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MINISTRY OF LABOR AND SKILLS

HARDWARE AND NETWORKING SERVICE LEVEL – I

Based on March 2022, Curriculum Version 1



Module Title: - Accessing and Using Internet
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MINISTRY OF LABOR AND SKILLS

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Acronym

URL-Uniform Resource Locator

ICT—Information and Communication Technology

IPv4—Internet Protocol version 4

IPv6—Internet Protocol version 6

IPX—Internetwork Packet Exchange

AI—Artificial Intelligence

OS—Occupation standard

HTTP- Hypertext Transfer Protocol

DSL -Digital subscriber line

WWW- World Wide Web

Acknowledgment

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Introduction to the Module

In Hardware and Networking Service level one, Accessing and using Internet is a crucial skill and knowledge for the ICT industry expert. This module is designed to meet the industry requirement under the hard ware and Network Servicing occupational standard, to deal and allow you to demonstrate understanding of the access and using of internet. This includes how to access the resources on the Internet that lead you through the basics of using all aspects of the Internet, from accesses the internet to organize daily activity.

Unit of competency: Accessing and Using Internet

This module covers the units:

- Access internet
- Search Internet
- Organize the daily work activity

Learning Objective of the Module

At the end of this Module trainees will be able to:-

- Access using internet
- Search using internet
- Organize the file and daily activity in organization

Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Do the “LAP test” giver at the end of each unit and
5. Read the identified reference book for Examples and exercise

Unit One: ACCESS INTERNET

This unit is developed to provide you the necessary information regarding the following conten coverage and topics:

- internet browser and setting internet options
- Adjust display/view mode and toolbars
- Access data
- Delete cookies and history

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically upon completion of this learning guide, you will be able to:

- Open internet browser and setting internet options
- Adjust display/view mode and toolbars
- Access data and image from particular site
- Delete cookies and history of internet browser

1.1 Internet

A means of connecting a computer to any other computer anywhere in the world via dedicated routers and servers. When two computers are connected over the Internet, they can send and receive all kinds of information such as text, graphics, voice, video, and computer programs.

Uses for the Internet:

The Internet is used for many things such as e-mail, social networking, job-hunting, getting the latest news, research, listening to music, watching videos, getting driving directions, reading online books and so much more.

1.1.1 COMMON TERMS YOU MIGHT HEAR AND WHAT THEY MEAN:

BROWSER: -

Is a free software package or mobile app that lets you view web pages, graphics, and most online content? The most popular web browsers include Chrome, Firefox, Microsoft Edge, and Safari, but there are many others.

WEBPAGE: -

Is what you see in your browser when you are on the internet?

Think of the webpage as a Page in a magazine. You may see text, photos, images, diagrams, links, advertisements and more on any page you view.

HTTP: -

Is the protocol used to request and transmit files over the Internet or other computer?

URL:-

(Uniform Resource Locator) in other words, the **web address** of internet pages and Files. The URL tells the browser exactly where to find the page. For example, www.akronlibrary.org is the URL *or web address* to get to the library‘s website. *.com signifies the part of the **URL** that identifies what exactly that site is part of i.e., institution, government, business, etc.

A. . **com:** generally, for commercial businesses

B. . **net:** network providers

C. . **mil:** military organizations

D. . **gov:** government organizations

E. . **edu:** educational organizations

F. . **org:** non-profit organizations

1.1.2 The need to search the Internet:

1. A computer with an Internet connection.

The connection comes from an ISP or Internet Service Provider. ISPs are usually phone or cable companies that charge you a monthly fee for Internet access. Examples of local ISPs are: Time Warner Cable, Dish Network, Verizon, EarthLink, Comcast. Or AT&T.

2. There are several types of connections to choose from. You will need to decide which one is best for you. Each one comes with a different speed and along with that, a different cost. For example, if you are going to be downloading music or streaming videos you will need a fast connection.
3. **DSL (digital subscriber line):** a connection through telephone wires using DSL modem sending digital data. This does not tie up your phone line. Not available in many areas.
4. **Cable:** a connection through a cable modem using cable wires. You do not have to have cable television service.
5. **Satellite:** a connection through a satellite. Can be affected by weather.
6. **Wireless:** the computer connects to a router without using wires. Your computer sends out a radio signal searching for service. Once a signal is found a connection is made. (Note: In order o use the computer‘s wireless feature you must have an ISP.)
7. **3G and 4G:** devices connect to the internet wirelessly through your provider‘s network. Used for devices such as smart phones, tablets and laptops when there is not a wireless connection.
8. **Hardware:** The primary piece of hardware that you need besides your computer is a **Modem**. The **modem** is usually provided by your ISP provider and depends on the type of Internet
9. Connection that you have chosen. If you have several computers to connect to the same Internet
10. Connection you will need a **router**. A **router** can be wireless or hard wired with an Ethernet cable.
11. **Web browser software**: A program that allows your computer to search the Internet. Popular
12. web browsers include Google Chrome, Firefox, Safari, and Internet Explorer

13. **Anti-virus software:** Programs that will help defend your computer against harmful viruses that can damage your hard drive. There are many different anti-virus programs some of which are free. You can visit www.download.cnet.com to search for different types of anti-virus software.

1.1.3 Web browsers

- Software programs that access web‘s rich content
- www portion of the Internet
- Popular web browsers
- Microsoft‘s Internet Explorer
- Google chrome
- Mozilla‘s Firefox
- Apple‘s Safari



Fig. 1 Web browsers

Browsers are the easiest way of finding the information you need. Here you can find a list of the main Browsers found today and their characteristics

- lists the most popular browsers as follow in terms of market share:
- Google Chrome (61.36 %)
- Mozilla Firefox (23.6 %)
- Internet Explorer (8.0%)
- Safari (3.7 %)
- Opera (1.6 %)

These were the data known as of December 2014, with Google Chrome as the main browser today, and it shows how statistics have changed throughout the years

The Internet is means of connecting a computer to any other computer anywhere in the world via dedicated routers and servers. When two computers are connected over the Internet, they can send and receive all kinds of information such as text, graphics, voice, video, and computer programs.
No one owns Internet, although several organizations the world over collaborate in its functioning and development. The high-speed, fiber-optic cables (called backbones) through which the bulk of the Internet data travels are owned by telephone companies in their respective countries.

The internet developed from software called the ARPANET which the U.S military had developed. It was only restrict to military personnel and the people who developed it. Only after it was privatized was it allowed to be used commercially.

The internet has developed to give many benefits to mankind. The access to information is one of the most important. Student can now have access to libraries around the world. Some charge a fee but most provide free services. Before students had to spend hours and hours in the libraries but now at the touch of a button students have a huge database in front of them



Fig.1.2 Internet browsers

1.1.4Basic Internet Terms and Terminology

Here is a look at the buzzwords of the world of Internet.

I. **ARPANET**: The acronym stands for Advanced Research Projects Agency Network. ARPA of the United States Department of Defense developed ARPANET, which became the world's first packet switching network. Internet is the successor of ARPANET.

II. **Internet Service Provider**: A company, which provides users with an access to the Internet, is known as an Internet service provider or Internet access provider. ISP, as it is called, offers email accounts and other services like remote storage of files for its customers. Here is a word about choosing a cheap ISP.

III. **IP Address**: It is a way of numerically identifying an entity on a computer network. The original addressing system known as IPv4, used 32 bit addresses. With the growth of the Internet, IPv6 came to be used wherein the addresses are composed of 128 bits.

IV. **Cyberspace**: This term coined by William Gibson, is used to refer to the computer networks connected to each other and the content they host. It is often used to refer to the Internet.

V. **WWW:** It is a collection of interlinked documents that are accessible over the Internet. It consists of millions of web pages that contain text, images, voice and videos. Sir Tim Berners-Lee, a British scientist working at CERN, created the World Wide Web.

VI. **Website**: A website is a set of web pages consisting of text, audio and video. Web servers host websites.

VII. **URL**: It specifies the location of a resource on the Internet. It consists of the basic address and path.

VIII. **Web Page**: Web pages are resources of information. They are generally created in the HTML format and provide the web users with navigational abilities through hyperlinks to other web pages on the web.

IX. **Home Page**: The term home page is used to refer to the page that is the default page of any website. It is the main page of a complex website.

X. **Web Browser**: A web browser is a software application that facilitates user interaction with the text, audio, video and other information that is located on the web.

XI. **Cache**: Web browsers maintain a cache of recently visited web pages. Some of them use an external proxy web cache, which is a server program through which web requests pass. This enables the browsers to cache frequently visited pages. Even search engines make available already indexed web pages through their caches.

XII. **HTTP:** Hypertext Transfer Protocol, abbreviated as HTTP, is a communications protocol used for the transfer of information over the Internet. A client makes an HTTP request using a web browser to which an HTTP response is sent from the server.

XIII. **Web Cookie**: Also known as an HTTP cookie, it is piece of text that is exchanged between the web client and the web server. It is sent by the web server to the web client and returned unchanged by the client each time it accesses the server.

XIV. **Session**: It is an exchange of information between a computer and its user. It is established for a certain period of time after which it ends.

XV. **Hyperlink**: A reference in a document to another section of the document or to another document is termed as a hyperlink. Hyperlinks are used to redirect the user from one section of page content to another.

XVI. **Internet Security**: It is one of the major concerns today. As the Internet acts as a communication platform that can be accessed by millions of users around the world, it becomes necessary that proper measures be implemented. Issues like Internet Safety that deal with the content that is made accessible over the Internet are equally important. Internet Privacy relates to safeguarding the privacy of the web users and the sensitive information on the web from hackers and stalkers.

1.2 Internet browser and setting up home page

- **Browser Software**

Is a software program that allows a user to locate, access, and display web pages over the internet?

The best internet browser isn't necessarily the default one that comes with your device. However, there are a number of very good browsers to choose between, and the right one for you will depend on your requirements.

1.2.1 Types of browsers

A. Mozilla Firefox: Best overall

Mozilla's Firefox is one of the fastest internet browsers we tested for navigating between sites and for fully loading pages. It also proved to be the most secure during our in-house tests using live malware.

This browser is compatible with Mac and Windows operating systems, and with Android and iOS cell phones and tablets. It syncs your passwords, bookmarked pages and browser settings so you have access to these – as well as your search history – on other computers and mobile devices.



Fig.1.3 Web browsers

Mozilla includes a privacy browser so you can search online without cookies or other trackers. And you can set this browser to delete all the cookies, cache and browser history each time the browser closes. Mozilla is nicely laid out and has a clean interface, so it's easy to find most tools and features. You can have multiple browser tabs open at once in a single window and rearrange

their order by dragging and dropping the tabs. If you accidentally close a tab, or even the entire browser, Firefox will recover it for you.

B. Chrome: Best for Google Drive

Google Chrome comes standard on most Android mobile devices, so it is a good choice for cell phones and tablets. Plus we've found that it works a bit better than Firefox on Android devices. Chrome is also a good choice for Windows and Mac computers.

If you use Chrome on multiple devices, logging in to your account will give you quick access to documents you saved in Google Docs, your Gmail messages and your bookmarks, regardless of the device you're on. Search history is also saved with your account, so if you're logged in, terms you've looked for will auto-populate when you start typing in the Google search field on any device.

Chrome lets you set icons on your toolbar so you can quickly get to the pages you visit most often. You can also pin bookmarks to the Google Chrome homepage. It has tabbed browsing so you can have multiple viewing windows open at once and easily toggle between them. During out in-house tests, we noticed Chrome didn't identify as many phishing schemes as Firefox, but it did stop malicious files, including ransom ware and Trojans, from opening and infecting our computer. Chrome's privacy browser is available on all devices, including cell phones, to keep your online activity private.

C. Microsoft Edge: Best for battery life

Compatibility issues for older Windows machines Microsoft Edge comes standard with computers running the Windows 10 operating system, but it also works on both Android and iOS cell phones. It isn't, however, compatible with older Windows versions. It's much leaner and faster than Internet Explorer, which it replaces. In some respects it's also a better proposition than Chrome or Firefox. That's because Edge tends to use less memory (RAM) so it will feel faster on older computers and tends to use less power, which is important on a laptop. The trade-off is that it doesn't have the wealth of extensions or apps you'll find with those other browsers.

When we tested Edge's security, it not only warned of phishing schemes and other dangerous websites, but it also blocked malware files from infecting out test devices. Microsoft Edge includes Notes, a tool that lets you highlight works or passages on any webpage and save them to read later.

You can add icons to the toolbar that link you to frequently visited websites and use the URL field to search the web. Edge has sync capabilities so you can access your bookmarks and search history across all your devices. Microsoft is one of the few internet browser developers that offers telephone support if you are having difficulties with its program.

D. Safari: Best for Macs

Safari is one of the best choices for Mac devices because it is designed specifically for Apple's machines. It connects quickly and loads full sites faster than any macOS-compatible browser we tested.

Safari takes a moment to learn if you're not already familiar with Mac computers, and you can't customize this browser with toolbars, but you still get tabbed browsing like Firefox and Chrome offer. Safari lets you tag favorite sites and has a reading list where you can save articles or parts of websites to read later. While you're reading an article, Safari has a tool that pushes ads and other distractions aside so you can read without unrelated text or images breaking in.

This browser is the default for iPhones and iPads, and it syncs through your iCloud account, so any changes you make on one device will be available on any device connected to your account. When we tested its default security settings, Safari warned us of malicious websites that had phishing schemes or dangerous links on them. But it didn't stop malicious downloads, so we had to depend on a Mac antivirus program to gather these threats during the download process.

This is one of the few browsers that have live support. It also has great online resources, like tutorials and searchable FAQs, so you can find answers on your own.

E. Opera: Good all-rounder

Opera is decently fast, about on par with Firefox and Chrome when it comes to initial startup, site navigation and page loading. It's compatible with both Windows and Mac computers, and works on iOS and Android mobile devices. The URL bar doubles as a search bar, and it has stacking, which means you can drag and drop open tabs in the order you want them.

1.2.2 Setting up Internet Option

A. Configuring Home page

A home page is generally the main page a visitor navigating to a website from a web search engine will see, and it may also serve as a landing page to attract visitors.

The home page is used to facilitate navigation to other pages on the site by providing links to prioritized and recent articles and pages, and possibly a search box. For example, a news website may present headlines and first paragraphs of top stories, with links to full articles, in a dynamic web page that reflects the popularity and recentness of stories. Meanwhile, other websites use the home page to attract users to create an account. Once they are logged in, the home page may be redirected to their profile page. This may in turn be referred to as the "personal home page".

A website may have multiple home pages, although most have one. Wikipedia, for example, has a home page at wikipedia.org, as well as language-specific home pages, such as en.wikipedia.org and de.wikipedia.org.

B. Configuring location of temporary files

Temporary Internet Files are a folder on Microsoft Windows which serves as the browser cache for Internet Explorer to cache pages and other multimedia content, such as video and audio files, from websites visited by the user. This allows such websites to load more quickly the next time they are visited.

Each time a user visits a website using Microsoft Internet Explorer, files downloaded with each web page (including HTML and JavaScript code) are saved to the Temporary Internet Files folder, creating a web cache of the web page on the local computer's hard disk drive, or other form of

digital data storage. The next time the user visits the cached website, only changed content needs to be downloaded from the Internet; the unchanged data is available in the cache.

Despite the name 'temporary', the cache of a website remains stored on the hard disk until the user manually clears the cache, the cache expires or if the cache is full. This is often regarded as a privacy issue, because anyone with access to the computer can view the cache. The contents of the folder are indexed using an index.dat file, a form of database.

The Temporary Internet Files cache can be useful in certain situations. For example, if no Internet connection is available, previously cached websites are still available offline. Certain online media files (such as embedded Flash movies) are not easily accessed directly through Internet Explorer, but are automatically saved into the cache after viewing them. Depending on the type of website and how often it is updated, the cached data may not reflect the online version of the website. The cache is also useful for police to collect forensic evidence.

The cache can be cleared by using Internet Options within the Internet Explorer interface, but this method is subject to deletion privacy issues. Many alternative tools exist to erase the data instead.

1.2.3 Configuring privacy and security level

Optimizing your browser’s settings is a critical step in using the Internet securely and privately. Today’s popular browsers include built-in security features, but users often fail to optimize their browser’s security settings on installation. Failing to correctly set up your browser’s security features can put you at a higher risk for malware infections and malicious attacks. This installation of our “Cyber security 101” series provides our tips for securing several of today’s most popular browsers, including Google Chrome, Mozilla Firefox, and Microsoft Internet Explorer. While it is impossible to guarantee complete protection from cyber threats, following these tips will greatly increase the security of your web browser.

1.3 Adjusting display/view mode

In recent versions, Window Internet Explorer has dramatically improved support for established and emerging industry standards, such as HTML5, Cascading Style Sheets (CSS), Level 3 (CSS3), and Scalable Vector Graphics (SVG). By default, Internet Explorer properly displays Webpages designed to support these standards. Because some of these standards are still evolving, older websites may not fully support them. In addition, later versions of certain standards specify different behaviors than earlier versions of the same standard.

As a result, websites designed to support the earlier versions of these standards may display differently when viewed with web browsers designed to support current versions of the standards, such as Internet Explorer. In order to help such websites display correctly, Internet Explorer supports a display mode called *Compatibility View*, which displays web pages as if they were viewed by an earlier version of the browser.

1.3.1 Modifying Toolbars

Introduction to toolbars

A browser toolbar is a toolbar that resides within a browser's window. All major web browsers provide support to browser toolbar development as a way to extend the browser's GUI and functionality. Browser toolbars are considered to be a particular kind of browser extensions that present a toolbar. Browser toolbars are specific to each browser, which means that a toolbar working on a browser does not work on another one. All browser toolbars must be installed in the corresponding browser before they can be used, and require updates when new versions are released.

Many high-profile browser toolbars released over the years have been fraught with problems, either intentionally as malware or injected with computer viruses or due to poor or conflicting programming when considering multiple toolbars being included on the single browser.

I. Many unscrupulous companies use software bundling to force users downloading one program to also install a browser toolbar, some of which invade the user's privacy by tracking their web history and search history online. Many antivirus companies refer to these programs as gray ware or Potentially Unwanted Programs (PUPs).

I. Developing a toolbar

The programming language and development tools behind a browser toolbar vary from one browser to another.

In Internet Explorer 5 or later toolbars may be created as browser extensions written in C# or C++. More specifically, it is possible to create up to three different kinds of toolbars (custom explorer bars, tool bands and desk bands) and to combine them with browser helper objects in order to provide added functionality.

In Firefox toolbars can be created as add-ons that contribute to the GUI by extending the browser with XUL (support for XUL was removed in Firefox version 57). The logic behind the toolbar is written in JavaScript running under expanded privileges. Mozilla Jetpack can be used to simplify the development of add-ons for Firefox.

In Safari 5 or later toolbars can be created as extensions that add bars and buttons. The logic behind the toolbar is written in JavaScript with access to a special JavaScript API to interact with the Safari application and web content.

In Google Chrome 4 or later toolbars can be created as extensions that add browser actions to the browser window. The logic behind the toolbar is written in JavaScript with access to a special JavaScript API to interact with the Chrome application and web content. The privileges under which a Chrome extension runs are governed by a set of permissions.

In Opera 11 or later toolbars can be created as extensions that add buttons to the browser window. The logic behind the toolbar is written in JavaScript with access to a special JavaScript API to interact with the Opera application and web content.

In Firefox, Chrome, Safari and Opera toolbar styling is done though CSS.

II. Native vs. injected toolbars

Some major browsers (Internet Explorer and Firefox) enable the creation of native toolbars i.e., toolbars which are directly inserted in the browser window. Examples of native toolbars are Google Toolbar and Stumble upon Toolbar. Native toolbars use browser-specific code to create the same toolbar for each different browser version.

Some toolbar developers use a different approach and make the browser extension inject a JavaScript file in every web page visited by the user. All major browsers support injected toolbars. The code in this file inserts the toolbar as a part of the DOM in every web page. Injected toolbars use essentially the same JavaScript code to draw the toolbar for each different browser version.

Each approach has advantages and disadvantages for the different stakeholders. From the user's perspective: Native toolbars present faster load times, since injected toolbars must wait for the DOM to be created in order to insert the toolbar in it. Toolbars require less frequent updates because part of their code is dynamically downloaded in the JavaScript file that draws the toolbar. From the developer's perspective:

Injected toolbars allow for shorter development times since the JavaScript code that creates the toolbar may be written once for all browsers.

Injected toolbars allow for an easier toolbar update policy, since changes that are made in the injected JavaScript code do not require releasing a new toolbar version.

From the toolbar owner's perspective: Injected toolbars consume requests to download the JavaScript code that inserts the toolbar in every page, while native toolbars consume no such requests.

This Section contains content that is written like an advertisement. Please help improve it by removing promotional content and inappropriate external links, and by adding encyclopedic content written from a neutral point of view. (October 2018) (Learn how and when to remove this template message)

Another way to simplify the task of developing a toolbar for different browsers is to rely on a cross-browser extension development framework. Some of the most important frameworks are listed below:

Toolbar Studio supports IE, Firefox. This is an IDE that allows developing toolbars via a visual editor.

Neobars supports Chrome, Firefox, IE, Safari and Opera. This is an online web constructor for cross-browser extensions. Multiple widgets like Weather, RSS, YouTube, Twitter and Facebook components are available. The platform is free to use.

1.3.2 Accessing and retrieving data from particular site

Accessing and Retrieving Site Data

For most people nowadays, using the internet involves accessing information or entertainment, viewing products and services, or using social media platforms to keep in touch with friends and acquaintances. It may seem that visiting a webpage merely involves entering the URL in the address bar, but that's just the start of a more complicated process. In a split second the browser makes contact with globally distributed web servers, requests stored data packages, and then assemble the webpage from the information contained in the packages. Read on to find out how this process works and which steps are taken.

a. From URL to IP address

The easiest way to access a website is to write the desired address into the address bar located in the browser. This address is known as a Uniform Resource Locator (URL), and every webpage can be reached with its own individual URL (web address). A URL is made up of several sections; all of which have their own functions. Here is a generic example of a webpage URL:

The World Wide Web (WWW) is a system of electronically stored hypertext documents. The hypertext transfer protocol (HTTP) is used in the World Wide Web in order to transfer webpage

data from the web server to the browser. In addition to HTTP, there's also an encrypted version of the protocol: Hypertext Transfer Protocol Secure (HTTPS).

The HTTP protocol header is followed by the hostname, which consists of a second-level and top-level domain (in this order). In the web, we usually see "www" as third-level domain, but there are other sub domains. If a URL points to a specific directory or file, the relevant information will be placed after the hostname.

URLs are generally comprised of letters, meaning that people can easily remember them. Computers, on the other hand, work with combinations of numbers (known as IP addresses) to find a server on the internet. An additional step is required in order to access content from the web browser. This step requires translating a webpage's URL into the corresponding IP address. The task is carried out by DNS servers, which are responsible for managing the Domain Name System.

b. DNS server: a directory for IP addresses

When a web address is entered into the search bar of the browser, the browser looks for the requested domain in its cache. If it's not there, it requests the operating system's DNS server to find the required IP address. A DNS server is liable for the name resolution. The DNS server that is to be requested can be configured in the operating system as well as in the router. Per default, the internet access provider sets the address of its own DNS server there. Since requesting the domain name system takes some time, the IP addresses of sites that have already been visited are usually stored in the operating system's or the browser's DNS cache. This cache keeps IP addresses at hand for future visits to the website. This lightens the load of the DNS server and speeds up the webpage's loading time.

c. The router as a link between computer and server

The router is the interface between the internet and home network. It requests data from the internet and distributes it to networking devices such as desktop computers, laptops, and tablets. The router is required as a link since the devices in the home network communicate with each other

using local IP addresses, while outwardly sharing the router's public IP address. The network addresses are then translated with a process known as Network Address Translation (NAT). With modern IPv6 internet connections, translations via NAT generally aren't needed since every device in the network is allocated a public IP address.

d. Data exchange via HTTP

When the IP address of the chosen webpage is identified, the browser requests the relevant data for the page from the appropriate web server. This request takes place via HTTP in the form of a data packet, which contains all the information the web server needs in order to deliver the webpage data. The browser communicates the IP address of the chosen webpage, and provides information on the operating system, itself, and the device on which the webpage should be displayed. The router adds its own public IP address as sender and forwards the packet to the public internet. The web server processes the information and transmits an HTTP status code. Should the request be successful, the server sends a data packet to the web browser with all the information required for the page. If the server can't find the webpage at the requested address, it either sends a 404 error code (webpage not found) or sends the visitor to the new URL via redirect if it's known.

e. Page rendering in web browsers

Incoming data packets from the internet are finally forwarded from the router to the computer on which the webpage is being accessed. The web browser then takes on the task of analyzing the data packets. Web pages generally comprise of HTML, CSS, and JavaScript files, whose lines of code contain detailed information about how the webpage should be presented. While HTML documents define the structure and controls of a webpage, the design information is specified in Cascading Style Sheets (CSS files). Elements that help user interaction on the webpage are usually implemented with JavaScript. The rendering engine of the web browser determines how the code is interpreted. Web pages can have a different appearance depending on the web browser used. Each browser has a cache in which data is temporarily stored when a webpage is accessed. This means that, when a webpage is re-visited, not all the data needs to be

requested from the web server. The web browser simply retrieves the files that have changed since the last visit meaning that the website doesn't take as long to access.

1.4 Loading image

In accessing information on the Internet you may have to consider whether to load or not load images. Understanding the capabilities of your modem, computer and browser will help you to make an informed decision.

I. Modem Speed

The latest modems on the market would normally be installed to run at the fastest speed possible, for example 115200 bits per second. Having a fast modem connected to your computer will download images quickly. If a slower speed modem is connected to your computer, then images will be downloaded at a much slower rate. Being aware of your modem's capabilities will help you decide on whether images should be loaded or not loaded. Time should also be considered when accessing the Internet. Even a fast modem cannot take into consideration a country's business hours, or a 'high activity period, for example, after school hours or early evening. Do not forget to consider these points if you are having difficulty in browsing the web site you require.

The bandwidth of your Internet connection is dependent on the speed of your modem. If the bandwidth is small it will not be able to download images very quickly. The file format of any image saved on the computer will take up much more memory area than text. Hence, you must make sure that you have adequate storage area for image file and the bandwidth is large enough to transfer the image file.

II. Computer speed and capacity

The speed and capacity of your computer also affects the speed at which images are loaded. If the computer's speed is slow and the capacity minimal, it may be better to turn off multimedia features such as pictures, sounds and videos in order to speed up the delivery and display of web page information.

To display a web page without graphics, select Tools from the menu bar and choose Internet Options. From the Internet Options dialogue box there are six tabbed sections. Select the Advanced tabbed section.

III. Browser Capabilities

To display web page details as quickly as possible, consideration should be given to the types of browsers available. Browsers such as Microsoft Internet Explorer and Netscape Navigator are referred to as graphical browsers as they are able to display graphics, colors and multimedia features.

When a web site is visited, the details of that web page are stored in the browser's cache. Web pages stored to be read offline are also stored in the cache. Microsoft Internet Explorer's cache is labeled 'Temporary Internet Files' whereas Netscape Navigator stores its cache in the program folder. This speeds up the display of pages that are visited frequently because the Web page details are accessed from the cache instead of from the web. It is possible to increase the size of the cache, but doing this will reduce the space available for other files on your computer. It is also possible to delete files from the 'Temporary Internet files' folder to free up space within the cache. However, deleting files could result in delay if those web pages are required at a later date, as they can no longer be accessed from the cache and they will have to be downloaded again.

1.4.2 Uniform Resource Locator (URL)

Each website is located at a unique global address called a Uniform Resource Locator (URL). When you know the address of a web site it is much easier to locate. Referencing the Uniform Resource Locator URL allows you to jump directly to that page at that URL regardless of where you currently are on the web. All web browsers let you jump directly to a Uniform Resource Locator (URL) a unique address for Internet resources that are available through a web browser, including files or directories.

URL's specify three pieces of information needed to retrieve a document:

- the protocol to be used
- the server address and port to which to connect
- the path to the information

The format for a URL is: Protocol://server-name: port/path. For example, http://home.netscape.com/welcome/html

When a web site is displayed on the screen, it is possible to access the links that are contained within that site. Clicking on a link (or tabbing to the link and pressing Enter) will take you to another section of the web site, a Web page related to the site or even to a different web site.

A link- is a connection from one web resource to another. Although a simple concept, the link has been one of the primary forces driving the success of the web.

A link has two ends – called anchors-- and a direction. The link starts at the "source" anchor and points to the "destination" anchor, which may be any Web resource (e.g., an image, a video clip, a sound bite, a program, an HTML document, an element within an HTML document, etc.). After you have successfully identified the URL you will be able to access the links provided by the URL.



Fig. 1.4 Web browsers

1.5 Deleting Cookies and Browsing History

A **cookie**, also known as an **HTTP cookie**, **web cookie**, or **browser cookie**, is used for an origin website to send state information to a user's browser and for the browser to return the state information to the origin site.

The state information can be used for authentication, identification of a user session, user's preferences, shopping cart contents, or anything else that can be accomplished through storing text data.

Cookies are not software. They cannot be programmed, cannot carry viruses, and cannot install malware on the host computer. However, they can be used by spyware to track user's browsing activities – a major privacy concern that prompted European and US law makers to take action. Cookies could also be stolen by hackers to gain access to a victim's web account, thus, the need to delete cookies.

Operation Sheet-1	Procedures to setting up Home Page

- **Operation title:** Procedures to setting up Home Page
- **Purpose:** to setting up the home page
- **Instruction:** Follow the steps below
- **Tools and Equipment:** Computer/Pc
- **Precautions:** Check the internet connection

To change your browser Home Page Follow the following steps

Step: On your browser, go to tools, then options

Step 1: On the Internet Options, click on the General tab
Step 2: Type the address that you want to make your home page
Step 3: then click Apply
Step 4: then click OK

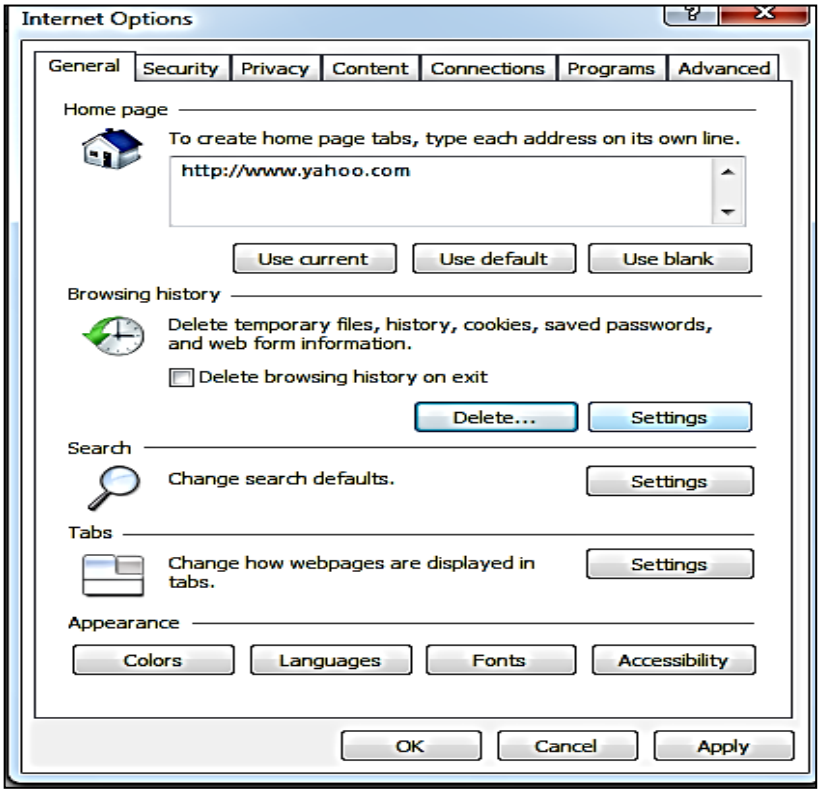


Fig. 1.5 Internet Option

Quality: - Operate with shortest given time

Operation Sheet-2	Procedures to Adjusting Display/View Mode

- **Operation title:** Procedures to Adjust Display
- **Purpose:** to set up the View mode
- **Instruction:** Follow the steps below
- **Tools and Equipment:** Computer/Pc
- **Precautions:** Check the internet connection
- **Steps 1:** Enable and Disable Chrome Full-screen Mode in macOS

For Chrome on macOS, at the top-left corner of Chrome, select the green circle to go to full-screen mode, and select it again to return to the full-size screen.

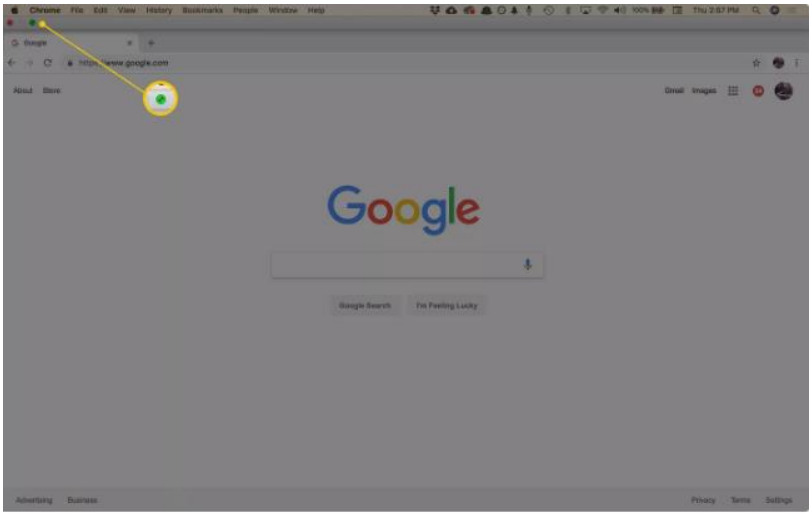


Figure 1.6 Enabling and disabling chrome full screen

There are two other options to activate full-screen mode**:**

Step 2 -From the menu bar select View > Enter Full Screen.

Step 3- Use the keyboard shortcut Ctrl+Command+F.

Step 4 -To exit full-screen mode, repeat this process**.**

Step 5 -Enable and Disable Full-screen Mode in Chrome in Windows

Step 6-On a Windows computer, access the full-screen toggle through Chrome's main menu.

Step 7-In the top-right corner of Chrome, select the menu (three-dot) icon.

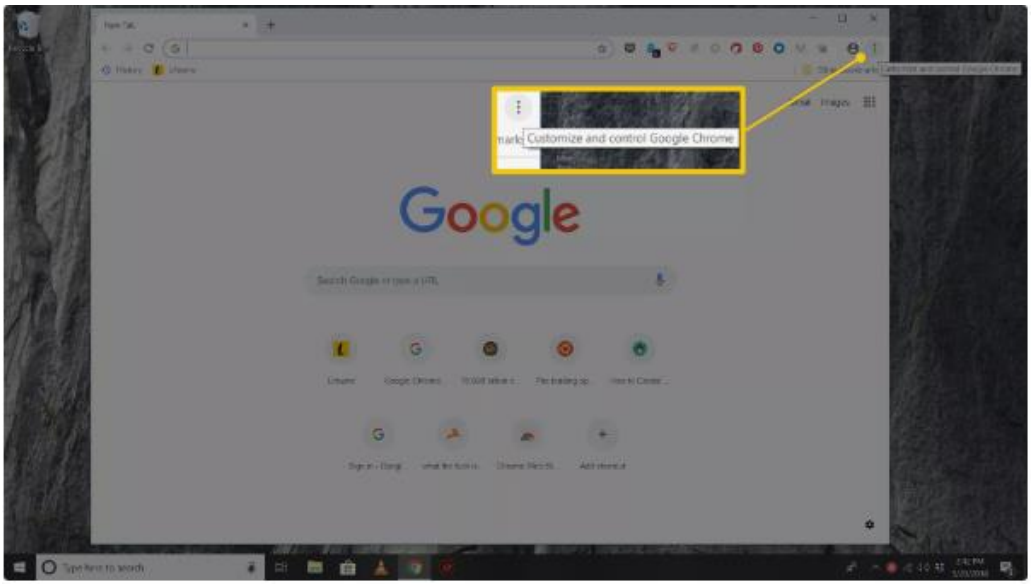


Figure 1.7 selecting Menu

1. From the menu choose Zoom. Then, to the far right of the Zoom buttons, select the square icon.

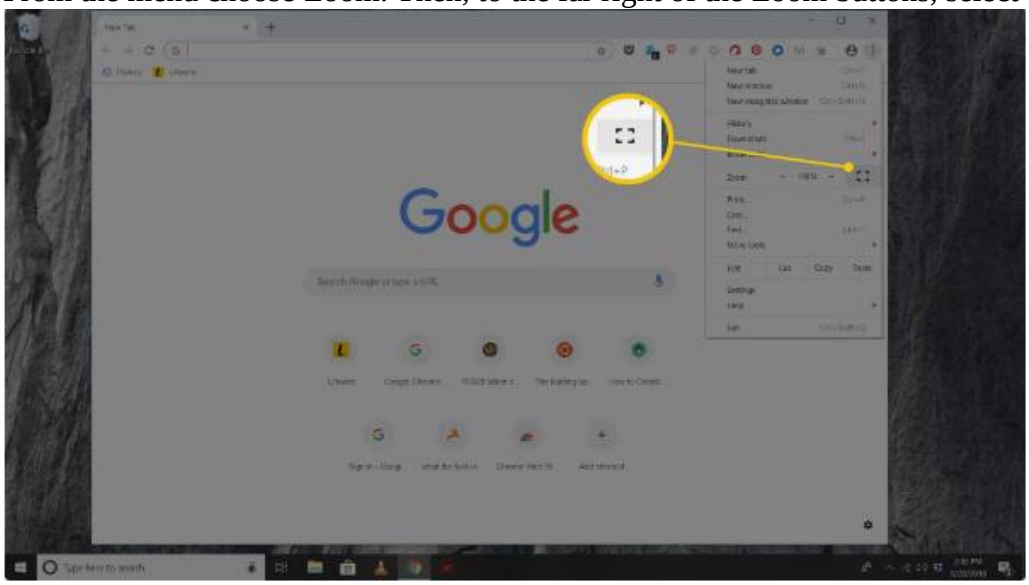


Figure 1.8 Selecting Zoom

2. To return to standard view, press F11 or hover near the top of the screen and select the + button that appears.

Quality: - Operate with shortest given time

Operation Sheet-3	Procedures to Modifying Toolbars

- **Operation title:** Procedures to Modifying Toolbars
- **Purpose:** To modify the toolbar
- **Instruction:** Follow the steps below.
- **Tools and Equipment:** Computer/ pc
- **Precautions:** Check the internet connection
- **Steps:** Steps required to Modifying browser toolbars

3.1.1. Customize the overflow menu or the toolbar

You can change the items that appear in the overflow menu or your toolbar**.**

Step 1 Click the menu button ☰ and choose 🖌 Customize….

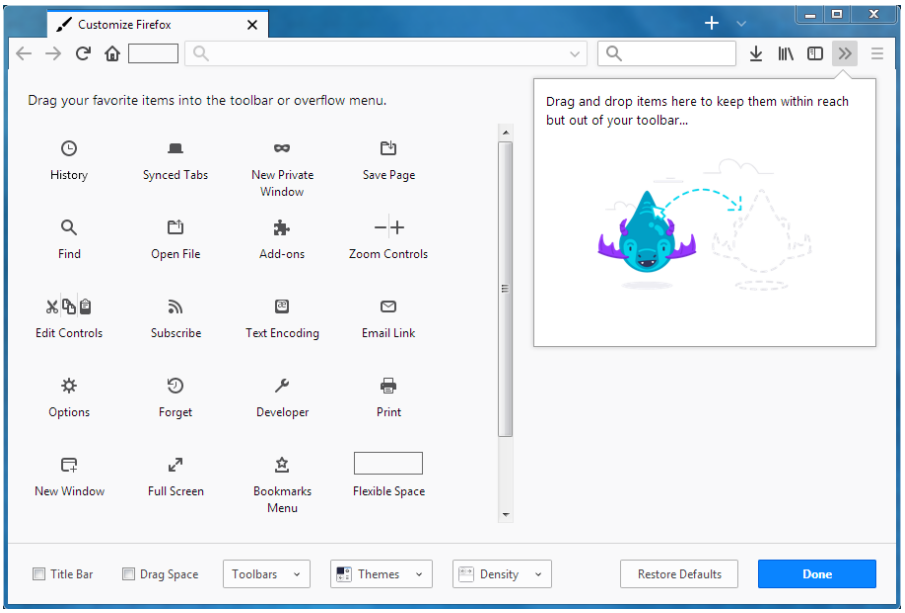


Fig. 1.9 Customize toolbar

Step 2- When you are Finish, click the done button**.**

Step 3 -Turn on the Title bar, Menu bar or Bookmarks toolbar

Step 4 -Click the menu button  and choose  Customize….

Step 5- to turn on the Title bar: Put a check mark next to Title Bar in the lower left.

Step 6- to turn on the Menu bar or Bookmarks toolbar:

Step 7- Click the Toolbars dropdown menu at the bottom of the screen and choose the toolbars you want to display.

Step 8- Click the Done button.

Quality: - Operate with shortest given time

Operation Sheet-4	Procedures to Accessing and Retrieving Data

- **Operation title:** Accessing and Retrieving Data
- **Purpose:** to access and retrieve data
- **Instruction:** follow the steps below
- **Tools and Equipment:** Computer/ PC
- **Precautions:** Check the internet connection
- **Steps 1**

Using the address bar

The address bar auto complete feature lets you search everything on it: bookmarks, history or search engines, or enter a specific web address, all in one field.

Step 2 -Simply type into the field above your toolbar and choose from your history,

Bookmarks and multiple search engines o

Step 3- presses the return Enter key to search using your default search engine.

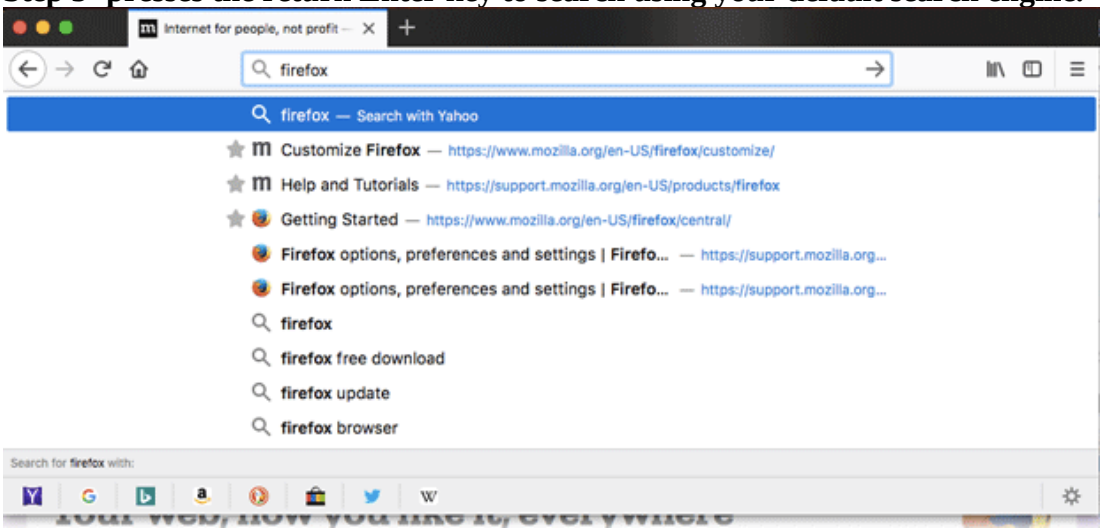


Fig. 1.11 Searching search engine using address bar

You can also type into the search bar on your toolbar or on the New Tab page. Firefox can show you popular searches for your default search engine as you're typing. See Search suggestions in Firefox. OR

Step 4- you can use search engine short cuts

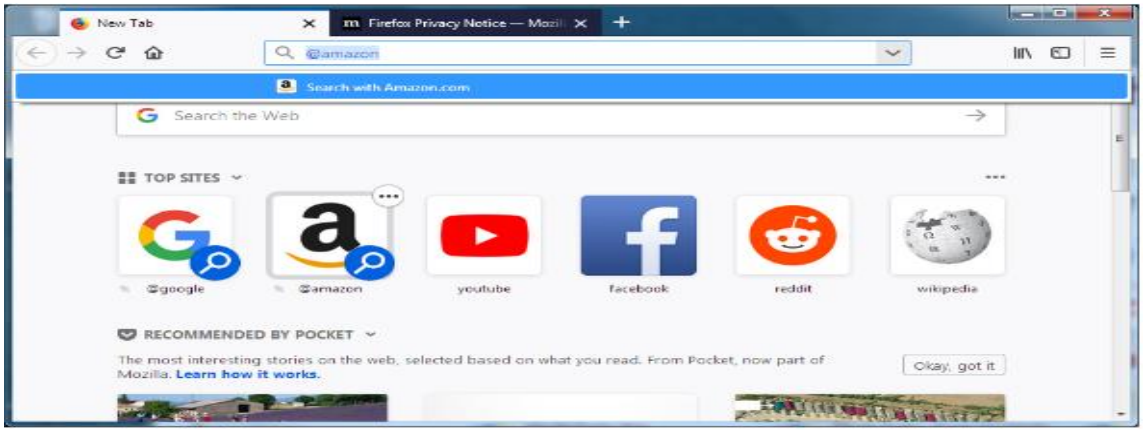


Fig.1.12. Search engine

Quality: - Operate with shortest given time

Operation Sheet-5	Procedures to Loading Image

- **Operation title:** Procedures to Loading Image
- **Purpose:** Loading Image
- **Instruction:** Follow the steps below
- **Tools and Equipment:** Computer / PC
- **Precautions:** Check the internet connection
- **Steps:**

Upload a new file
To upload a new file:

Step 1 -In the link editor, click  in the URL box.

Step 2 -Click the File tab.

Step 3- Click Upload File to select a file from your computer,

or drag a file into the Upload File area.

Step 4 -after it uploads; select the file from the list.

Step 5- Clicks Save**.**

Step 6- Link to an existing file

To link to a file you uploaded previously:

Step 1 -In the link editor, click  in the URL box.

Step 2 -Click the File tab**.**

Step 3 -All files uploaded to your site appear above the Upload File area. Click the file in the list or search for it to attach it to the link.

Step 4 -Clicks Save**.**

Quality: - Operate with shortest given time

Operation Sheet-6	Procedures to opening URL

- **Operation title:** Procedures to opening URL
- **Purpose:** To open The URL
- **Instruction:** Follow the steps below
- **Tools and Equipment:** Computer /PC
- **Precautions:** Check the internet connection
- **Steps:** To Open URL Follow the following Steps

Steps 1 -Open one of your favourite browsers
Step 2 -Write the address you want to access on the Address Bar

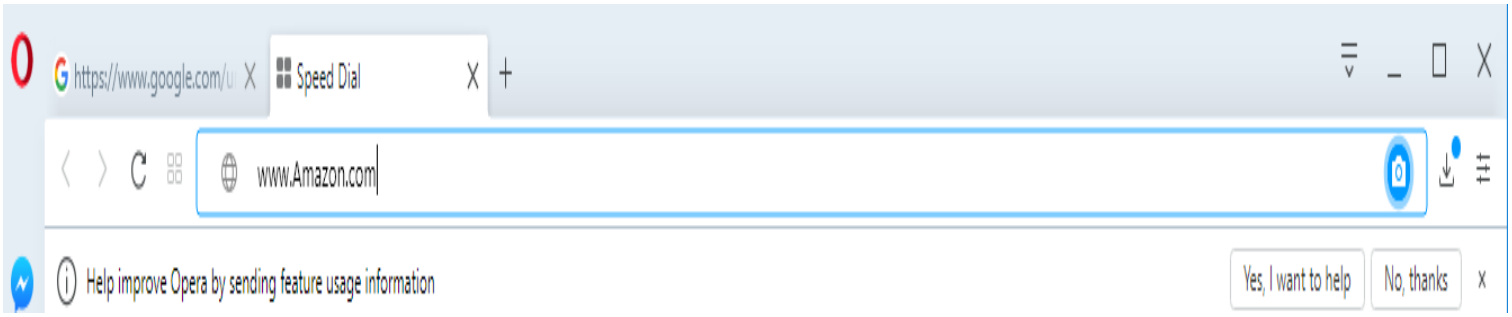


Fig. 1.12 Opening URL Fig. 1 Web browsers

Step 3- Press Enter from key board or

Step 4- Click Go

Quality: - Operate with shortest given time

Operation Sheet-7	Steps to Deleting Cookies and History

- **Operation title:** Steps to Deleting Cookies and History
- **Purpose:** to obtain deleting on cookies
- **Instruction:** Follow the steps and delete history
- **Tools and Equipment:** Computer / Pc
- **Precautions:** Check the internet connection
- **Steps:** To Delete Cookies and History you have to follow the following procedure

In Chrome

Step1 -On your computer opens Chrome.

Step 2 -At the top right, click more .

Step3- Click more tools › Clear browsing data.

Step 4 -At the top, choose a time range. To delete everything, select all time.

Step 5 -Next to "Cookies and other site data" and "Cached images and files," checks the boxes.

Step 6 -Click Clear data.

Quality: - Operate with shortest given time

Self-Check–1	Written Test

Name: _____ Date: _____

Time started: _____ Time finished: _____

I. Answer all the questions listed below.

1. _____ is means of connecting a computer to any other computer anywhere in the world via dedicated routers and servers

   A. Browser soft wares C. Computer system

   B. Internet D. Search engines

2. A company which provides users with an access to the Internet is

   A. Google C. Internet service Provider

   B. Yahoo D. home page

3. A reference in a document to another section of the document or to another document is termed as

   A. Temporary files C. Internet

   B. Hyperlink D. World Wide Web

4. _____ is used to refer to the page that is the default page of any website

   A. Web page C. Home Page

   B. Web site D. HTTP

5. A collection of interlinked documents that are accessible over the Internet is:

   A. Internet Security C. World Wide Web

   B. Mozilla fire fox D. Arpanet

6. Each website is located at a unique global address called

   A. Uniform Resource Locator (URL C. Hyperlinks

   B. HTTP D. Web site

7. _____ is a connection from one web resource to another

A. Link C. Internet

B. Uniform Resource locator D. E- Mail

8. three pieces of information needed to retrieve a document used by URL is:

A. the protocol to be used

B. the server address and port to which to connect

C. the path to the information

D. All

II. Say True or false

1. By default, Internet Explorer properly displays Webpages designed to support HTML5, Cascading Style Sheets (CSS) standards.
2. Internet Explorer View mode is displays web pages if they were viewed by an earlier version of the browser.
3. HTML5, Cascading Style Sheets (CSS) standards are still not fully support by older website Cookies are not software
4. The need to delete cookies is they could be stolen by hackers to gain access to a victim's web account

III. Explain the following

1. Cookie
2. Web browser

LAP Test 1	Practical Demonstration

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

Task 1. Change the home page of your browser

Task 2. Adjust your browser display/view Mode

Task 3. Modify your Browser Toolbar

Task 4. Using the required Address Access some data over the Internet

Task 5. Load Image over the Internet

Task 6. Open Url and search different sites

Task 7. Delete Cookies and History

Unit Two: Search Internet

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Search Engine
- Saving and presenting web page
- Saving bookmark Modifying page
- Setting up proxy server
- Ethical use of Internet

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically upon completion of this Module , you will be able to:

- Use search engines
- Save and presenting search results
- Create and save bookmarks
- Modify page setup options and print information
- Set up proxy server in internet browser
- Ethical use of Internet

2. Search engines

A search engine is a tool we use to find websites and information on the Internet. Search engines will search other computers connected to the Internet and classify the files they find on these computers. Some search engines 'crawl' or 'spider' in different ways, while others create directories. Therefore, search engines need access to different computers connected to

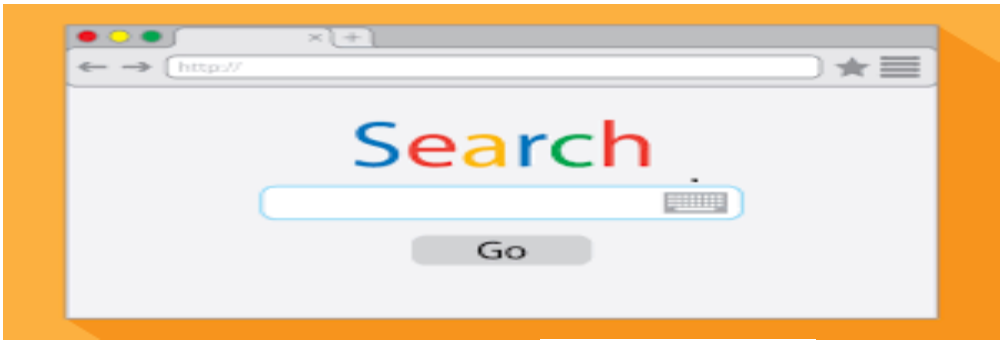


Fig. 2 Search engine

the Internet. For these reasons it is useful to use a variety of search engines.

2.1. Opening search engines using search parameters

Common search engines

The most commonly used search engines include:

I. Google
II. Yahoo
III. MSN
IV. bing
V. AltaVista
VI. Netscape
VII. Ask.



Fig. 2.1 Web browsers

A. Differences between search engines



Fig. 2.2 Web browsers

There are a huge variety of search engines. Most search engines explore most of the computers connected to the Internet. However, some 'search engines' are really a search of a particular site, or perhaps a group of sites.

Some specialist search engines are based on specific topic areas. For example, Web Wombat was the original Australian search engine. When you use this search engine you will find your results listed in order of relevance to Australia.

Other examples include:

- ✓ Lexplore — specialises in information related to international law
- ✓ Travelocity — specialises in information related to travel
- ✓ Hotwire — specialises in information related to computer and communications technology.



Fig. 2.3 Different web browsers

B. Searching information on the internet the Internet

In order to use a search engine, you must first locate the search engine on the Internet. Usually you would do this either by typing in the URL of the search engine you wish to use. A search bar will appear and you type your expression into this bar. How you express your search will be explained later.



Figure 2.4 The URL and search bar in Google

This is the search bar in Google. Access this screen by typing in the URL http://www.google.com. Alternatively, you might click on the **Search** button on the toolbar of your browser. This will take you to a search engine screen to allow you to enter your search expression. Note: if you use the **Search** button, your browser may randomly generate which search engine to use for your search.



Figure 2.5 The **Ninemsn search engine in the left of the browser window**

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1.2. GETTING STARTED USING GOOGLE CHROME

What is Google?

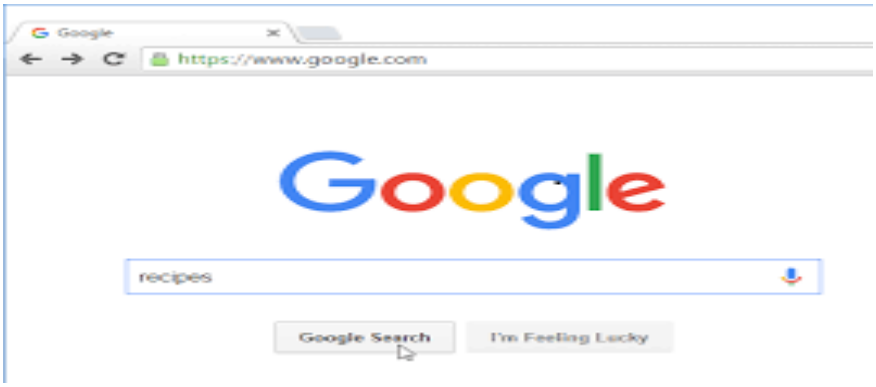


Fig.2.6 Web browsers

Google is the most popular search engine on the Internet. A search engine is a program that searches for items online that correspond to keywords or characters specified by internet users. Google is easy to use, and also more effective than the average search engine, making it easier to find what you are looking for. Google is also home to a variety of features such as Google Maps, Google Drive, Google Docs, Images, Gmail, Calendar, Translate, and much more.

2.2 Searching the World Wide Web

To begin searching the World Wide Web (aka the Internet) you must launch a web browser. There are many different web browsers to choose from and it is up to *personal preference* on which one you choose. In a recent online article, the top ten web browsers for 2017 are:



Fig.2.7 Web search

2.2.1 Performing a search using Google chrome

Let‘s visit Google:

- Type **google.com** in the address bar.
- In Chrome, type your search terms into the address bar, or go Google.com in your web browser.

From there, you can search for anything you would like more information about. Just type your

search terms in the search bar, then click the **Google Search** button or press **Enter** on your

Keyboard.



Fig.2.8 Web browsers

After you type search terms into search bar, you will see a list of **relevant websites (also called search results),** that match your search. If you see a site that interests you, simply click the link to open it. Place your mouse pointer over the text (Link) and you will see the mouse pointer turns into a hand icon, Click on it. If the site doesn't have what you need, click on the **Back** button at the top of the browser window to return to the results page to look for more options.

- Click in the search box and type **recipes**.
- A drop box will appear below with suggestions of other search terms.
- Feel free to click on one if it matches what you‘re looking for.

• Hit the **Enter** key or click on the **Google Search** button to conduct the search. One-page listing is usually four to five lines long. Some information is provided to give you a small glimpse of what you can find on that page. The words in blue are the page‘s title and direct link. The two Lines of black text under that is a quote from the page in which they found your search term. The Green text is the URL (or address) of that page. Notice that your search term is highlighted in bold.

2.2.2 Composing a search expression

When you are looking for search terms try to:

- Type in the question in a full English sentence.
- Use just the main keywords.
- Add more keywords to narrow down (reduce) the number of hits.
- Define (by clicking a button) if you wish to search the entire web, or if you just wish to search Australian sites.
- Use synonyms for the keywords.
- Use acronyms.
- Use words to broaden your search like OR.
- Use words to narrow your search like AND, +, -, NOT.
- Use double quotation marks to ensure the phrase you are using is located in exactly that sequence.

Also try different search engines. You will most likely get different results from the same search terms.

2.2.3 Narrowing or broadening a search

The trick to getting good results from your search expression is to be able to broaden or narrow your

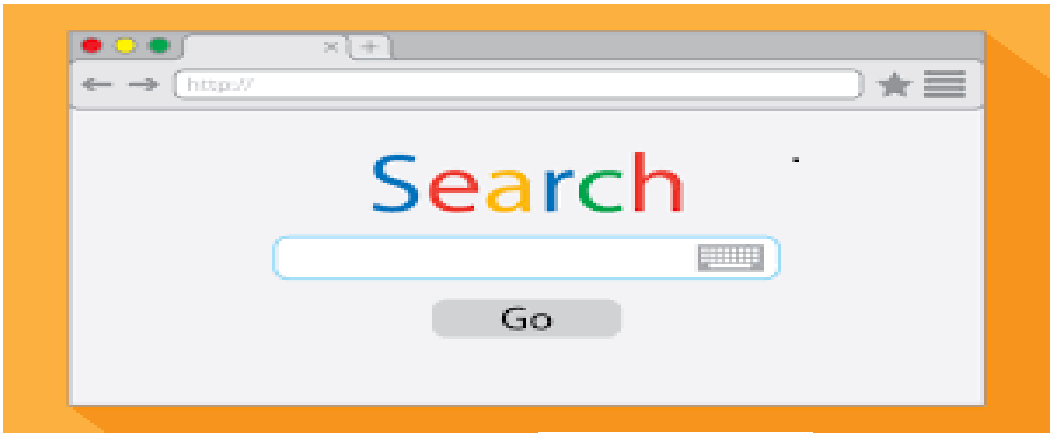


Fig. 2.9 Web Search

search as required. For some topics, you will get millions of results (or hits), while for others you might get none. As pointed out above you can:

- Use words to broaden your search like OR.
- Use words to narrow your search like AND, +, -, NOT.

Instead of using Ninemsn, now let's have a look at what we will achieve in Yahoo. Let's search for information on the IT Certificate 2 qualification.

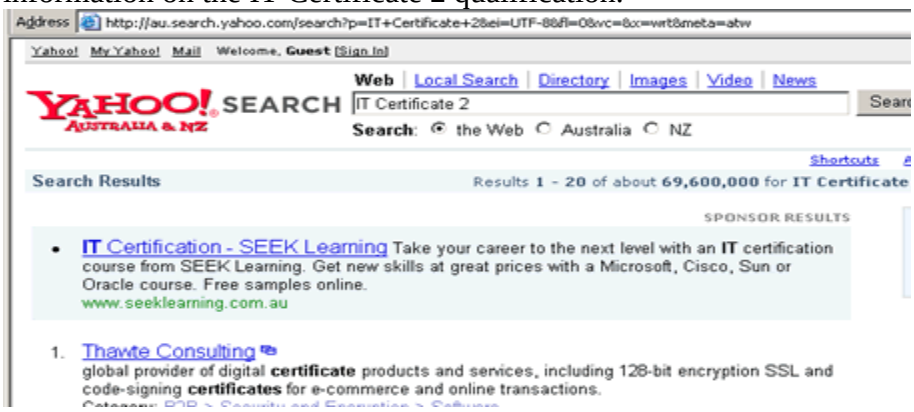


Figure 2.10 Yahoo search

Using Yahoo and searching 'the Web' we come up with 26,700,000 results, or hits. This is way too many! Let's see what happens if we put this phrase in double quotations and set the search for Australia only.



Figure 2.11: Yahoo search with more parameters

This time we have come up with 724,000. Still way too many to try to get to what we want.
Let's assume it is the Certificate 2 through TAFENSW that you are looking for. Let's add TAFENSW and see how we go.



Figure 2.12 Yahoo search with fewer results

Now we have narrowed our results to 25,000. Let's think more about what we are looking for. Assume you want to know where this course is being conducted. Let's narrow the search by adding the word location.

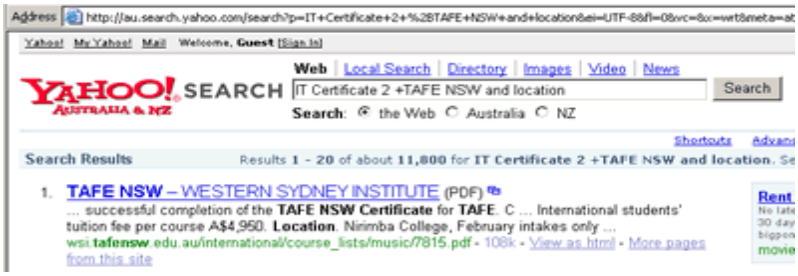


Figure 2.13 Yahoo search with fewer results still

5,850 hits. We're certainly reducing the amount of information to be filtered. Though, this is still way too many results to work through.
Let's investigate a different search engine using the same expressions. Firstly, IT Certificate 2 across the Web.

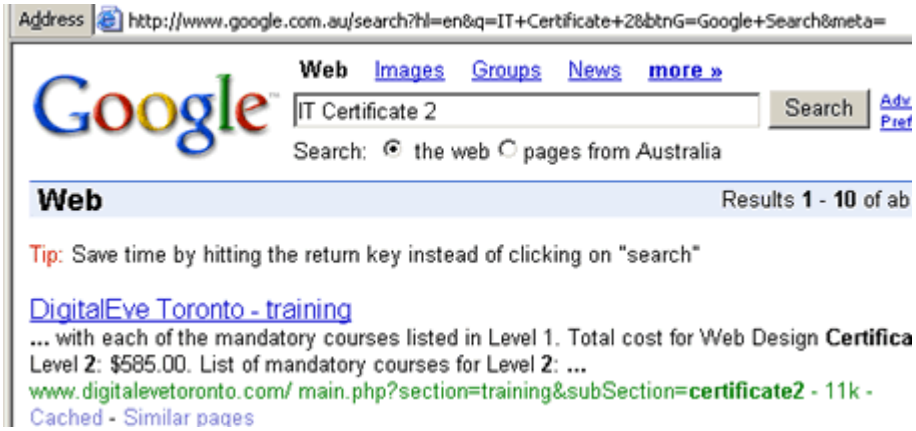


Figure 2.14 Google search without quotation marks

Without quotation marks we got 31, 600,000 hits, close to the results using Yahoo.com.

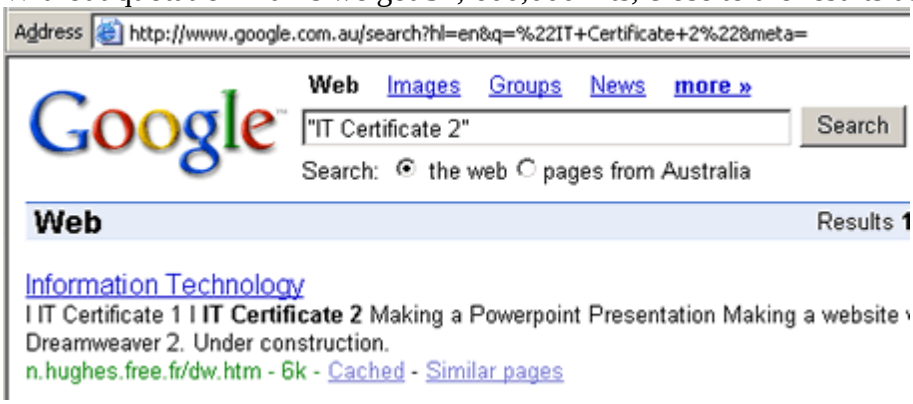


Figure 15: Google search with quotation marks

Wow, how about that? By placing the phrase in double quotation marks, we've narrowed our search to 22 hits using Google. This is much more manageable. Let's see if we can get to the locations where the certificate is offered.

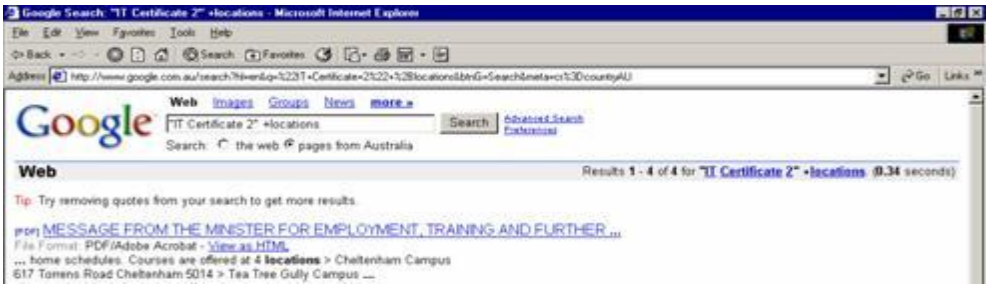


Figure 2.16: Google search with

We now have four hits when we add + locations.
Let's try something really specific, like a course offered by OTEN.



Figure 2.17: Google search with OTEN included

We've now got down to ten hits using the search expression:-"Certificate 2 in Information Technology" + OTEN.
It is possible to narrow the search too far, however.
For example, if I were to put the entire phrase in double quotations and search on this, let's see how we go.

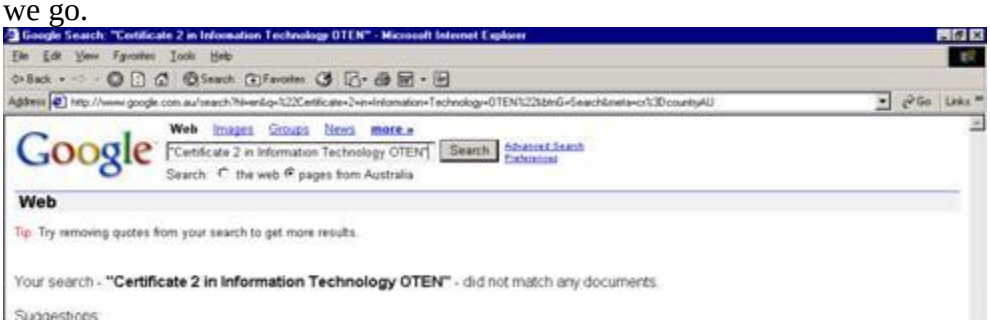


Figure 2.18 Results of the search expression

"Certificate 2 in Information Technology OTEN" all in double quotations

The results above show that this is unlikely to be recorded as one sequence of text, so the search engine can't find anything matching this particular entry when we put double quotations around the whole phrase.

So now you have identified some of the ways to narrow and broaden a search using search engines. Notice that different search engines will give you different results. Different search operators, such as double quotations, + and – symbols, AND, OR, NOT will also give you different results.

A special note here is that the Internet is a very dynamic world. Information located using search engines varies on a daily, and sometimes hourly, basis. If you were to carry out the searches above it is unlikely that you would come up with the same results. However, the principles of using operators to narrow or broaden a search, and using a variety of search engines, always remain true.

2.3 saving and presenting searching engine

Online data storage refers to the practice of storing electronic data with a third party services accessed via the internet. It's an alternative to traditional local storage (such as disk or tape storages) and portable storages (such as optical Medias or flash drives). It can also be called "hosted storage" or "cloud storage"



Fig. 2.20 URL writing

2.3.1. **Introduction to online Data Storage**

In recent years, the number of vendors offering online data storage for both consumers and business has increased dramatically. Some services store only a particular of data, such as photos, music or back up data, while others will allow users to store any type of file. Most of these vendors offer a small amount of storage for free with additional storage capacity available for a free, usually paid on a monthly or annual basis.

2.3.2. Benefits of online storage

One of the biggest benefits of online storage is the ability to access data from anywhere. As the number of devices the average person uses continues to grow, syncing or transferring data among devices has become more important. Not only does it help transfer data between devices, online data storage also provides the ability to share files among different users.

Online data storages also offer distinct advantages for backup and disaster recovery situations because it's located off site.

However, online data storage does have some potential downsides. Some peoples worry about the security of cloud storage services and some vendors have experienced significant outages from time to time, leading to concerns about reliability.

2.4 Bookmark the Webpage

A bookmark is a saved shortcut that directs your browser to a specific webpage. It stores the title, URL, and icon of the corresponding page. Saving bookmarks allows you to easily access your favorite locations on the Web.
All major web browsers allow you to create bookmarks, though each browser provides a slightly different way of managing them. For example, Chrome and Firefox display your bookmarks in an open window, while Safari displays them in a list in the sidebar of the browser window. Internet Explorer uses the name "Favorites" to refer to bookmarks, and like Safari, it displays all your favorites in a list within the browser window side bar

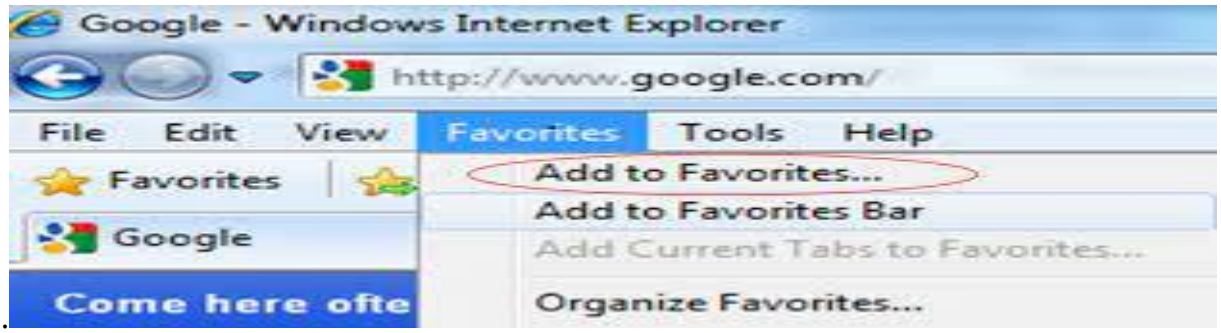


Fig. 2.21 Window Internet Explorer (Add Favorite)

2.3.1 Creating and Saving Book marks

To create a bookmark, simply visit the page you want to bookmark and select Add Bookmark or Bookmark this Page from the Bookmarks menu. In Internet Explorer, you can click the star icon to open the Favorites sidebar and click Add to Favorites to add the current page to your bookmarks. The website title will show up in your bookmarks list along with the website's icon if available. As your collection of bookmarks grows, you can create folders to organize your bookmarks into different categories.

It is helpful to bookmark frequently visited websites and useful references since you don't have to remember the URLs. Additionally, you can just click the bookmarks instead of typing

in the full web addresses. Some browsers even display your bookmarked pages in the auto complete drop down menu as you type in the address bar. This allows you to visit bookmarked pages without even opening the bookmarks window or sidebar in your browser.

NOTE: A bookmark only stores the location of a webpage, not store the contents of the webpage itself. Therefore, when you open a previously saved bookmark, the contents of page may have changed since the last time you viewed it.

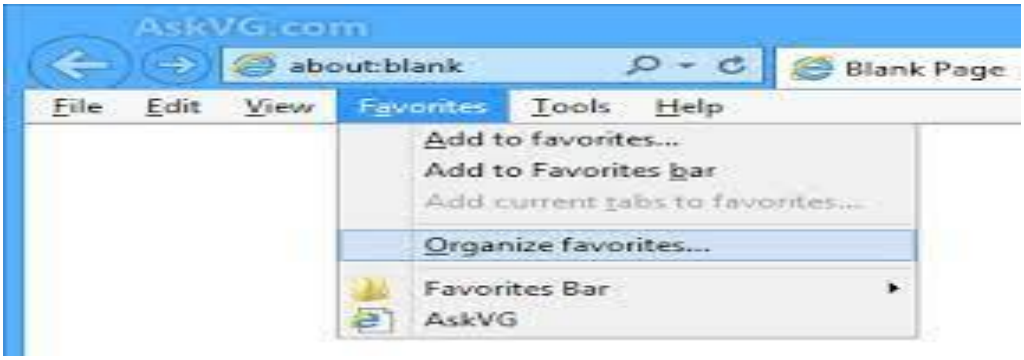


Fig. 2.22 Web browsers

2.3. Adjust Print Margins on a Web Browser

If you run a small business, the Internet enables you to find valuable resources that can help you expand your business and increase your profits. However, you can't always take your laptop with you and you don't have an Internet connection everywhere you travel. To take the information with you everywhere, you must print it. You can print Web pages directly from your Web browser and, to print more data on a page; you can adjust the print margins.

2.3.2 Modifying Page set up options and printing Information

Both Internet Explorer and Mozilla Firefox enable you to adjust print margins from the Print menu.

- **Printing background colors**

If you are trying to print a story with a background color, Internet Explorer and Firefox users will need to also turn on 'Print Background Colors', usually found under Page Setup. Chrome and Safari have this option turned on by default.

- **Other printing options**

This article explains how you can remove the number of pages, date, title etc. that the browser applies to the headers and footers of each printed page by default.

- **Different browsers, operating systems and printers**

Since all printers have slightly different set-ups, these tips may not work for you. If you find a better way, we'd love to hear about it. Please contact us and let us know. (Please include your browser, operating system, printer type and any other information that you think may be helpful). Thanks!

- **Shutting Down and Exiting Browse**

Before you are going to shut down your browser first you should save all the necessary information
And also you must wait if down loading and uploading data/image is on progress, if you shut down before the data is completed your data may be corrupted or destructed.

2.5OHS and netiquette principles implemented on online communication

In the information superhighway, netiquette (internet-etiquette) are the rules of the road. These simple guide posts on good manners in online communication will not only make you seem like a great person to talk to, but more importantly, it helps you become better understood, exude professionalism, and create a positive online reputation that will lead you to more lasting and meaningful connections.

2.4.1Observing OHS and netiquette principles

Here are some guide posts on online behaviour:
It's all about respect

Just like in face to face communication, courtesy goes a long way in making everyone's internet experience pleasant and enjoyable. Always think of how you would want to be treated. That's probably how others want to be treated too.

2.4.2 Core rules of netiquette

In her book Netiquette, Writer Virginia Shea wrote these important guidelines:

- ✓ Remember the human – this is the Golden Rule of internet communications. Always be aware that you are talking to a person, not a device. Therefore, the same rules of courtesy apply.
- ✓ Adhere to the same standards of behaviour online that you follow in real life
- ✓ Know where you are in cyberspace – netiquette varies from domain to domain. What is acceptable in a chat room may not be appropriate in a professional forum so "lurk before you leap".
- ✓ Respect other people's time and bandwidth
- ✓ Make yourself look good online – spelling and grammar count! Always write thoughtful posts and keep your language clean.
- ✓ Share expert knowledge
- ✓ Help keep flame* wars under control
- ✓ Respect other people's privacy
- ✓ Don't abuse your power
- ✓ Be forgiving of other people's mistakes

If you want to know more about these rules, go to 10 Core Rules where each one is explained at length.

Flaming is writing content online that intentionally invokes responses such as rage, sadness, humiliation, self-doubt, and others. From: No bullying.com.

Netiquette basics

These basic rules are adapted and updated from living internet.com:

- ✓ **Help the newbie's** – good netiquette dictates that you share your knowledge to new users by answering some of their questions. Remember, you too were a newbie once.
- ✓ **Research before asking** – most sites have a Frequently Asked Questions (FAQs) page to guide new users. Read this before emailing or messaging so as not to waste other people's time.
- ✓ **Remember emotion** – subtle emotions and meanings do not transmit very well in an email. However, do not use all caps as it designates shouting, or overuse smileys and emoticons as these may make you look unprofessional. Constructing your sentences carefully and checking (and re-checking, several times) what you write before hitting send is always a good policy.

Living internet.com also has helpful tips on the Netiquette of sending, Netiquette of replying, and Netiquette of confidentiality. You can read them here: Internet Etiquette.

2.6 The Ten Commandments of Computer Ethics

(from the Computer Ethics Institute)

- ✓ Do not use a computer to harm other people.
- ✓ Do not interfere with other people's computer work.
- ✓ Do not snoop around in other people's computer files.
- ✓ Do not use a computer to steal.
- ✓ Do not use a computer to bear false witness.
- ✓ Do not copy or use proprietary software for which you have not paid.
- ✓ Do not use other people's computer resources without authorization or proper compensation.
- ✓ Do not appropriate other people's intellectual output.
- ✓ Do think about the social consequences of the program you are writing or the system you are designing.
- ✓ Always use a computer in ways that insure consideration and respect for your fellow humans.

Remember that your digital footprint can be tracked

Even if you write under an alias or a made-up handle, the account can easily be traced back to you. So don't think that you won't be found out if you write nasty remarks on your boss's blog, or that your posts flaming somebody in a forum can be easily remedied by deleting them. Your activities online leave data that may be stored and can be retrieved. Always be a decent and responsible citizen.

Operation sheet- 1	Procedures to Opening Search Engine

- **Operation title:** Procedures to Opening Search Engine
- **Purpose:** to obtain the search engine
- **Instruction:** Follow the steps and search
- **Tools and Equipment:** Computer /PC
- **Precautions:-**Check the internet connection
- **Steps:** To open search Engine Follow the following steps:

Step1- Open one of your preferable browsers
Step2 -Write the search engine you want to use
Step 3-Click search

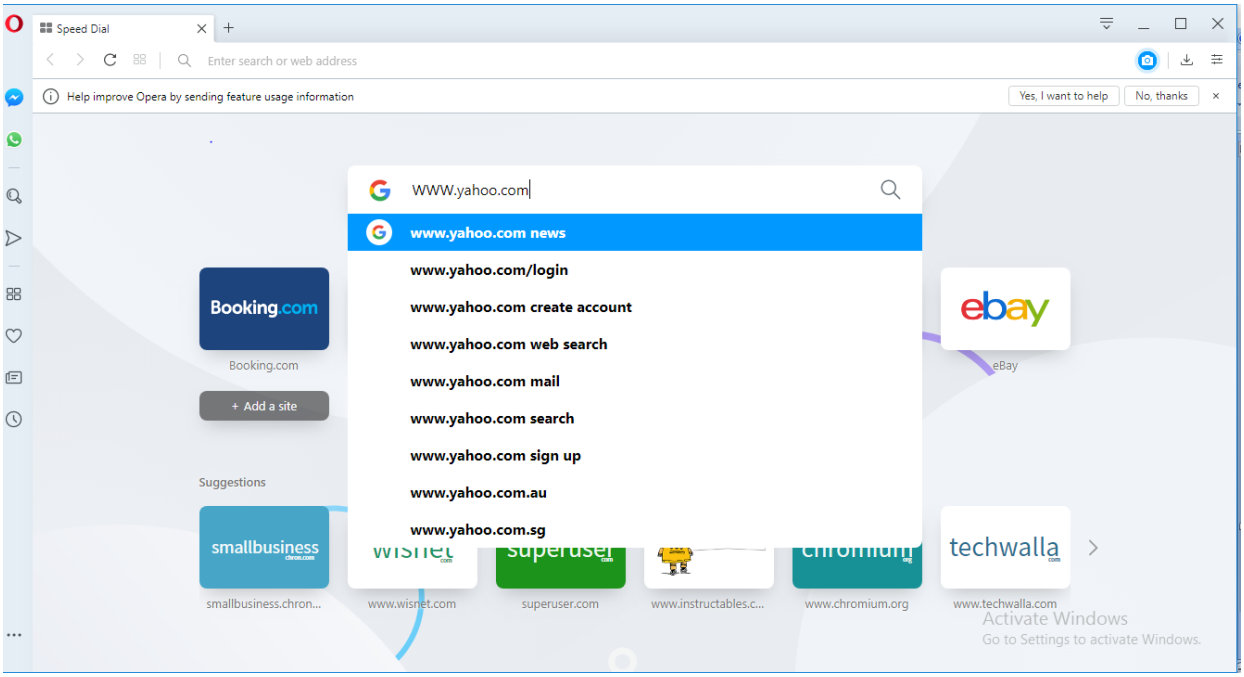


Figure 2.22 Opening search Engines Fig. 1 Web browsers

Quality criteria: - Operate with shortest given time

Operation sheet- 2	How to save search results

Operation title: Procedures to Opening Search Engine

Purpose: to obtain the search engine

Instruction: Follow the steps and search

Tools and Equipment: Computer /PC

Precautions:- Check the internet connection

Steps: You can save the results of your search in a number of ways. Generally you would display on the screen the web page of a particular search result. You can then save the search results in one of two ways:
Can copy and paste the contents of a web page into a word document.

Save the entire page as an HTML (web page) file

To save the entire page as an HTML (web page) file, follow these steps:
Step-1 You Choose the File menu.
Step -2 Click on Save As.
Step -3 Choose the location you wish to save your web page to,
I.e. the drive as well as the folder you wish to use.
Step -4 Click on Save.

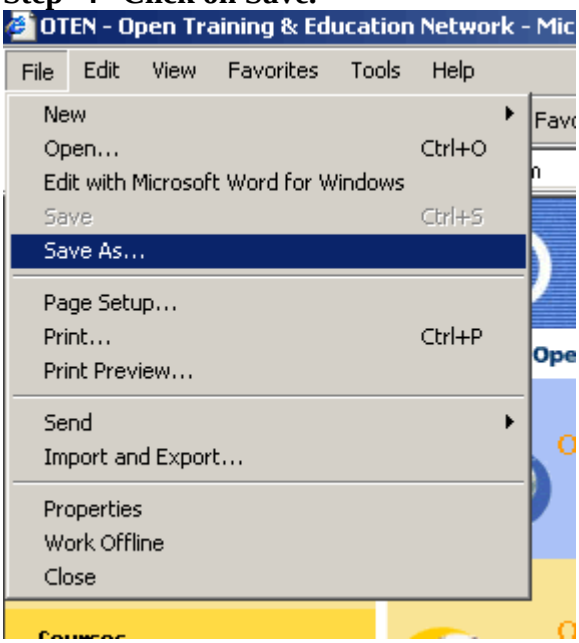


Figure 2.23: File Menu, showing Save As command

Quality criteria: - Operate with shortest given time

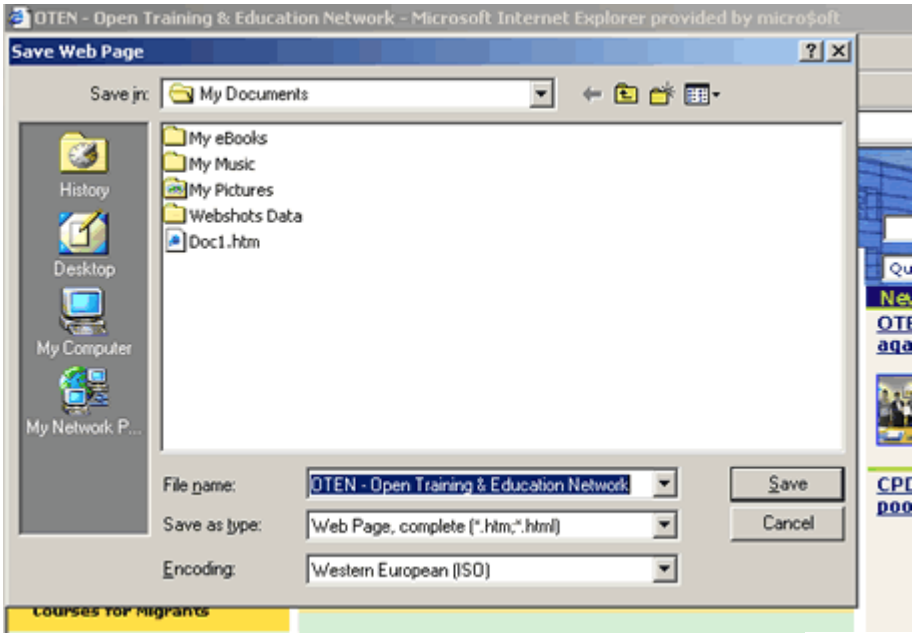


Figure 2.24: Choose a folder to save into Fig. 1 Web browsers

Step 6 -On the Save Web Page screen, when you click on save, the file IT Framework Course – Information Technology will be saved into the OTEN folder in this example**.**



Figure 2.25: The file saved Fig. 1 Web browsers

Notice that a folder holding all the graphics relating to this web page is also saved. This allows all information to be viewed offline, i.e. when you are no longer connected to the Internet.

Quality criteria: - Operate with shortest given time

Operation sheet-3	Steps to Creating and saving bookmarks

- **Operation title:** Procedures to Opening Search Engine
- **Purpose:** to obtain the search engine
- **Instruction:** Follow the steps and search
- **Tools and Equipment:** Computer /PC
- **Precautions:-** Check the internet connection

Steps
Step 1-Go to the website you wish to save as a favourite**.**
Step 2-Choose Favourites menu or click on the Favourites button on the toolbar.
Step 3-Choose Add To Favourites**.**
Step 4-At the next screen, click on Create In if you cannot see the New Folder option.
Step 5-Now click on New Folder if you wish to create a new folder.
Step 6-Name your folder and click on OK.
Step 7-Ensure the folder you want to save into is open.
Step 8-Change the name of the page against Name if you feel it is not a very helpful name.
Step 9-Click on OK.

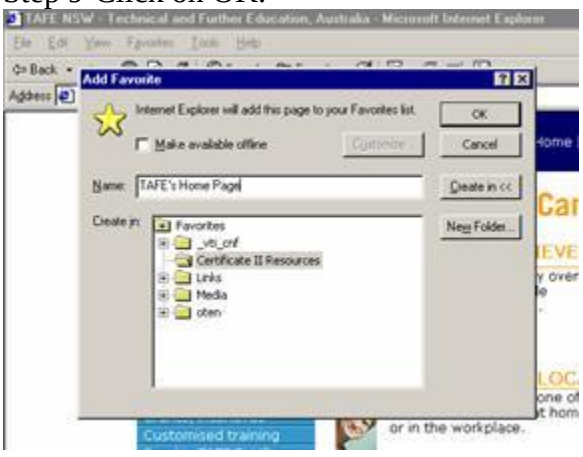


Figure 2.26: Choose Add to Favorites from the Favorites menu



Figure 2.27: New folder option

In Netscape:

Steps

Step 1-Go to the site you wish to save as a bookmark.
Step 2-Choose View Menu or click on Bookmarks on the toolbar.

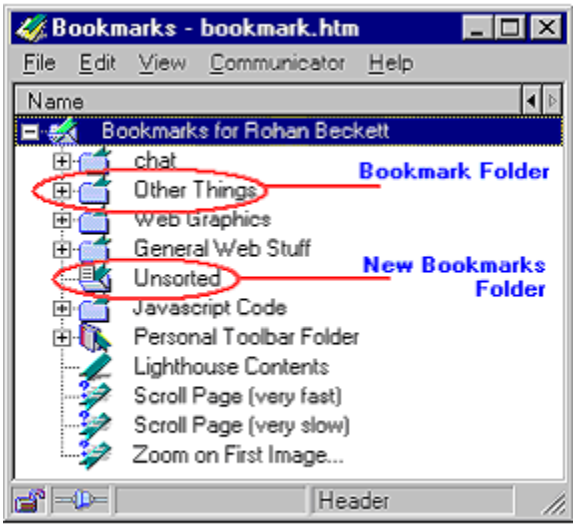


Figure 2.28: The View menu in Netscape

3 **Step 1-** Choose Bookmarks**.**
4 **Step 2-**Choose Add Bookmark**.**
5 **Step 3-**At the next screen, click on File Bookmark if you cannot see the New Folder option.
6 **Step 4-**Now click on New Folder if you wish to create a new folder.
7 **Step5 -**Name your folder and click on OK.
8 **Step 6-**Ensure the folder you want to save into is open.
9 **Step 7-**Change the name of the page against Name if you feel it is not a very helpful name.
10 **Step 8-**Click on OK.

Quality criteria: - Operate with shortest given time

Operation sheet – 4	Steps to Modifying page set up options and printing information

Operation title: Procedures to Opening Search Engine

Purpose: to obtain the search engine

Instruction: Follow the steps and search

Tools and Equipment: Computer /PC

Precautions:- Check the internet connection

Step

The results of a search can be printed in two ways.
The first way:
Step 1 Choose File menu, then Print Preview.
Step 2- If you are happy with what will be printed, click on the Print button**.**

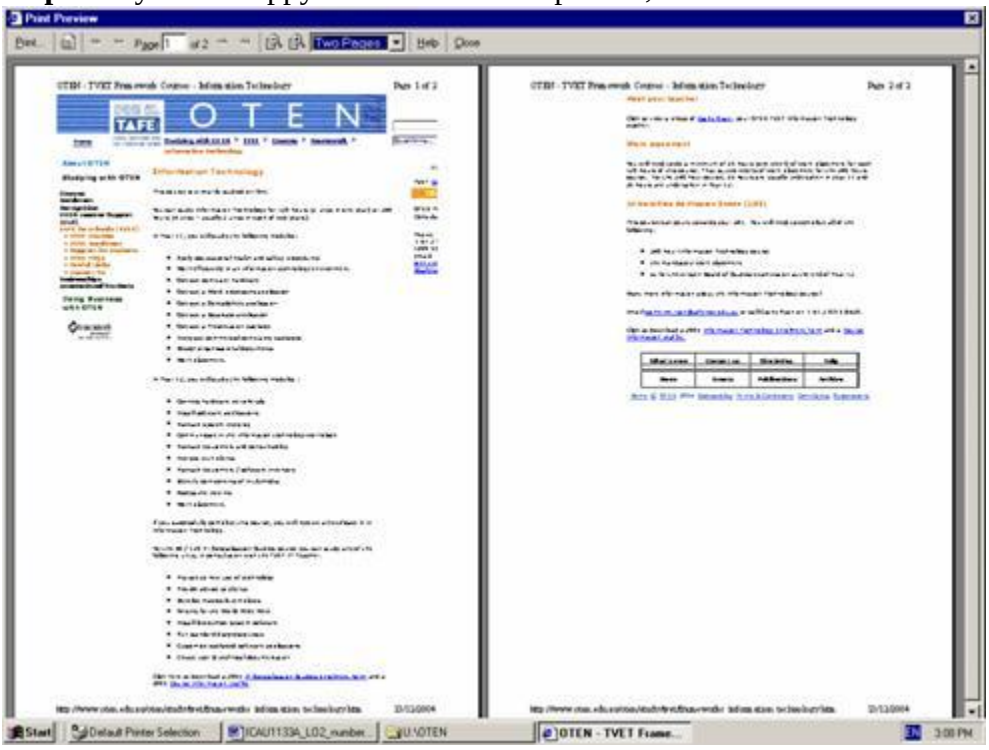


Figure 2.29: Print preview

On clicking the print button you would create a hard copy of the two pages of this web page. Notice that you will also print the page title (the name at the top of each page), and the URL of the page at the bottom of the page.

The second way:
Step 1- Select the text and graphics you want to print.
Step 2 -Choose File menu, then Print.
Step 3 -At the next screen, go to Page Range, click in the circle next to the word Selection.



Figure 2.30: File menu with Print selected



Figure 2.31: Only the highlighted information will be printed

Step 4- By choosing Page Range, Selection from this screen, (note the dot against this option in the screen above) only that information selected in the left area of the screen would be printed.

Quality criteria: - Operate with shortest given time

Operation sheet - 5	Steps to Shutting Down and Exiting Browser

Operation title: Steps to Shutting Down and Exiting Browser

Purpose: to shut down browser

Instruction: Follow the steps and search

Tools and Equipment: Computer /PC

Precautions:- Check the internet connection

To close and exist Browser soft application follows one of the following procedures**:**
Step 1.
Click on the "X" button in the upper-right corner of the browser window to close it.

Step 2.
You can also click "File" in the upper-left corner and then choose "Exit" to close the browser.

Step 3.
For an alternate method, push "Alt" and "F4" simultaneously to close the browser using a Windows shortcut.

Step 4

Click on the browser icon beneath "Applications" and select "End Task." This will force the browser to close if it is frozen, although it may take a few seconds. Click "End Now" if you see a browser warning window.

Quality criteria: - Operate with shortest given time

Self-Check–2	Written Test

Name: _____ Date: _____

Time started: _____ Time finished: _____

I. Answer all the questions listed below.

1. _____ is a tool we use to find websites and information on the Internet.
   A. Internet Explorer C. search engines
   B. Cookies D. Book marks
2. . Among the following which one is not categorized under search engine
   A. Mozilla Firefox C. Yahoo
   B. Google search D. MSN
3. When you are looking for search terms:
   A. Type in the question in a full English sentence.
   B. Use just the main keywords.
   C. Add more keywords to narrow down (reduce) the number of hits.
   D. All
4. _____ refers to a method of saving a web page
   A. search engine C. Browser
   B. Book Mark D. Internet

II. Write True if the statement is Correct and False If the statement is Incorrect

1. Online data storage refers to the practice of storing electronic data with a third party services accessed via the internet
2. Saving the document means storing the document on to the secondary storage devices.
3. One of the biggest benefits of online storage is the ability to access data from anywhere.
4. Traditional local storage includes disk or tape storages.
5. To take the information with you everywhere, you must print it.
6. Chrome and Safari turned on Print Background Colors options by default
7. We can use the word shutting down and closing interchangeably
8. Before we are going to close our browser first we have to save all the necessary information

III. Explain the following

1. Book mark,
2. URL.

LAP Test	Practical Demonstration

Name: _____
_____
_____

_____ Date: _____
Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

Task 1. Open Google Search Engines

Task 2. Save and Present Search engine data

Task 3. Create and Save the created Book Mark

Task 4. Modifying page set up options and printing information

Task 5. Shut down and Exit currently running browsers

Unit Three: Organize and Complete Daily Work Activities

This unit is developed to provide you the necessary information regarding the following conten coverage and topics:

- Work plans and goals
- Team relationship
- organizational requirements

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically upon completion of this learning guide, you will be able to:

- Explain work goals and plans
- Develop understanding of teams relationship
- Describe organizational requirements

3. Work plans and Goals

Our personal work goals and plans need to fit in with your overall team's goals and plans. Make sure you actively participate in work meetings about work goals and plans. If you don't understand something, ask questions to clarify what you have to do. If you think something isn't fair, make sure you speak out. Everyone needs to understand and agree to the goals and plans that have been established. Your work goals and plans should be negotiated with at least one other person. People you need to negotiate your work plan with:

- Coach or mentor
- Supervisor or manager
- Team leader

• Peers, work colleagues or other members of your team



Fig. 3 Web browsers

3.1 Work goals and plans to Organize Work Activities

Be clear on your work duties position description should tell you what your responsibilities are, clarify with supervisor

- How does your job affect the organizations goals?
- What do you need to achieve on a daily basis?
- What do you need to achieve on a daily basis?

3.1.1 Set goals

Knowing what you want to achieve can help you attain it. Goals should be:

- **S= Specific**
- **M= Measurable**
- **A= Attainable**
- **R= Realistic**
- **T= Timely**

I. Specific

Goals should be straightforward and emphasize what you want to happen. Specifics help us to focus our efforts and clearly define what we are going to do
Specific is the What, Why, and How
WHAT are you going to do? Use action words such as direct, organize, coordinate, lead, develop, plan, build etc.
WHY is this important to do at this time? What do you want to ultimately accomplish?
HOW are you going to do it? (By...)Ensure the goals you set is very specific, clear and easy

II. Measurable

If you can't measure it, you can't manage it. In the broadest sense, the whole goal statement is a measure for the project; if the goal is accomplished, it is a success. However, there is usually several short term or small measurements that can be built into the goal. Choose a goal with measurable progress, so you can see the change occur
How will you be when you reach your goal? Be Specific! "I want to read 3 chapter books of 100 pages on my own before my birthday" shows the specific target to be measure. "I want to be a good reader" is not as measurable.

Establish concrete criteria for measuring progress toward the attainment of each goal you set. When you measure your progress, you stay on track, reach your target dates, and experience the Exhilaration of achievement that spurs you on to continued effort required to reach your goals.

III. Attainable

When you identify goals that are most important to you, you begin to figure out ways you can make them come true. You develop the attitudes, abilities, skills, and financial capacity to reach them. Your begin seeing previously overlooked opportunities to bring yourself closer to the achievement of your goals.

Goals you set which are too far out of your reach, you probably won't commit to doing. Although you may start with the best of intentions, the knowledge that it's too much for you means

your subconscious will keep reminding you of this fact and will stop you from even giving it your best.
A goal needs to stretch you slightly so you feel you can do it and it will need a real commitment from you. The feeling of success which this brings helps you to remain motivated.

IV. Realistic

This is not a synonym for "easy. “Realistic, in this case, means “do able. “It means that the learning curve is not a vertical slope; that the skills needed to do the work are available; that the project fits with the overall strategy and goals of the organization. A realistic project may push the skills and knowledge of the people working on it but it shouldn't break them.

Devise a plan or a way of getting there which makes the goal realistic. The goal needs to be realistic for you and where you are at the moment. For instance, it may be more realistic to set a goal of completing 5 things on your to do list than completing everything on your to do list.
Be sure to set goals that you can attain with some effort! Too difficult and you set the stage for failure, but too low sends the message that you aren't very capable. Set the bar high enough for satisfying achievement!

V. **Timely**

Set a timeframe for the goal: for next week, in three months, by November. Putting an end point on your goal gives you a clear target to work towards. If you don't set a time, the commitment is too vague. It tends not to happen because you feel you can start at any time. Without a time limit, There’s no urgency to start taking action now. Time must be measurable, attainable and realistic.

3.1.2Prioritizing

Efficiency and effectiveness are not the same someone who works hard and is well organized but spends all their time on unimportant tasks may be efficient but not effective. To be effective, you need to decide what tasks are urgent and important and to focus on these. This is called Prioritizing It's important to list the tasks you have and to sort these in order of priority, and then to devote most time to the most important tasks. This avoids the natural tendency to concentrate on the simple, easy tasks and to allow too many interruptions to your work.

Differentiate also between urgent and important tasks: an urgent task may not necessarily be important! When job hunting, you won't be able to apply to every employer. You will need to carefully priorities those you wish to apply to, based upon factors such as closing date, location, degree class required, and chances of getting in.

3.1.3Procrastination

Procrastination is the scourge of action planning. It's important that you manage 'Your fear of doing things' you don't want to do and realize that the fear is often far worse than any possible negative results. The best time to do something is usually NOW.

Taking action generates the impetus for further action Break down tasks Break goals down into their components so that
You can accomplish them one step at a time. Write these steps down, and try to be as specific as you can when you do this.
Try to complete one task before you go on to the next.

Reward yourself for achieving these goals to maintain your enthusiasm. Regularly review your Progress towards your goals and revise plans as appropriate to take account of unforeseen changes. Persevere inevitably, things will not always run smoothly as you progress towards your goals. When things are not working out, you need to persevere and learn how to take a positive attitude towards frustration and failure.

Mistakes are a crucial part of any creative process and each is a lesson leading you towards the right solution. Fear of making or admitting mistakes is a major handicap to taking effective action. It is said that the people who have achieved the most have made the most mistakes! Try to be aware that satisfaction comes as much from pursuing goals as from achieving them.

Work at effective strategies to deal with pressure these can vary from taking exercise, to relaxation techniques such as meditation, to simply sharing problems with friends.
Being assertive can also help here, for example, politely saying no to the demands of others when you are pushed for time. Sharing tasks and problems with others will spread the burden and will bring a fresh perspective to them.

Organize your time

It’s hard to do this if things you need to find are buried under a pile of paper! Work to schedule so that you meet deadlines in good time doesn’t leave everything until the last minute.

3.1.4 Plan & Organize Work Activities

Planning and organization makes efficient use of your time at the office by keeping you focused from beginning to completion of a project. A comprehensive plan for work activities and projects ensures you tackle all necessary steps for success. Organizational tools allow you to track the planning progress for the activity. An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities. Tweaking your organizational method allows you to create the most effective planning system for your office.

- **Step 1**

Identify the scope and goals of the planning process related to each work activity. Determine what you need to accomplish for the success of the activity or project. Identify the employees who will play a role in the task if it is a team project.

- **Step 2**

Break down the major tasks for the activity into smaller steps that you need to take for completion, essentially creating a to-do list for the project. If other employees are working on the tasks with you, assign each person a role and specific responsibilities to divide the workload.

- **Step 3**

Establish the timeline for completing the work activity. Assign each individual task that goes into the activity a completion date to make sure everything is completed in a timely manner. Give yourself enough time to complete all associated tasks before the deadline passes.

- **Step 4**

Write each due date for the project tasks on your calendar, or set up reminders that pop up on your computer screen as the deadlines approach.

- **Step 5**

Identify potential problems or barriers you may face for the work activities. Create an action plan to avoid those issues to keep the project on track.

- **Step 6**

Utilize an online project management program for major work activities that are critical to the company's success. These programs are particularly effective for complicated projects or activities that involve many team members. The progress is tracked and all employees can stay updated through the program.

- **Step 7**

Schedule planning meetings, when active participation and feedback is needed ,from others working on the project. Keep the meetings focused and productive to use the time efficiently.

- **Step 8**

Send out regular updates and communication to all other employees who are working on the project. This allows all team members to stay informed and update their to-do lists and timelines as necessary.

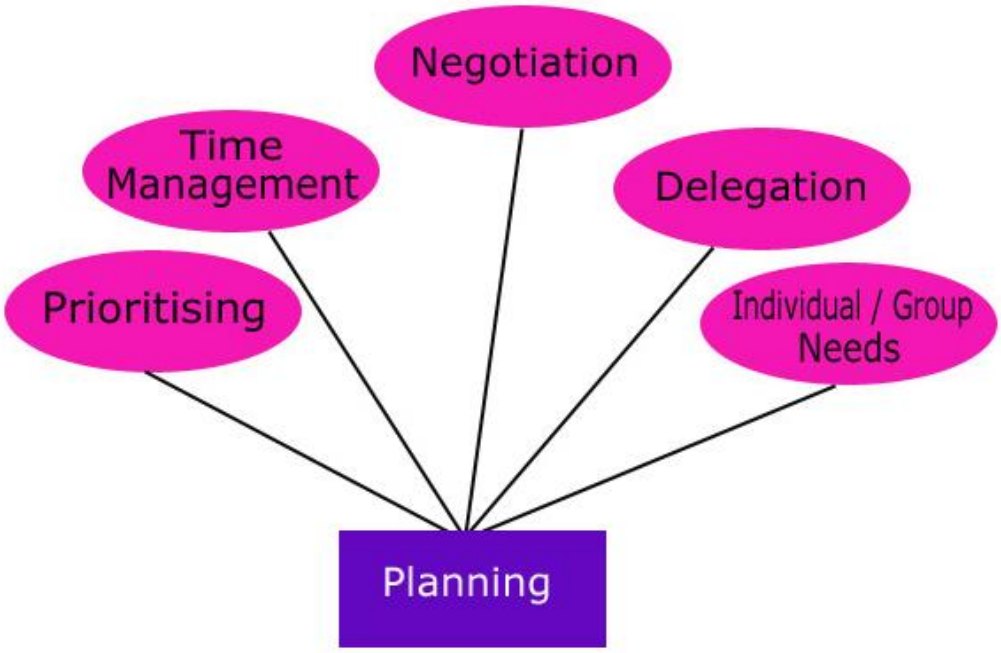


Fig. 3.1 planning segments

Set your goals

A good way to organize your tasks and get things done is to set goals. Work goals provide:
• A purpose for the work
• Valuable feedback on your progress
• Further incentive to achieve – it feels great to reach a goal.

Some goals are short-term goals, such as preparing a letter for a client. Others are long-term, such as improving the team's filing procedures. You should try to distinguish between your short-term goals, your day-to-day goals and the long-term goals set by your supervisor and team. Your goals are the things you want to accomplish. They must be realistic. If you want your plan to work, you need to take each goal and evaluate it. To be effective, goals need to be SMART, as in the following SMART goal-setting formula.

3.2 Team Relationship

Your personal work goals and plans need to fit in with your overall team's goals and plans. Make sure you actively participate in work meetings about work goals and plans. If you don't understand something, ask questions to clarify what you have to do. If you think something isn't

fair, make sure you speak out.

3.2Negotiate work plans and goals with the appropriate people

Everyone needs to understand and agree to the goals and plans that have been established. Your work goals and plans should be negotiated with at least one other person. People you need to negotiate your work plan with:

- Coach or mentor
- Supervisor or manager
- Team leader
- Peers, work colleagues or other members of your team

Identify your role in the organization from the organization to the work group to the individual worker – the 'big picture' goals and plans are broken down until they reflect your individual tasks and responsibilities.

If you don't understand how you fit into the 'big picture', ask your supervisor to explain. They should be able to explain how your work connects with the rest of your work group and the organizational organization achieves synergy when the goals of the organization and individual team members are aligned.

This means that everyone is working effectively towards achieving the same things.

3.2.2 Determine your resources

Resources are the things you need to help you complete a task. Sometimes you will only need the resources in your desk drawer. At other times, you will need to gather necessary resources. When you are planning your work, make sure that you allow enough time to gather resources. You need to know where relevant resources are kept, and whether you need permission to take them.

For example, your supervisor may need to sign a form or you may need to write down what you have taken. Make sure you always follow your organization's procedures for using resources

3.2.3 Work out priorities

Once you know the required time lines and the relative importance of your tasks, you can set priorities. Your day-to-day workload will usually include a variety of tasks. Some tasks need to be completed straight away, such as arranging a courier or answering a telephone call. Others, such as filing or data entry, are routine tasks that are done regularly, but may be done at any stage during the day. Your supervisor might tell you which tasks to do first. However, you will often need to use your own judgment and set your own priorities.

To do this, think about how your tasks affect the work of other people in your work group. Try to organize your work so that it is completed in time for others to do theirs. Sometimes you will have to change your priorities.

For example, your supervisor may ask you to take on an urgent task. You need to adjust your priorities to do this.

Use planning tools

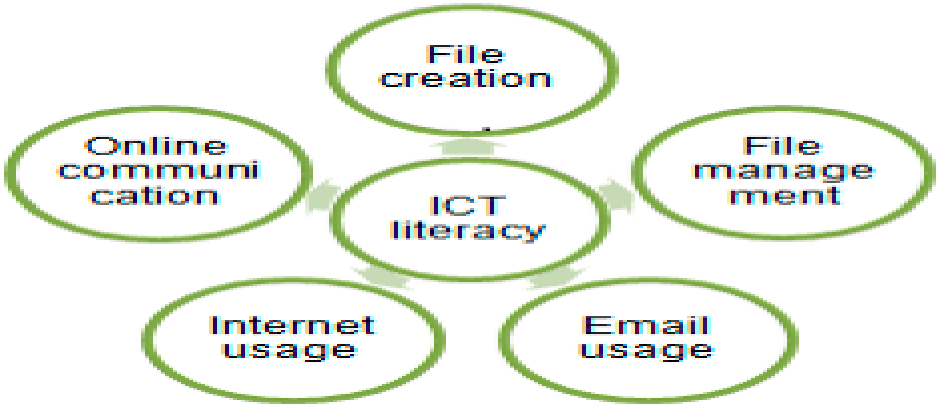


Fig.3.2 Daily Plan Template

Your organization might require a more long-term schedule, such as a weekly or monthly work plan. This gives you a long-term view of your tasks and priorities and is more formal than a daily work plan.

You will usually work this out in your work group and with your manager or supervisor. Whether you are writing a short-term or a long-term schedule, there are various planning tools you can use to help you plan your workload.

Below are some **examples of useful planning tools.**

A. Review priorities

It is a good idea to review your list of priorities about halfway through each day. This gives you a chance to monitor your daily work schedule, set new priorities and make the best use of your remaining time. Regularly review your long-term work schedule. As priorities change within the organization, your own priorities should change as well. Your supervisor should tell you about any changes as they occur. Always check with your supervisor if you are not sure about your priorities. There are many reasons for an organization to change its priorities. Often, it's in response to outside factors. Outside factors that affect organizational priorities include:

- a change in the price of materials needed for manufacturing a product
- a decrease or increase in sales of a product
- a change in government regulations.

B. Do several tasks at the same time

As you gain more experience, you need to develop the ability to work on several tasks at the same time. Life might be simpler if you could just work on one task, and then the next. However, that is

often not the most efficient way of working. Time management and multi-tasking are the important skills in a workplace. They are skills that take practice and require you to think and plan ahead. For example, many tasks, such as photocopying or working on reception, may involve some waiting, and this waiting time can often be used to do something

3.3 Meet organizational requirements

I. Supervisor feedback

Feedback from your supervisor is also valuable. They may have a private discussion with you for things that only concern you. At other times they will give you feedback in a team meeting, particularly if what they have to say concerns the rest of the work group. As well as informal discussion and advice, you may have a more formal review. This may be called a 'performance appraisal' and can happen every six months or once a year. It is an opportunity for you and your supervisor to sit down and discuss all aspects of your work. Write notes about points that you can rise in discussion with your supervisor and review your work plan for the last six months or year in preparation for your performance appraisal. When reviewing your work plan, you should consider the following points.

II. Performance appraisal

The purpose of the performance appraisal is to be clear about your job requirements and the necessary standards of work performance and behavior. Your manager should give you constructive feedback on your progress in relation to your work plan for the last six months or year. An appraisal is also an opportunity to identify training and development needs related to your position and the business needs of the organization.

3.3 Complete tasks on time

Keep your daily work schedule on hand so you can see what needs to be done every day. Get into the habit of ticking off each task as you complete it. This can be satisfying and will also remind you of what else you need to do that day. If you are not completing your daily tasks and are regularly behind schedule, you need to discuss the situation with your supervisor. You might need some help to manage your time better, or you may need to share some of your work with other people.

Self-Check 3	Written Test

Name: - ---------- Date: ----------

I. Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher.

1. Which of the following should be considerations of work plans?

   A. the needs of customers
   B. the goals of the organization
   C. timelines
   D. the objectives of the organizations
   E. the goals of individuals

2. Which of the following can assist in determining and prioritizing work?

   A. breaking up the tasks
   B. determining resources
   C. understand the priorities
   D. using a ‘to do’ list
   E. focusing on the most important task

3. Which of the following are ways to use time effectively?

   A. use technology
   B. have an organized workstation
   C. work on more than one task at the same time
   D. monitor priorities
   E. planning the workload

4. From the list below please match the Letter here with the correct definition for the term it represents numbered below

   a) S #A a goal needs to be within reach

   b) M #R Is in line with your objective /goal

   c) A #T are set to achieve a goal

   d) R #S helps to focus efforts and clearly defines what is to happen

   e) T #M How you will track your progress

5. Which of the following are the types of problems that can be encountered at work?

   A. unlimited time
   B. equipment breakdowns
   C. unlimited resources
   D. competing work demands
   E. unlimited support
   F. changes to procedures
   G. environmental factors

6. From the list below please match the problem solving approaches here with their correct explanations numbered below

   A. Identifying the problem #2 Looking at asking for help or advice
   B. Look at the options #3 Looking at what the real issue is
   C. Take appropriate action #1 Looking at all the ways to solve the issue

7. A supervisor may expect you to report on your progress on tasks, which of the following people could you ask for feedback on your work performance?

   A. colleagues
   B. customers
   C. stationary delivery man
   D. supervisor
   E. parents

II. Explain the following

1. organize your work schedule
2. Explain goals and plans

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Participants of this Module (training material) preparation

No	Name	Qual/ (Level)	Field of Study	Organization / Institution	Mobile number	E-mail
1	Zerihun Abate	MSc	IT	Sabata PTC	0911858358	Zedoabata2017@gmail.com
2	Yohanis bekele	Degree	Computer Science	Hawas PTC	0939497118	Ybekele71@gmail.com
3	Michael Kasahun	BSc	IT	Misirak PTC	0989308914	Miko3mt@gmail.com
4	Yonas Beyan	MSc	IT	Ethio Italy PTC	0915007456	Yonas.beyane@gmail.com
5	Abebe Mulatu	BSc	IT	Daye PTC	0904834788	Abebemulatumgh@gmail.com
6	Solomon Yilma	MSc	IT	Assosa PTC	0911954729	sollangano@gmail.com
7	Sewayehu W/yohanis	Msc	IT	Sodo PTC	0911716733	Sewnet1221@gmail.com
8	Tewdros Girma	MSc	IT	Sheno PTC	0911835002	tedmutd@gmail.com
9	Subagadis Gigar	BSc		MoLS	0920193859	subiartpromo