOCK -2

Unit 4

Introduction to Text Editor (MS Word)- I [Starting MS-Word, Basic of MS-Word, Entering and saving text in a document, closing the MS-Word, opening of an existing document, copy and cut (move), working with a document, finding a particular pattern, Inserting objects into a document, etc.]

Unit 5

Introduction to Spreadsheet (MS Excel)- I [Starting of MS Excel, title bar, tabs, tool bar, formula bar, status bar, Exiting MS-Excel, working with Work Book, Creating a new Workbook, Working with cells, Merging of cells, Inserting a Row and Column, Deleting a row and column, saving a workbook, closing a workbook]

Unit 6

Introduction to MS Power point- I [Starting MS-PowerPoint, Title bar, menu bar, tool bar, status bar, Different types of Views, Exiting MS- PowerPoint, Creating Slides, Creating a new Presentation, Working with slides, creating/Inserting new slides, Applying Design Templates, Applying custom animation, Applying slide transition, saving a presentation, running a presentation, closing a presentation, opening an existing presentation]

BLOCK -3

Unit 7

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 8

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

Unit 9

E-Office Management tools- I [Introduction, Objectives of e-office, Basic infrastructure pre-requisites for e-office, components of e-office, e-file management system, Formatting & Editing document, creating portable documents]

BLOCK -4

Unit 10

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 11

Office meetings [Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes. Abbreviations and terms used in Business Correspondence]

Unit 12

Management Information Systems [Need, Purpose and Objectives, Information as a strategic resource, Use of information for competitive advantage, Information Management and Decision Making, Models of Decision Making- Classical, Administrative and Herbert Simon's Models]