

Office Automation

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Office Automation	4	2	0	2	Pass in Class XII	NIL

Learning Objectives-

The course aims to inculcate the understanding about changing technologies and a revolution towards a paperless environment. It highlights the strategies that can be adopted towards automation and also different challenges that arise with E-Governance.

Learning Outcomes-

After completion of the course, learners will be able to:

1. Recognise appropriate technology tools for communication.
2. Analyze the documents in e-offices.
3. Use e file management to move towards a paperless work environment.
4. Adapt to online tour management, online leave management and e tenders.
5. Assess the role of ERP and applications of IoT in offices.

Course Contents:

Unit 1: Online Communication Tools (3 hours)

Importance of online communication, Online Communication Systems Internet, e-mail, video conferencing, VoIP, IVRS, Team Collaboration, Skype, Microsoft Teams, Google Teams, Zoom, Facebook, TinyLetter, Drop Box, Flowdock, HipChat, Go to Meeting and ProofHub.

Unit 2: E-Office, Online PIMS, Sparrows and KMS (6 hours)

Meaning and Nature of e-Office, Benefits of e-Office, Features of e-Office. Online PIMS, Online Service Book, Efficient retrieval system, Online form submission, MIS Reports, Role based Access. SPARROW: Electronic APARs processing, Centralized Database and Decentralized Administration, Electronic Signing of APARs, Delegation for Manual Processing, APARs Integrated with eService Book. KMS: Create and Upload documents, Integrated workflow on documents, document security, versioning of documents, Role based access to document folders.

Unit 3: E-File Management and online tour management (10 hours)

Online Diarizing of Letters, File Processing, Dashboard view with Alerts, Enhanced Scope Based Search, MIS Reports for Monitoring and Analysis, Multilingual support, Added Data security with DSC and e-Sign, Interdepartmental File Movements, Records Management System, Citizen Interface.

Unit 4: Online Tour Management (11 hours)

Online Tour Approval Workflow, Status of Tour Requests, Tours conducted by employees, online settlement of Tour Claims. Online leave Applications, Online Leave Approvals, Joining Reports, Leave History, Leave in Credit and Work load of office staff.

Practical Exercises (60 hours):**The learners are required to:**

1. Assess the role of various technology tools for communication in present times.
2. Analyze the documents in e-offices.
3. Discuss case studies on e-file management.
4. Discuss case studies on online tour management, online leave management and e tenders.

Suggestive Readings

- Curran, S., & Mitchell, H. (1982). Office automation: an essential management strategy. California, United States: The Macmillan Press Ltd.
- Department of Education, Government of Kerala. (2016). Computerised office management. Kerala: State Council of Educational Research and Training (SCERT).
- Ismail, Y. (Ed.). (2019). Internet of things (IoT) for automated and smart applications. IntechOpen. <https://doi.org/10.5772/intechopen.77404>
- IDC Technologies. (2012). Industrial automation. The IDC Engineers & bookboon.com
- Kumar, A. (2010). Computer basics with office automation. I. K. International Publishing House Pvt. Ltd.
- Li, P. (Ed.). (2019). New trends in industrial automation. intechOpen. <https://doi.org/10.5772/intechopen.75341>

Note: Suggested readings will be updated by the Department of Commerce and uploaded on Department's website.