

Program Name : Bachelor of Business Administration (BBA-Professional)
Course Name : Computer & Information Technology
Course Code : 510113
Affiliated with : National University

Assessment

SL#	Final Exam	Question Types	Marks	Total
1	Part -A	Short Questions	30	100
2	Part-B	Broad Questions	40	
3	Internal Assessment	Attendance, Class Test	30	

Course Title: Computer & Information Technology

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1	Introduction: What is Computer, Characteristics of Computers, History of Computers, Types of Computer Systems, Computer Generation, Computer System, Importance of Computers in Business, Computer Applications in Business, On-line Applications in Business, Real-Time Applications in Business.
2	Fundamentals of Computer Hardware: Introduction, Components of Hardware, Input Hardware, Output Hardware, Processing Hardware and Storage Device. Central Processing Unit.
3	Introduction to System Software and Application Software: Introduction, Categories of Software, System Software, Application Software, Features of Software, Difference between Hardware & Software.
4	Data processing and Networking: Introduction, Data Processing Cycle, Data Types, Kinds of Data Processing, Objectives of Data Processing, Steps in Data Processing, Practical Data Processing Applications in Business, Data Processing Operations. Data Processing Systems, Networking.
5	Programming languages and Program Development: Introduction, Programming Languages, Machine Language, Assembly Language, High Level Language, Program Development: Introduction, Developing a Program, Program Development Cycle (Steps in Developing a Program), Algorithm, Flowchart, System Analysis and Design, System Development Life Cycle.

	Operating system: Introduction, Operating System, Functions of an Operating System, Types of Operating System, DOS (Disk Operating System), Windows Operating System.
6	Internet and E-commerce: Internet, Core Features of the Internet, Internet Software, Extranet, Characteristics of Extranet, Uses of Extranet, E-mail, How E-mail Works? Infrastructure Requirement for E-mail, E-mail Addressing Pattern, E-mail Messages, Usage of Mails, Mobile Computing, Types of Mobile Computers, E-commerce, Features of E-Commerce, Importance of E-Commerce, Types of Electronic Commerce, E-Commerce Activities.
7	Information Systems in Business: Introduction, Management Information System, Characteristics of MIS, Designing of MIS, Benefits of MIS, Decision Support Systems, Types of DSS, Characteristics of DSS, Components of DSS, DSS Capabilities, Group Decision Support System (GDSS), Typical GDSS Capabilities.
8	Office Automation and Transaction Processing Systems: Introduction, Office Automation Systems, Transaction Processing Systems, Transaction Processing Cycle, Features of TPS, Transaction Documents, Transaction Processing Modes.

Class Outline

Chapter 01	Introduction
Class 01	Meaning of communication, components, Nature of communication, communication situation, Classification and Scope of Communication
Class 02	Meaning of Business Communication, Objectives, Principles and 7'C of Communication, Functions and Importance of Business Communication, Effective Communication
Class 03	Characteristics of Effective Communication, Evaluation, Factor Influence, Communication Management, Roles of CM, Communication Process, Steps of Communication Process
Class 04	Communication Model, Types, Feedback, Importance 7 Principles of Feedback, Barriers, Types of Barriers, Problems in the context of Bangladesh
	Quiza-1
Chapter 02	Business Correspondence
Class 05	Letter, Classification, Functions of Business Letters, Types of Business Letters, Approaches, Qualities and Structure of Business Letters and Layout.

Class 06	Presentation, Types of Presentation, Quotation, Elements of Quotation, Inviting Quotation, Placing orders, Sales Letters, Circular Letter
Class 07	Complaint Letter, Congratulation Letter, Condolence Letter, Reference Letter
Class 08	Memo, Agenda, Guidelines of Writing Agenda, Minutes, Difference between Agenda and Minutes.
Class 09	Application Letter, CV and Importance of CV
	Quiz-2
Chapter 03	Major Media of Oral Communication
Class 10	Meaning of Oral Communication, Characteristics, Principles of Oral Communication, Advantages/Disadvantages, Skills for Verbal Communication,
Class 11	Electronic Media in Oral Communication, Suitability of Oral Communication, When Oral Communication is more effective
Class 12	Public Speaking, Importance, Principles and Quality of Good Speaker
Class 13	Face to Face Communication, Common Forms, Characteristics and Types
Class 14	Interview, Types, Importance and Guidelines of Interview, Role of Interviewer
	Quiz-3
Chapter 4	Non-Verbal Communication
Class 15	Meaning and Characteristics of Non-Verbal Communication, Functions, Types, Gestures and Paralanguage
Class 16	Audio-Visual Aids, Types of Visual Aids, Symbols
	Quiz-4
Chapter 5	Report Writing
Class 17	Report and Its objectives, Advantages, Characteristics and Classification of Business Report
Class 18	Quality of a Good Report, Structure of Good Formal Reports, Importance of Market Report, Principles of Market Report, Preparation Weekly Report
	Quiz-5
Chapter 6	Business Language and Presentation
Class 19	Definition of Business Language, Importance, Ways to improve Business Language Skills.
Class 20	Words commonly Confused, Words Often Misspelt, and Common Errors in English, Some Important Corrections.
Class 21	Oral Presentation, Importance, Characteristics and Presentation Plan
	Quiz-6
Chapter 6	Technology and Business Communication
Class 22	Definition of Technology, Information Technology and its advantages, usage and Role of Technology in Business.
Class 23	Impacts of Technology in Business Communication, Electronic Media in Written Communication, Electronic Oral Communication
Class 24	Telephone Technique, Using of Mobile Phone and Email in Business, Telewriting, and Voice mail.
Class 25	Video Conferencing, Advantages/Disadvantages, Multimedia and its Features, Social Networking, E-Communication.
	Quiz-7



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	REVIEW
Class 26	Past Year Questions
Class 27	Past Year Questions