



Uttar Pradesh Rajarshi Tandon Open University

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Syllabus

for

Diploma in Computer in Office Management (DCOM)

(THE NEW COURSE STRUCTURE AND SYLLABUS WILL BE EFFECTIVE FROM THE ACADEMIC SESSION JULY 2015-16. THEREFORE THOSE STUDENTS WHO WILL BE ENROLLED/ADMITTED IN FIRST YEAR FROM SESSION JULY 2015-16 & ONWARDS WILL STUDY ACCORDING TO THIS NEW SYLLABUS AND THE STUDENTS ADMITTED BEFORE JULY 2015-16 WILL FOLLOW OLD SYLLABUS.)

November 2016

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Diploma in Computer in Office Management (DCOM)

1.1 Course Details and Structure

कार्यालय प्रबंधन में कम्प्यूटर में डिप्लोमा (डी.कॉम.)

Diploma in Computer Office Management (DCOM)

कार्यक्रम कोड/ Programme Code	: 504	कार्यक्रम अवधि (वर्षों में)	: न्यूनतम	: 1 अधिकतम	3
कार्यक्रम माध्यम/ Medium of Instruction	: अंग्रेजी / English	Programme Duration (In Yrs.)	: Minimum	: 1 Maximum	3
प्रवेश हेतु न्यूनतम अर्हता/ Minimum Qualification for Admission	: 10+2	कार्यक्रम शुल्क/ Programme Fee	: 8000/-	अधिन्वास कार्य/ Assignment Work	: आवश्यक नहीं/ Not Essential

Course Code and Details

Semester	Paper No.	Course Code	Title of the Course	Credits
1st Semester	770	DCOM-01	Office Environment and Data Processing	8
	771	DCOM-02	Information Processing in Office	8
Credit of 1st Semester				16
2nd Semester	772	DCOM-03	Office Productivity Tools	8
	773	DCOM-04	Computer Application in Office	8
	774	DCOM-05	Modern Office	8
Credit of 2nd Semester				24
Total Credits				40

1.2 DCOM-01 (Office Environment and Data Processing)

Office Environment:

Organization of a typical office: Concept of an office, The concept of an organisation.

Document flow Management in an Office: Importance of document as means of Communication information inputs for the documents, Management of inward mail Movement, information processing, Document preparation, Types of Documents, Channels of document flow, Handling

of outward mail, Document storage and Retrieval.

Management and Human relations in Office: Management in an office, Management styles, Effective Leadership, Human relations, Methods of working, integration of Methods through Administrative Management.

Office Management Information System: Need for Management Information System, MIS, MIS in Government.

State of art in using Modern Technology in Office: Need for Office Automation, Office Automation, Automation in Government Offices, Computer Aided Office Monitoring of Development Programmes, A New emerging technology – Optical information Technology.

Convergence of Technologies:

Office Automation : Today's Office, Office Automation Explosion, Advantages, Office Automation functions.

Office Automation Technology: Document Generation, Document Distribution, Archival, Impact of Personal Computers.

Office Automation Technology-Workstations: Workstation Architecture, Hardware Technologies, Workstation, Software, input technologies, Workstation graphics, printer technologies, Storage Technologies.

Communication and Convergence of Technologies: Communication Technologies, Emerging Services, Software Trends.

Introduction to Computer:

History of Computers: About to ENIAC, Computer generations, Languages, Software and Applications, Computers in India.

Computer Hardware-Software Components: Impact of Technology, Components of a Computer, Computer Hardware, Computer Software.

Introduction to Personal Computer: Micro Computer and its operating systems, The personal Computer and its Environment, Disk operating system Commands, Printer.

Introduction to Data Processing: Systems

Analysis and Design: Steps in System Analysis, Systems Design Concepts, Design of Systems Components Systems Documentation, System Design Methodologies.

Algorithm and Problem Solving: Algorithm, Different Aspects of problem solving, Computer animation and Algorithm, Debugging of a program, Verification of a Program.

Programming Concepts: Algorithm and flowcharting symbols, Elements of a Programming language.

Programming Techniques: Current Trends in Programming Techniques.

1.3 DCOM-02 (Information Processing in Office)

Management Information System :

An MIS Perspective : MIS Introduction, Historical Background, Status of MIS in organizations, Framework for understanding Management Information System.

Information Needs and its Economics: Growing Need for information, Data, Information, Information from Data, value of information.

Management Information and Control Systems: System View, Role of MIS at various

Management Levels, Structure of MIS, Information Network, Desirable Characteristics of MIS.
MIS : Role of Computers: Human efforts and the limitations, planning for computerized MIS, Elements of computerized MIS, Data Processing in Computerised MIS, Role of Office Function in Computerized MIS, Computerised MIS in action.

Database Management System:

Introduction to Database Management System: Database, Need of Computerised Database, DBMS.

Database Structure: The architecture of A DBMS, Indexing and searching Techniques.

Various Approaches of DBMS: A Study of the three Approaches, Hierarchical Approach, Network Approach, Relational Approach.

A Database Management Package:

Introducing dBASE III Plus: Concepts of A dBASE III Plus file, Entering Data in a file, Adding data, Listing of Records, Listing Selected fields.

Data Retrieval and file Maintenance: Data Retrieval, Updating a file, Arithmetic Calculations.

Sorting and Indexing: Sorting, Indexing.

Printing A formatted Report: Creating A report format, using Multiple files.

Programming in dBASE III Plus: dBASE III Plus Program file, Commands in a Program, Conclusion.

1.4 DCOM-03 (Office Productivity Tools)

Word processing and Desk Top publishing:

Word Processing : Evolution and Concepts: Evolution of word processing, Basic word processing functions, Common word processing features and tools.

Wordstar : A Typical word processor: Menus, Commands, Screen Displays and Help, Creating Text, Editing Text, Formatting Text, Printing Text.

Advanced word processing Feature – Spellstar: Approach and Methodology of Spelling check, spellstar.

Advanced word processing feature-Mail Merge: Mail Merge

Desktop Publishing (DTP): Components of Publishing System, Limitations of a word processor to perform DTP- tasks, Components of A DTP System, Pagemaker : A Typical DTP Software, Limitations of DTP VIS-À-VIS professional publishing.

Spreadsheet in Business Decision:

Fundamentals of Decision Making and Spreadsheet: History, Modelling for Decision making in Business, Lotus Access System, Strengths of Lotus 1-2-3, 1-2-3 Screen, Lotus 1-2-3 Function keys.

Basic Skills in using spreadsheet: Data entry and Menu Handling, Moving around the worksheet, Indicating and Erasing a Range, Copying and Moving Data, Saving A file and Quitting 1-2-3.

Tuning A spread sheet: Worksheet Commands Handling a range.

Managing a Spreadsheet: 1-2-3 file functions, printing a file, plotting graphs in Lotus 1-2-3

Database Functions in Lotus 1-2-3 Database functions in 1-2-3.

Functions and Programming in Lotus 1-2-3: Functions, Macros – Programming in 1-2-3.

1.5 DCOM-04 (Computer Application in Office)

Database Management Systems (Financial) :

An Approach for Developing a Payroll Application : Need for Computerisation, Benefits of a Computerised Systems, Features of the System, System Analysis and Design, Using dBASE III Plus for programme Development.

An application for a Hotel: Inputs and outputs, Files layout, Program Modules, in the system.

Alternate Programming Approach- Payroll: Role of Computerised System in Office, Versatility of A Computer for Office Applications, Selection of a suitable programming Medium, System Study: Payroll Application, Application Software Development, Comparative Study of Different Programming Approaches.

Financial Accounting: Scope of the System , A Sample System for Financial Accounting.

Inventory Control System: Inventory Management, Computer System.

Database Management System – Non Financial Applications:

DAK Management System: System Study, General Design of the System, Approach to Program Design, Modules of the System, Implementation and Utilisation.

Personnel Management System: System Study, General Description of the Computerised System, System Design, Modules of the System, Implementation and Utilisation.

Designing A Database From Textual Information: Problem Definition, System Requirement, System Design Framework, Implementation Considerations, Approach to Program Design, Modules of the System.

Applications on Spreadsheet:

An Office Application Using Multiple Packages: Package characteristics, System Description : Recruitment Management System, Activities and Program Modules, Application Development, Running an integrated Application.

Budgeting and Cash Flow: Relevancy of Cash flow in Business, The Budgeting process, The operating Manager and the Accountant, A brief Recapitulation of Relevant Accounting terms, Advantages of using electronic computers, A comprehensive illustration, Making changes in the spreadsheet.

Profit Analysis: Worksheet Description, Developing the worksheet, “What-IF” Analysis.

1.6 DCOM-05 (Modern Office)

Communication in the Office :

Introduction to an Integrated Office Communication: Concept of an Automated office, Applications in A Modern Office, Equipment in Modern Office, Typical Modern Office, Integrated Communication for Modern Office.

Fundamentals of Data Communication and Networking: The Data Communication process, Types of electronic signals, types of transmission, Modes of transmission, character transmission, Lines for Data Transmission, Transmission Methods, Communication Hardware, Data transmission error and Recovery, Data Communication protocols.

Fundamentals of Data Communication and Networking – II: Impact of Technology growth, Genesis of Computer Networks, Distributed processing and Networking, Network topologies, switching Alternatives, Computer Networks, Applications for Computer Networks.

Introduction to Local Area Network: Definition of LAN, Advantages of LAN, Resource sharing – An example, characteristics of LAN, Transmission Medium, LAN topologies, IEEE 802.3 LAN and CSMA/CD protocol, Access Methods and Topologies, LAN Architecture, LAN Standards, LAN services, Application of LANS, Connecting to the Rest of the world-use of LAN, Sharing Data Base Information of A LAN, Accounting on a LAN, Communication Between A LAN and a Mainframe Computer.

Emerging trends in Computer Networking: Standards, The Standards Makers, The OSI Reference model, Emerging trends in Data Communication in Department of Telecommunication (DOT), International Gateway Packet Switching System, Existing Indian Networks.

PHASED Modernisation:

An Approach to Modernisation: Information in the office, Need for Modernisation, Criteria for priorities, Environmental Concerns.

Information Systems Analysis Methodologies: Need for a Methodology, Information processing and Technology Options, Current Office Environment : Office Models, Procedure Models : A closer view, A pragmatic Approach to systems Design and Development.

Office Information System Implementation: Hardware and Software Selection, Methods of System Acquisition and testing, Training of Personnel, Change over procedures, Review and Maintenance.

Human Aspects of Modernisation: Characteristics of Human-Machine interaction, Ergonomics, Human problems in the Automated Office, Designing Human-Machine Systems, A Futuristic Perspective.

Expert-Systems in Office: Expert System, Knowledge Representation, Reasoning Strategies, Expert System shells, use of Expert Systems in Offices.

Security and privacy:

Computer Security – Part – I: Computer Security and Data Security, Components of Computer Security, Physical Security.

Part – II : Abuses of Electronic Access, Security procedures for electronic Access Control.

Part – III: Cryptographic Terminologies , codes, ciphers, Elements of Encryption Algorithms.

Computer virus and protective Measures: Security Risks with PCS, perverse Software, Computer virus, preventive measures and treatment.

Case Studies:

System Implementation in an office Environment – An Interview System Implementation in a Corporate Environment.: System Design and Implementation in a Planning Environment.

Planning for Office Modernisation: