

I020	Elective - Year 3	Office Operations	L+P+S 0+1+1	ECTS 3
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Course objectives. Develop general and specific knowledge and skills of students referring to office operations in modern business conditions.

Course prerequisites. Not required.

Syllabus.

1. Office and office operations. Development of office operations. Data processing. Business reporting. Information. Time management.
2. Computers and programme equipment in office operations. Computers. Printers. Plotters. Scanners. Other peripherals in office operations. Operating systems. Office tools. Design tools. Documentation tools. Databases. Organisers. Address books/lists. Communication tools. Multimedia. Videoconferencing. Message exchange. Programme tools for integrating office operations (groupware). Other programme equipment. Human resources training.
3. Documentation. Structure and formatting of business documents. Norms and standards. IntroNet. Computer-supported cooperation. InterNet. Remote presence and distance work. Object model of documents, hypertext and hypermedia. Processing, storing, access, exchange and operations by means of multimedia documents. Languages for description and exchange protocols for multimedia documents. Document reproduction and storage. Document preservation. Document safety.
4. Communication and specialised telematic equipment. Oral (talks, meetings, presentations) and written communication (business correspondence, fax, electronic mail, SMS, MMS, Web, Internet discussions). Telematic services. Telephone. Mobile communications. Tele-text. Videotext. Fax. Other equipment and premises. Ergonomics of office equipment and premises.
5. Office development trends. Global trends. Decentralisation of office operations. dOffice. eOffice. mOffice. vOffice. Globalisation and office operations. New technologies for office operations.

Expected learning outcomes.

After the completion of the course, students are expected to be able to:

- use text processor Word;
- use table calculator Excel;
- solve practical problems in office operations;
- use the PowerPoint presentation programme;
- create their own web page.

Teaching methods and student assessment. Exercises and seminars are obligatory. Students' knowledge is assessed during the year through assignments in which students need to solve practical problems in office operations. Each assignment is designed to cover one segment of office operations from data processing by text processor Word, table calculator Excel, PowerPoint presentation programme. Students are also supposed to create their own web pages. The final grade is given on the basis of the average assignment and seminar grade.

Can the course be taught in English: Yes.

Basic literature:

1. V. Srića, A. Kliment, B. Knežević, Uredsko poslovanje, Strategija i koncepti automatizacije ureda, Sinergija, Zagreb, 2003.

Recommended literature:

1. V. Čerić, M. Varga, Informacijska tehnologija u poslovanju, Element, Zagreb, 2004.
2. A. Kliment, Digitalne poslovne komunikacije, Ekonomski fakultet Zagreb, Mikrorad, 2000.
3. J. Mesarić, M. Zekić-Sušac, B. Dukić, PC u uredskom poslovanju, EFO, Osijek, 2001.

4. M. E. Oliverio, W. R. Pasewark, B. R. White, The Office: Procedures and Technology, South Western Pub, 2002.
5. <http://www.office.com>