

TECHNOLOGY IN THE WORKPLACE

SYLLABUS

June 2021

Written & Delivered By:



PEREGRINE

— GLOBAL SERVICES —

ACADEMICS • LEADERSHIP • PUBLICATIONS

TECHNOLOGY IN THE WORKPLACE

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.

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.

Professional Development Credits



Peregrine Global Services is recognized by the Society of Human Resource Management (SHRM) to offer Professional Development Credits for SHRM-CP® or SHRM-SCP®.

Learner Hours: 12-15 **SHRM PDC:** 10

This module may also be relevant for Continuing Education Units/Professional Development Credits with other organizations to help satisfy professional development requirements.

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

<u>Section</u>	<u>Topics / Subtopics</u>
Section 1: Introduction to Technology in the Workplace	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Communications Technology • What is Communications Technology Video • Communications Technology Tools • Phone Systems • Employee Personal Devices
Section 4: Business Productivity Technology	<ul style="list-style-type: none"> • Increasing Productivity with Technology • 10 Ways to Increase Productivity Using Technology Video • Microsoft Office • Internet Speed • Network Technology
Section 5: Business Hardware	<ul style="list-style-type: none"> • Types of Business Hardware • 10 Types of Computers Article • Business Hardware Video • Workstations • Personal Computers • Servers • The Connected Office
Section 6: Enterprise Technology	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Conference Calls • Microsoft Teams • The Best 25 Features of Microsoft Teams Article • Zoom

	<ul style="list-style-type: none"> • GoToMeeting • G Suite
Section 8: Knowledge Management Technology	<ul style="list-style-type: none"> • Knowledge Management • Understanding Knowledge Management Video • Some Principles of Knowledge Management Article • SharePoint • Software Platforms • Learning Management Systems
Section 9: Accounts Payable Technology	<ul style="list-style-type: none"> • Accounts Payable Automation • PeopleSoft • SAP • Emerging Trends
Section 10: Operating Systems	<ul style="list-style-type: none"> • Definitions, Types, and Features • Operating Systems Video • Windows-based Operating Systems • Mac-based Systems • Linux-based Systems • IOS • Android
Section 11: Security Technologies	<ul style="list-style-type: none"> • Physical Security • Physical and Computer Security Video • Antivirus Software • What is Antivirus Software? Article • Encryption • Encryption Basics Article
Section 12: Browser-based Security	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

References & Resources

Understanding the Digital Workplace.

<https://www.elcom.com.au/resources/blog/digital-workplace-framework>

What is a digital workplace? <https://www.citrix.com/glossary/what-is-a-digital-workplace.html>

Five (5) Future Digital Workplace Technologies to Transform Your Enterprise.

<https://www.mangoapps.com/blog/keep-your-teams-informed-on-your-commits-on-github/>

The Role of Technology in the Workplace. <https://kitaboo.com/technology-in-the-workplace/>

Digital workplace strategy: 10 steps to greater agility, productivity,

<https://www.cio.com/article/3229104/the-digital-workplace-8-steps-to-greater-agility-productivity.html>

What is technology?.<https://www.cantechletter.com/2013/01/what-is-technology0103/>

5 Ways Technology in The Workplace Has Improved Our Lives.

<https://www.iofficecorp.com/blog/4-ways-technology-has-changed-the-modern-workplace#>

The impact of digital transformation on the workplace.

<https://imagine.next.ingrammicro.com/data-center/the-impact-of-digital-transformation-on-the-workplace>

Five (5) Types of Technology That Your Business Should Be Using.

<https://www.business.org/it/connectivity/types-technology-will-update-business/>

Top-5-emerging-digital-workplace-technologies-transform-business.

<https://www.beekeeper.io/blog/top-5-emerging-digital-workplace-technologies-transform-business/>

The Importance of Information Technology in Business Today.

<https://www.business2community.com/tech-gadgets/importance-information-technology-business-today-01393380>

How Various Companies Are Using Technology to Help Businesses.

<https://www.legalnature.com/guides/how-various-companies-are-using-technology-to-help-businesses>

10 Reasons that Demonstrate the Importance of Technology in Business.

<https://readwrite.com/2019/08/16/10-reasons-that-demonstrate-the-importance-of-technology-in-business/>

Five Essential Elements of the Digital Workplace. [https://www.strategy-](https://www.strategy-business.com/blog/Five-Essential-Elements-of-the-Digital-Workplace?gko=7b077)

[business.com/blog/Five-Essential-Elements-of-the-Digital-Workplace?gko=7b077](https://www.strategy-business.com/blog/Five-Essential-Elements-of-the-Digital-Workplace?gko=7b077)

Top 5 Reasons to Build a Digital Workplace. [\[one.com/consulting/articles/top-5-reasons-to-build-a-digital-workplace\]\(https://isg-one.com/consulting/articles/top-5-reasons-to-build-a-digital-workplace\)](https://isg-</p></div><div data-bbox=)

9 things to consider when using technology as an enabler of work collaboration.

<https://www.servicefutures.com/9-things-consider-using-technology-collaboration-change-workplace>

The 7 Most Common Types of Business Technology.

<https://zimegats.com/the-7-most-common-types-of-business-technology/>

5 Powerful Uses of Technology in Business Today.

<https://www.klientsolutech.com/use-of-technology-in-business-today/>

Top 12 Emerging Digital Workplace Technologies.

<https://www.gartner.com/smarterwithgartner/top-12-emerging-digital-workplace-technologies/>

Modern Digital Workplace: 5 Current Trends Making Waves in The Office.

<https://www.forbes.com/sites/danielnewman/2018/09/26/modern-digital-workplace-5-current-trends-making-waves-in-the-office/#6d28930176d9>

5 Ways Technology is Transforming the Workplace.

<https://thereceptionist.com/blog/5-ways-technology-transforming-workplace/>

The Implications of Technology on the Workplace.

<https://www.corporatecomplianceinsights.com/implications-technology-workplace/>

Technology Ethics. <https://www.scu.edu/ethics/focus-areas/technology-ethics/>

Ethics and Technology. <https://www.managementstudyguide.com/ethics-and-technology.htm>

The crossroads between ethics and technology.

<https://techcrunch.com/2019/08/06/1846988/>

What Is Internet Privacy & Why It Matters so much in 2020?

<https://www.theverge.com/2018/6/7/17434522/online-privacy-tools-guide-chrome-windows>

11 ways to avert a data-storage disaster. <https://www.nature.com/articles/d41586-019-01040-w>

5-Ways-How-To-Make-Data-Storage-More-Secure. <https://dataflog.com/read/5-ways-how-to-make-data-storage-more-secure/2152>

Cybersecurity and Human Rights, <https://www.publicknowledge.org/cybersecurity-and-human-rights/>

7 cybersecurity issues small businesses need to understand,

<https://www.bytestart.co.uk/cybersecurity-issues-small-business-2017.html>

Why cybersecurity is a human rights issue, and it is time to start treating it like one. <https://www.apc.org/en/news/why-cybersecurity-human-rights-issue-and-it-time-start-treating-it-one>

Ethics, technology, and the future of humanity. https://www.wipo.int/wipo_magazine/en/2018/04/article_0005.html

7 Considerations for Cyber Risk Management. <https://insights.sei.cmu.edu/insider-threat/2018/02/7-considerations-for-cyber-risk-management.html>

10 Considerations for Cybersecurity Risk Management. <https://securityscorecard.com/blog/10-considerations-for-cybersecurity-risk-management>

Cybersecurity Risk Management: Finding and Fixing Your Security Vulnerabilities. <https://www.esecurityplanet.com/network-security/cybersecurity-risk-management.html>

What Is Value Chain Analysis? <https://www.businessnewsdaily.com/5678-value-chain-analysis.html>

What Is a Value Chain? <https://www.investopedia.com/terms/v/valuechain.asp>

What Is Communication Technology? https://learn.org/articles/What_is_Communication_Technology.html

Communication Technology Definition Types of Communication Technology. <https://careertrend.com/about-6766569-communication-technology-definition.html>

Communication Technology. <https://www.techwalla.com/articles/types-of-communication-technology>

5 Benefits of Effective Communication Technology in The IT Department. <https://www.isint.ng/blog/articles/5-benefits-of-effective-communication-technology-in-the-it-department/>

OUTLOOK. <https://www.microsoft.com/en-ww/microsoft-365/outlook/outlook-for-business>

Learn How to Use Gmail: 10+ Top Tutorials for Beginners. <https://business.tutsplus.com/articles/learn-how-to-use-gmail--cms-28860>

Invitations and Vacation Responders. <https://www.howtogeek.com/school/gmail-guide/lesson6/>

Phone System. https://www.webopedia.com/TERM/P/phone_system.html

What are business phone systems? <https://business.frontier.com/guides/small-business-phone-system/>

Employees use personal devices for work without much oversight.

<https://www.hrdiver.com/news/employees-use-personal-devices-for-work-without-much-oversight/523913/>

Personal devices in the work context. <https://www.workplacelaw.com.au/personal-devices-in-the-work-context/>

How IT Departments Can Protect Personal Devices.

<https://www.globalquestinc.com/how-it-departments-can-protect-personal-devices>

The Risks of Staff Using Personal Devices for Work.

<https://www.leaderschoiceinsurance.com/blog/the-risks-of-staff-using-personal-devices-for-work/>

Managing Personal Devices. <https://www.unifieditsupport.com/how-we-help-your-challenge/managing-personal-devices/>

The Top 10 Mistakes Employees Make with Their Personal Devices for Work.

<https://www.moviuscorp.com/resource/the-top-10-mistakes-employees-make-with-their-personal-devices-for-work/>

Personal Devices at Work. <https://www.kaspersky.com/blog/personal-devices-at-work/27769/>

Protecting Your Business Data on Employees Personal device.

<https://www.inc.com/jeff-pochepan/employees-working-on-their-personal-devices-heres-how-you-can-protect-your-business-data.html>

Personal Devices. <https://www.getsafeonline.org/businesses/personal-devices/>

Six (6) Ways to Use Technology to Increase Productivity!

<https://blog.envisionsolutions.com/6-ways-to-use-technology-to-increase-productivity>

10 Effective Ways to Increase Productivity Using Technology.

<https://www.forbes.com/sites/forbestechcouncil/2017/05/16/10-effective-ways-to-increase-productivity-using-technology/#4810229d680f>

7 Ways Technology Can Increase Productivity. <https://www.sangoma.com/articles/7-ways-technology-can-increase-productivity/>

5 Ways to Increase Productivity Using Technology.

<https://www.veriday.com/blog/increasing-productivity-technology/>

Making Use of Technology to Improve Your Business's Productivity.

<https://tweakyourbiz.com/technology/making-use-of-technology-to-improve-your-business-productivity>

Using Technology to Increase Your Business Productivity.

<https://www.internetsalesresults.com/using-technology-to-increase-your-business-productivity.html>

MS Office – An Introduction. <https://itelearn.com/blog/ms-office-an-introduction/>

Introduction to Microsoft Office Software. <https://softwarekeep.com/help-center/introduction-to-microsoft-office-software>

The Pros & Cons of Microsoft Office 365. <https://www.bytestart.co.uk/advantages-disadvantages-microsoft-office-365.html>

Eight (8) Benefits of Microsoft Office. <https://www.e-careers.com/connected/microsoft-office-careers/8-benefits-of-microsoft-office>

Top 5 Advantages of Microsoft Office for Business. <https://www.offsiteit.com/top-5-advantages-of-microsoft-office-for-business>

What is the difference between 4G and 5G? <https://justaskthales.com/en/difference-4g-5g/>

5G vs 4G: what is the difference? <https://www.raconteur.net/technology/4g-vs-5g-mobile-technology>

Network. <https://www.computerhope.com/jargon/n/network.htm>

Internet. <https://www.computerhope.com/jargon/i/internet.htm>

Essential hardware for your business.

<https://www.techadvisory.org/2014/05/essential-hardware-for-your-business/>

5 Considerations When Choosing Hardware for your Business.

<https://www.sba.gov/blog/5-considerations-when-choosing-hardware-your-business>

10 Types of Computers. <https://computer.howstuffworks.com/10-types-of-computers1.htm>

Workstation. <https://www.yourdictionary.com/workstation>

Workstation (WS). <https://www.techopedia.com/definition/5140/workstation-ws>

Workstation vs Desktop Computer: Which Does Your Office Need?

<https://www.autodesk.com/redshift/pc-versus-workstation/>

PC - personal computer.

https://www.webopedia.com/TERM/P/personal_computer.html

Personal Computer (PC). <https://whatis.techtarget.com/definition/personal-computer-PC>

Personal Computer - What is personal computer (PC)?

<http://ecomputernotes.com/fundamental/introduction-to-computer/personal-computer>

Five (5) Types of Personal Computers. <https://www.dummies.com/computers/5-types-of-personal-computers/>

What Features Should My Personal Computer Have? <https://it.uni.edu/what-features-should-my-personal-computer-have>

Uses of Personal Computers. <https://www.techwalla.com/articles/uses-of-personal-computers>

Reasons to Rackmount Your PC. <https://www.racksolutions.com/news/blog/5-reasons-to-rackmount-pc/>

Server. <https://techterms.com/definition/server>

Dedicated server. <https://www.computerhope.com/jargon/d/dediserv.htm>

What Is a Server? The internet wouldn't exist without servers. <https://www.lifewire.com/servers-in-computer-networking-817380>

The Connected Office. <https://pegus.digital/the-connected-office/>

5 IoT Use Cases in the Connected Office. <https://screen.cloud/blog/iot-connected-office>

The Future of the Connected Office. <https://yeti.co/blog/the-future-of-the-connected-office/>

The Smart Office: How Connected Tech is Redefining the Workplace. <https://www.businessnewsdaily.com/9463-smart-office-responsive-workplace.html>

How to Connect Multiple Offices. <https://www.owllabs.com/blog/distributed-offices>

Enterprise Technology Review — Reshaping the Enterprise Technology. <https://medium.com/technology-innovations-insights/enterprise-technology-review-reshaping-the-enterprise-technology-849b8d922052>

Five Enterprise Technologies To Understand. <https://www.forbes.com/sites/theyec/2018/02/02/five-enterprise-technologies-to-understand-in-2018/#7aeec5ca3dc3>

Technology and Decision-Making: A Complex Relationship. <https://www.actitime.com/project-management/technology-decision-making/>

Top 10 Techniques of Decision-Making.

<https://www.businessmanagementideas.com/decision-making/top-10-techniques-of-decision-making/3377>

Decision Making Techniques. https://www.decision-making-solutions.com/decision_making_techniques.html

5 Key Decision-Making Techniques For Managers.

<https://online.hbs.edu/blog/post/decision-making-techniques>

20 Ways GIS Data is Used in Business and Everyday Life.

<https://nobelsystemsblog.com/gis-data-business/>

GIS (Geographic Information System).

<https://www.nationalgeographic.org/encyclopedia/geographic-information-system-gis/>

The Benefits of Geographic Information System.

https://www.milestonesys.com/community/use-areas/GIS/?gclid=CjwKCAjw8J32BRBCEiwApQEKga9S5B4COmMT4Rneze-U9eyPam39QOECMooEy2Zm_yA95oPFppzcMRoCCXYQAvD_BwE

Introduction to the Basics of a Business Conference Call.

<https://www.gotomeeting.com/meeting/resources/introduction-to-the-basics-of-a-business-conference-call>

The Best 25 Features of Microsoft Teams. <https://www.stanfieldit.com/microsoft-teams/>

7 Things You Should Know About Microsoft Teams.

<https://www.sherweb.com/blog/office-365/microsoft-teams/>

How to use Microsoft Teams part 1: What is Microsoft Teams?

<https://sharegate.com/blog/guide-becoming-microsoft-teams-rockstar-part-1>

Introduction to Zoom Video Meetings. <https://ykastrong.com/introduction-to-zoom-video-meetings/>

Introduction to Zoom. <https://case.edu/utech/help/knowledge-base/zoom/zoom-information/introduction-zoom>

How to Change Your Personal Meeting ID (PMI) in Zoom.

<https://www.howtogeek.com/673436/how-to-change-your-personal-meeting-id-pmi-in-zoom/>

Introducing GoTo. <https://blog.gotomeeting.com/introducing-goto/>

Work Smarter with G Suite. https://www.bluehost.com/google-apps?utm_source=google&utm_medium=genericsearch&kclickid=1c5e81cd-240f-4f09-a113-

[f48c9896ff1b&kenshoo_ida=Blue%20Host%20IDA&gclid=CjwKCAjw8J32BRBC_EiwApQEKgSzC1MdwrDKf-TUDEDITUcU3KLu1Oz7wq9rxlelDxtBNOexZT5D1wRoCC9cQAvD_BwE](https://www.kenshoo.com/ads/google-ads/48c9896ff1b&kenshoo_ida=Blue%20Host%20IDA&gclid=CjwKCAjw8J32BRBC_EiwApQEKgSzC1MdwrDKf-TUDEDITUcU3KLu1Oz7wq9rxlelDxtBNOexZT5D1wRoCC9cQAvD_BwE)

What is G Suite, Anyway? <https://www.howtogeek.com/411808/what-is-g-suite-anyway/>

The Benefits of G Suite for Your Business (Why We Use It). <https://kinsta.com/blog/g-suite/>

G-Suite Explored. <https://tscloud.com.my/gsuite/explore/gmail>

LinkedIn for Business: The Ultimate Marketing Guide. <https://blog.hootsuite.com/linkedin-for-business/>

Build a Stronger Network on LinkedIn with These 4 Tools. <https://www.business2community.com/linkedin/build-a-stronger-network-on-linkedin-with-these-4-tools-02312538>

The Beginner's Guide to LinkedIn Marketing. <https://blog.hubspot.com/blog/tabid/6307/bid/23454/the-ultimate-cheat-sheet-for-mastering-linkedin.aspx>

Knowledge Management. <https://www.valamis.com/hub/knowledge-management>

Some Principles of Knowledge Management. <https://www.strategy-business.com/article/8776?gko=2d7ca>

What is SharePoint? <https://support.office.com/en-us/article/what-is-sharepoint-97b915e6-651b-43b2-827d-fb25777f446f>

Intelligent Information Management Glossary. <https://www.aiim.org/What-is-Microsoft-Sharepoint>

10 things you can do with SharePoint, right now. <https://support.office.com/en-us/article/get-started-with-sharepoint-909ec2f0-05c8-4e92-8ad3-3f8b0b6cf261>

How to Get Started with SharePoint - 5 Key Things to Know. <https://www.proserveit.com/blog/sharepoint-tutorial-for-beginners>

The 9 Types of Software Platforms. <https://medium.com/platform-hunt/the-8-types-of-software-platforms-473c74f4536a>

What is an LMS? (Learning Management System). <https://www.learnupon.com/blog/what-is-an-lms/>

15 Best Learning Management Systems (LMS Of the Year 2020). <https://www.softwaretestinghelp.com/learning-management-system/>

What is an LMS? <https://www.valamis.com/hub/what-is-an-lms>

What Is A Learning Management System? LMS Basic Functions and Features You Must Know. <https://elearningindustry.com/what-is-an-lms-learning-management-system-basic-functions-features>

What is Accounts Payable Automation (AP Automation)?
<https://www.mediusflow.com/en/accounts-payable-automation>

7 Simple Ways to Control, Automate Your Accounts Payable.
<https://spendmatters.com/2019/09/12/7-simple-ways-to-control-automate-your-accounts-payable/>

What Is Accounts Payable Automation, and How Does It Work? <https://www.to-increase.com/ap-automation/blog/how-accounts-payable-automation-works>

Uncover the Secrets of the Modern Day CFO & Controller.
<https://www.stampli.com/blog/accounts-payable/modern-day-cfo-controller-secrets/>

How Does Accounts Payable Process Looks Like with Automation.
<https://www.mineraltree.com/blog/here-is-your-process-with-ap-automation>

Why automated accounts payable is great for your clients.
<https://www.xero.com/us/resources/accountant-bookkeeper-guides/accounting/automated-accounts-payable/>

PeopleSoft Accounts Payable Automation. <https://www.intellichief.com/peoplesoft-accounts-payable-automation/>

SAP Business ByDesign. <https://www.capterra.com/p/77379/SAP-Business-ByDesign/>

SlickPie. <https://www.capterra.com/p/152639/SlickPie/>

Using QuickBooks? <https://fitsmallbusiness.com/what-is-quickbooks/>

5 Accounts Payable Trends for 2020.
<https://www.mediusflow.com/en/untapped/articles/news/accounts-payable-trends>

7 Huge Changes to Accounts Payable Technology in 2019.
<https://catalystforbusiness.com/7-huge-changes-to-accounts-payable-technology-2019/>

5 Emerging Trends in Cloud Accounting Software That You Need to Know.
<http://www.symmetry50.com/blog/2017/11/9/cloud-accounting-software>

The High-Tech Future of Accounts Payable. <https://inpute.com/future-accounts-payable/>

Sage Business Cloud Accounting. <https://www.capterra.com/p/140059/Sage-One/>

Top Accounts Payable Technology Companies 2020.

<https://medium.com/@CFOtechoutlook/top-accounts-payable-technology-companies-2020-8654bb99608f>

Operating System Tutorial: What is, Introduction, Features & Types.

<https://www.guru99.com/operating-system-tutorial.html>

Five Common Operating Systems. <https://smallbusiness.chron.com/five-common-operating-systems-28217.html>

Operating System. <https://www.lifewire.com/operating-systems-2625912>

Operating System (OS). <https://www.techopedia.com/definition/3515/operating-system-os>

Operating systems. <https://www.computerhope.com/os.htm>

11 Free Alternatives to Windows Operating Systems.

<https://www.makeuseof.com/tag/free-alternatives-to-windows-operating-systems/>

Windows, Mac, or Linux? We compare the pros and cons of these computing platforms. <https://www.zdnet.com/article/windows-mac-or-linux-we-compare-the-pros-and-cons-of-these-computing-platforms/>

Top 10 Best Windows Alternative Open Source Operating System.

<https://www.ubuntupit.com/top-10-best-windows-alternative-open-source-operating-system/>

From Windows 1 to Windows 10: 29 years of Windows evolution.

<https://www.theguardian.com/technology/2014/oct/02/from-windows-1-to-windows-10-29-years-of-windows-evolution>

MAC Operating System. <https://support.apple.com/en-us/HT201686>

Understanding Linux. <https://www.redhat.com/en/topics/linux>

The Importance of Linux. <https://www.linux.com/news/importance-linux-0/>

11 Reasons Why Linux Is Better Than Windows. <https://itsfoss.com/linux-better-than-windows/>

Ten reasons why We Should Use Linux.

<https://opensourceforu.com/2020/03/reasons-to-use-linux/>

Interface Essentials. <https://developer.apple.com/design/human-interface-guidelines/ios/overview/interface-essentials/>

Why to Opt for Android App for Your Business.

<https://www.business2community.com/mobile-apps/why-to-opt-for-android-app-for-your-business-02228320>

Physical Security at Your Business – Do You Need to Up Your Game?

<https://www.istonline.com/2018/11/physical-security-business-need-game/?cn-reloaded=1>

Importance of Physical Security in the Workplace.

<https://resources.infosecinstitute.com/importance-physical-security-workplace/#gref>

Physical Security in Detail. <https://1path.com/building-technologies/physical-security/>

What Is Antivirus? <https://www.lifewire.com/what-is-antivirus-software-152947>

What is antivirus software? Antivirus definition.

<https://techterms.com/definition/antivirus>

What Is Data Encryption? Definition, Best Practices & More.

<https://digitalguardian.com/blog/what-data-encryption>

What is Email Encryption? Definition, Best Practices & More.

<https://digitalguardian.com/blog/what-email-encryption>

Encryption Basics. <http://library.ahima.org/doc?oid=104090#.Xsbyumj7TIU>

What Are the Different Types of Encryption? <https://store.hp.com/us/en/tech-takes/what-are-different-types-of-encryption>

Private and Secure Browsers. <https://restoreprivacy.com/secure-browser/>

What Is the Most Secure & Private Web Browser For 2020?

<https://pixelprivacy.com/resources/secure-private-browser/>

Why is HTTP not secure? | HTTP vs. HTTPS.

<https://www.cloudflare.com/learning/ssl/why-is-http-not-secure/>

HTTP vs. HTTPS: What's the Difference and Why Should You Care?

<https://www.entrepreneur.com/article/281633>

HTTP vs HTTPS: What's the Difference? <https://www.guru99.com/difference-http-vs-https.html>

Browsers and Certificate Validation. <https://www.ssl.com/article/browsers-and-certificate-validation/>

What is an SSL Certificate? <https://www.globalsign.com/en/ssl-information-center/what-is-an-ssl-certificate>

Understanding the Security Features of RSA Tokens.

<https://thefintechtimes.com/understanding-the-security-features-of-rsa-tokens/>

Types of token devices.

https://www.ibm.com/support/knowledgecenter/SSNR6Z_2.0.0/com.ibm.mfa.v2r0.azfu100/azf_con_typeauthenticationdevices.htm

Cyber Threat Modeling: An Evaluation of Three Methods.

https://insights.sei.cmu.edu/sei_blog/2016/11/cyber-threat-modeling-an-evaluation-of-three-methods.html

Network Security Threats: 5 Ways to Protect Yourself.

<https://www.theamegroup.com/network-security-threats/>

10 Most Common Web Security Vulnerabilities. <https://www.toptal.com/security/10-most-common-web-security-vulnerabilities>

Top 10 Common Network Security Threats Explained.

<https://securitytrails.com/blog/top-10-common-network-security-threats-explained>

Advanced persistent threat (APT). <https://www.imperva.com/learn/application-security/apt-advanced-persistent-threat/>

12 Ways to Leverage Technology to Improve Business

Productivity. <https://yfsmagazine.com/2013/05/10/12-ways-to-leverage-technology-to-improve-business-productivity/>

13 Smart Ways Businesses Are Leveraging Tech In HR.

<https://www.forbes.com/sites/forbeshumanresourcescouncil/2019/12/20/13-smart-ways-businesses-are-leveraging-tech-in-hr/#762ccd904d23>

Productivity- Human Side of Digital Workplace.

<https://www.businesswire.com/news/home/20180604005382/en/Productivity-Human-Side-Digital-Workplace-Quantified>

What Today's Employers Expect from Employees.

<https://www.directrecruiters.com/dri-candidate-advice/what-todays-employers-expect-from-employees/>

What Does Your Future Workforce Expect from Their Future Workplace?

<https://talentorganizationblog.accenture.com/financialservices/what-does-your-future-workforce-expect-from-their-future-workplace>

Employer Expectations Just What DO They Want?

<http://www.letsgettoworkwi.org/wp-content/uploads/2013/05/Employer-Expectations-by-Kristi-Lockhart.pdf>

Leveraging the Digital Workplace to Improve Employee Experience: Five Pillars for

Success. <https://www.socialchorus.com/blog/future-of-work/leveraging-the-digital-workplace-to-improve-employee-experience-five-pillars-for-success/>

The future of work. <https://hrdailyadvisor.blr.com/2019/06/13/the-future-of-work-meeting-employee-expectations-with-flexibility-and-accessibility/>

What technology will shape the modern workplace?

<https://www.technative.io/technology-will-shape-modern-workplace/>

10 robots changing the workplace. <https://www.orange-business.com/en/blogs/connecting-technology/innovation/10-robots-changing-the-workplace>

Robotics, Artificial Intelligence, and the Workplace of the Future.

<https://opentextbc.ca/businessethicsopenstax/chapter/robotics-artificial-intelligence-and-the-workplace-of-the-future/>

Artificial Intelligence in The Workplace: How AI Is Transforming Your Employee Experience.

<https://www.forbes.com/sites/bernardmarr/2019/05/29/artificial-intelligence-in-the-workplace-how-ai-is-transforming-your-employee-experience/#113157e553ce>

The Future of Artificial Intelligence in The Workplace.

<https://www.forbes.com/sites/vishalmarria/2019/01/11/the-future-of-artificial-intelligence-in-the-workplace/#3e416add73d4>

8 Examples of Artificial Intelligence (AI) in the Workplace.

<https://www.cmswire.com/digital-workplace/8-examples-of-artificial-intelligence-ai-in-the-workplace/>

7 Ways Artificial Intelligence Is Reinventing Human Resources.

<https://www.cmswire.com/digital-workplace/7-ways-artificial-intelligence-is-reinventing-human-resources/>

3 Surprising Benefits of Artificial Intelligence in the Workplace.

<https://www.beekeeper.io/blog/3-reasons-you-want-ai-in-the-workplace/>

Making sure artificial intelligence in the workplace benefits people.

<https://www.openaccessgovernment.org/artificial-intelligence-in-the-workplace/84208/>

How AI is Changing the Way We Work. <https://www.scoro.com/blog/how-ai-is-changing-the-way-we-work/>

3 Ways Artificial Intelligence Can Improve Workplace Learning.

<https://futurestate.com/3-ways-artificial-intelligence-can-improve-workplace-learning/>

Artificial intelligence in business.

<https://www.nibusinessinfo.co.uk/content/examples-artificial-intelligence-use-business>

Workplace Automation is Everywhere, and It's Not Just About Robots.

<https://www.businessnewsdaily.com/9835-automation-tech-workforce.html>

What is Workplace Automation? <https://screen.cloud/blog/what-is-workplace-automation>

Four fundamentals of workplace automation. <https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/four-fundamentals-of-workplace-automation>

Types of Automation System with examples. <https://www.wisdomjobs.com/e-university/production-and-operations-management-tutorial-295/types-of-automation-9679.html>

Top 5 Benefits of Automating Manual Processes. <https://tallyfy.com/benefits-automating-manual-processes/>

What's business automation. <https://www.redhat.com/en/topics/automation/whats-business-automation>

10 Small Business Automation Tools to Save Time & Increase Profit.

<https://www.ventureharbour.com/10-small-business-automation-tools-to-save-time-increase-profit/>

How will workplace automation affect jobs in the future?

<https://www.servicefutures.com/will-workplace-automation-affect-jobs-future>

6 types of automation (and how they are changing the future of work).

<https://www.facebook.com/workplace/blog/workplace-automation>

9 real-world examples of automation in the workplace.

<https://www.askspoke.com/blog/support/examples-automation-workplace/>

The Future of Work Automation. <https://www.digitalmarketer.com/blog/business-automation-tools-email/>

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.

<u>Section</u>	<u>Hours</u>
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