TECHNOLOGY IN THE WORKPLACE

SYLLABUS

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Written & Delivered By:

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Overview

There is no way to avoid the increasing presence of technology in the workplace. What makes a successful and productive workplace is the presence of motivated employees who are able to efficiently and consistently produce quality work. Today's employees are expected to be able to leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. Employees must also be able to effectively adapt to new and emerging technologies to meet organizational needs. Taking advantage of technologies that have been designed to enable collaborative workplaces to thrive is a key task in assuring a fluid work environment. Technology is always changing and is going to keep integrating into the workforce as it continues to have a positive impact on productivity levels and on overall workforce performance.

The purpose of this module is to develop the learner's knowledge and skills related to the effective, efficient, and ethical use of technology in the workplace.

Learners

This module is designed for any employee who deals with technology in the workplace.

The module may qualify for Continuing Education Units (CEU) for professional certifications depending on the professional association.

Module Authors

The author for this module is Peregrine Global Services headquartered in Gillette Wyoming and includes materials from a variety of sources. Please refer to the reference section for additional information.

Learning Outcomes

The learning outcomes for the module are as follows. With the completion of this module, learners should be able to:

1. Understand and appreciate the depth and breadth of technology in today's workplaces.

2. Apply technology in the workplace in an ethical and acceptable manner.

3. Understand and can use workplace communications technology.

4. Understand and use business productivity technology.

5. Understand and use business hardware.

6. Understand and use enterprise technology and tools.

7. Understand and use knowledge management technology.

8. Understand accounts payable technology.

9. Understand the nature of different operating systems.

10. Understand and use security technologies.

11. Understand and use browser-based security technologies.

12. Appreciate how to leverage technology in the workplace.

13. Understand business automation concepts and principles.

Curriculum

Section	Topics / Subtopics
Section 1: Introduction to Technology in the Workplace	- Definitions and Concepts - Understanding the Digital Workplace Video - Sources and Types - Business Uses - Emerging Trends - The Implications of Technology on the Workplace Article
Section 2: Ethics and Technology	- Technology Ethics - Technology Ethics, Privacy and Security Video - The Crossroads Between Ethics and Technology Article - Data Privacy and Storage Protection - Privacy vs. Security: What's the Difference? Article 11 Ways to Avert a Data-Storage Disaster Article - Cybersecurity, Human Rights, and Risk Management - Technology Value Chain

Section 3: Communications Technology	- Communications Technology - What is Communications Technology Video - Communications Technology Tools - Phone Systems - Employee Personal Devices
Section 4: Business Productivity Technology	- Increasing Productivity with Technology 10 Ways to Increase Productivity Using Technology Video - Microsoft Office - Internet Speed - Network Technology
Section 5: Business Hardware	- Types of Business Hardware 10 Types of Computers Article - Business Hardware Video - Workstations - Personal Computers - Servers - The Connected Office
Section 6: Enterprise Technology	- Importance of Enterprise Technology - Understanding Enterprise Technologies Video - Decision-making and Technology - Geographical Information Systems 20 Ways GIS Data Is Used in Business and Everyday Life Article
Section 7: Enterprise Technology Tools	- Conference Calls - Microsoft Teams - The Best 25 Features of Microsoft Teams Article - Zoom - GoToMeeting - G Suite
Section 8: Knowledge Management Technology	- Knowledge Management - Understanding Knowledge Management Video - Some Principles of Knowledge Management Article - SharePoint - Software Platforms - Learning Management Systems

Section 9: Accounts Payable Technology	• Accounts Payable Automation • PeopleSoft • SAP • Emerging Trends
Section 10: Operating Systems	• Definitions, Types, and Features • Operating Systems Video • Windows-based Operating Systems • Mac-based Systems • Linux-based Systems • IOS • Android
Section 11: Security Technologies	• Physical Security • Physical and Computer Security Video • Antivirus Software • What is Antivirus Software? Article • Encryption • Encryption Basics Article
Section 12: Browser-based Security	• Understanding Browser-based Security • Browser-based Security Video • Private and Secure Browsers Article • What Is the Most Secure & Private Web Browser Article? • Internet Protocols • Web Certificates • Browsers and Certificate Validation Article • Web RSA Tokens and Fob Keys • Potential Threats
Section 13: Leveraging Technology	• Employer Expectations • Employer Expectations for Today's Workplace Video • 12 Ways to Leverage Technology to Improve Business Productivity Article • 13 Smart Ways Businesses Are Leveraging Tech in HR Article • The Digital Workplace • Leveraging The Digital Workplace To Improve Employee Experience: Five Pillars For Success Article

	• Robotics • Artificial Intelligence • 12 Examples of Artificial Intelligence: AI Powers Business Article
Section 14: Business Automation	• Workplace Automation • Workplace Automation is Everywhere, and It's Not Just About Robots Article • Workplace Automation Video • Business Process Automation • 10 Small Business Automation Tools to Save Time & Increase Profit Article • Workplace Automation Impacts • 5 Types of Business Automation Tools: How To Automate Your Business and Compete With The Big Boys Article
Section 15: Summary and Assessment	• Summary • Assessment

Delivery

The module is delivered using Peregrine's Learning Management System (LMS) known as CMAD. Course instruction is with asynchronous online learning activities.

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Assessment

Throughout the module, there are in-progress quizzes and short exercises to ensure understanding of the instructional content. A completion certificate is issued when the learner obtains at least 80% on the final exam.

Hours and Articulation

Learner hours are shown in the following table. The hours are based on both the time within the module and time away from the module conducting application activities.

Section	Hours
Section 1: Introduction to Technology in the Workplace	1
Section 2: Ethics and Technology	1
Section 3: Communications Technology	1
Section 4: Business Productivity Technology	1

Section 5: Business Hardware	1
Section 6: Enterprise Technology	1
Section 7: Enterprise Technology Tools	1
Section 8: Knowledge Management Technology	1
Section 9: Accounts Payable Technology	1
Section 10: Operating Systems	1
Section 11: Security Technologies	1
Section 12: Browser-based Security	1
Section 13: Leveraging Technology	1
Section 14: Business Automation	1
Section 15: Summary and Assessment	1
Total Hours	15