

BT-2040: EMERGING WORKPLACE TECHNOLOGY

Cuyahoga Community College

Viewing: BT-2040 : Emerging Workplace Technology

Board of Trustees:

October 2022

Academic Term:

Fall 2023

Subject Code

BT - Business Technology

Course Number:

2040

Title:

Emerging Workplace Technology

Catalog Description:

Hands-on utilization of Internet and World Wide Web resources in order to communicate, collaborate, exchange information, conduct research and maintain organization in today's workplace business environment.

Credit Hour(s):

3

Lecture Hour(s):

2

Lab Hour(s):

2

Requisites

Prerequisite and Corequisite

IT-1090 Computer Applications or concurrent enrollment; IT-109H Honors Computer Applications or concurrent enrollment; or MARK-1080 Social Media Marketing or concurrent enrollment; or Business Technology departmental approval.

Outcomes

Course Outcome(s):

Utilize the Internet and World Wide Web to browse for information and conduct research.

Essential Learning Outcome Mapping:

Information Literacy: Acquire, evaluate, and use information from credible sources in order to meet information needs for a specific research purpose.

Objective(s):

- a. Demonstrate knowledge of the history of the Internet and World Wide Web.
- b. Conduct advanced searches utilizing specialized search engine keyword features.
- c. Demonstrate and recognize search engine terminology, including hits, results, spiders, and Boolean operators.
- d. Utilize Information Resource websites to extract content-specific information.
- e. Implement a variety of information resource websites to extract content-specific information.
- f. Compare and contrast search engines and search engine categories by conducting tests to analyze results of keyword searches.
- g. Research and explore the functions of various Web browsers to access the World Wide Web and other computer resources.
- h. Recognize and consider copyright and ethical issues when performing Web research and downloading content.

Course Outcome(s):

Implement workplace technologies for communication and meetings.

Objective(s):

- a. Schedule meetings and invite attendees in application software.
- b. Implement appropriate Internet etiquette (netiquette) within online communications.
- c. Explore and implement advanced features of cloud-based communication and scheduling applications.
- d. Collaborate with others in web-conferencing applications.

Course Outcome(s):

Implement cloud application features for online storage and sharing of documents.

Objective(s):

1. Upload files to online storage providers.
2. Share documents in cloud applications with others.
3. Maintain and organize documents in cloud storage applications.
4. Explain and examine ethical considerations relating to utilization of social media as it pertains to business environments.

Course Outcome(s):

Explore and evaluate social media for business initiatives and best practices.

Objective(s):

1. Explain and examine ethical considerations relating to utilization of social media as it pertains to business environments.
2. Compare and contrast various business-related social media websites.
3. Analyze and interpret the role and impact of social media in business and industry.
4. Define social media concepts and terminology.

Course Outcome(s):

Compare and contrast issues relating to security in online environments.

Objective(s):

1. Demonstrate knowledge of terminology and concepts relating to security in online environments, including encryption.
2. Compare and contrast features offered by Internet security providers.
3. Identify websites offering information relating to security threats and countermeasures.
4. Interpret resources offered by websites specializing in information relating to security threats and countermeasures.
5. Establish best practices in creating secure passwords in online environments.

Course Outcome(s):

Demonstrate an understanding of e-commerce concepts and terminology.

Objective(s):

1. Describe activities and business transaction processes that comprise a business.
2. Interpret various e-business models and associate them with specific e-business organizations.
3. Describe transaction concepts relating to e-commerce.
4. Analyze various payment processing methods and compare features offered by them.

Course Outcome(s):

Research and explore workplace emerging technologies.

Essential Learning Outcome Mapping:

Information Literacy: Acquire, evaluate, and use information from credible sources in order to meet information needs for a specific research purpose.

Objective(s):

1. Conduct research in order to locate and explore applications offering organizational and efficiency features in the workplace environment.
2. Analyze reviews of workplace emerging technologies.

3. Interpret platform requirements and licensing information for emerging technology applications.

Methods of Evaluation:

- a. Class participation and discussion
- b. Research and reporting of research
- c. Application task-based projects
- d. Comprehensive projects
- e. Objective examinations
- f. Task-based lab examinations

Course Content Outline:

1. History of the Internet and World Wide Web
 - i. Internet Pioneers
 - ii. Advanced Research Projects Agency Network (ARPANET) and Defense Advanced Research Projects Agency (DARPA)
 - iii. Birth of the World Wide Web
2. Impact of Digital Technology in the workplace
 - i. Internet of Things
 - ii. Artificial Intelligence
3. World Wide Web Browsers
 - i. Hypertext, links, hypermedia
 - ii. Web site organization
 - iii. Addressing on the web
 - iv. Browser features
 - v. History List
 - vi. Establishing favorites
 - vii. Accessing help resources within browsers
4. Conducting Research on the Internet
 - i. Varying categories of search engines
 - ii. Keyword strategies
 - iii. Boolean operators
 - iv. Comparisons of search engines for effective searches
 - v. Intellectual Property
 - vi. Copyright protection
 - vii. Information Literacy Standards
5. Information Resources
 - i. Categories
 - ii. Examining for validity
6. Digital workplace communications
 - i. Email features
 - ii. Email best practices
 - iii. Netiquette
 - iv. Discussion Boards
 - v. Wikis
 - vi. Video Conferences
 - vii. Webinars
7. Online document storage and sharing
 - i. Upload file(s) to a cloud storage application
 - ii. Establish sharing of files
 - iii. Organize and maintain files at cloud applications
8. Security in Online Environments
 - i. Categories of security
 - ii. Security providers
 - iii. Passwords
 - iv. Social identities
 - v. Countermeasures
9. Social Media for Business

- i. Identifying business social media websites
 - ii. Understanding best practices in social media
 - iii. Social media networking
10. E-Commerce
- i. Revenue Models
 - ii. Doing business on the Internet
 - iii. Online auctions
 - iv. Consumer concerns
 - v. Safety features for consumers
11. Emerging Workplace Technology
- i. Resources for identification
 - ii. Analysis of workplace reviews
 - iii. Analysis of feature benefits to the workplace environment
 - iv. Determination of platform and resource requirements
 - v. Interpretation of licensing information
12. Digital Ethics
- i. Digital Literacy
 - ii. AUP
 - iii. Digital Footprint
 - iv. Accessibility

Resources

Hoisington, Corrine. *Microsoft Office 365 & Outlook 2019*. 1st ed. Boston: Cengage Publishing, 2019.

Campbell, Ciampa, Elemens, Freund, Frydenberg, Hooper, Ruffolo, West. (2020) *Technology for Success: Computer Concepts*, Boston: Cengage.

Taulli, Tom. *Artificial Intelligence Basics: A Non-Technical Introduction*. New York: Apress, 2019.

Resources Other

1. Current version of Internet Web Browsers and supporting documentation.
2. E-mail account.
3. Cloud account for file storage and sharing.
4. Electronic Privacy Information Center Site - <http://www.epic.org>. 2022.

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