M1-R5.1 Information Tech. Tools & Networking basics

Chapter:7 Email, Social networking & e-governance

Email: Electronic Mail

The most popular way of communication on the Internet is the electronic mail (e-mail). E-mail is a method of sending messages, voice, video, and graphics over digital communication links, such as the Internet, anywhere in the world at a very cost-effective rate. The first email was transfer in 1971 by Ray Tomlinson (Father of email). Ray Tomlinson sent in their mail a message which is the top row of our keyboard i.e "QWERT".

Structure Of Email

The structure of an email address is:

username@domainname

For eg. zedking@gmail.com.

The above email address is specifying the valid structure of an Email address.

Components of Email:

The header of the e-mail message is the upper-most section. It displays information regarding the status of the message. Headers are present in both outgoing (sent) and incoming (received) message.

There are some Header fields in e-mail:

To:- E-mail address of primary recipient

CC (Carbon Copy):- e-mail address of secondary recipient to whom copy needs to be sent.

BCC (Blind Carbon Copy):- e-mail address of secondary recipient to whom copy needs to be sent, but the primary recipient does not know about the dispatch of mail to these addressees.

Subject:- A summary of the message for the one-line display.

Date & Time:- Date & time the message was sent

Body:- The body of e-mail message is the primary focus because it contains the actual message. Although there is no limit to the size (number of characters) of an e-mail message, many ISPs do limit the size of an e-mail message.

Signature:-

The signature for an e-mail message is the personal information which automatically appears at the bottom of the outgoing message.

Attachments:-

E-mail has become all the more attractive to business because now it allows users to attach a file to any e-mail message. Any file format such as word processing documents, spreadsheets, images, or video files can be attached to an e-mail message. The maximum attachment size is 25 MB.

Open an Gmail Account

Mail box:-

Mailbox is the container which contains all the email sent & received to a certain email account. It has a lot of folders which differentiate the email sent, received, junk, spam or deleted.

Inbox:-

Inbox is the place where all the incoming emails are stored and can be accessed through. It lists the email received into a relational table sorted according to the date.

Outbox:-

Outbox is place where all the sent data are stored until it is not fully sent.

Draft:-

It is place where messages composed but not sent and even not queued to be sent.

In other words, whatever messages we compose and save it is stored.

Junk:-

It is place where fake and spam kind of mail which contain virus, malware, spyware or do stealing data kind of activity, is stored.

Sent items:-

It is a place where all delivered mails are listed.

Trash (deleted items):-

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It is the place in mailbox where all the deleted emails are stored to which you can reuse, send, forward or print, depends.

E-mail Protocol:-

If a user sends a message across a local network to another user running the same message system, the process is relatively simple. But if you want to send a message to a user running a different messaging program, some translation may be necessary.

There are some e-mail protocols-

- SMTP (Simple mail transfer protocol used to transfer mail. It uses port no. 25)
- POP3 (Post office protocol used to receive mail. It uses port no. 110)
- IMAP (Internet mail access protocol uses port no. 143)
- MIME (Multipurpose Internet Mail Extention)

Social Networking:-

A social networking service is an online service, platform, or site that focuses on building and reflecting of social networks or social relations among people.

Social networking is the use of Internet-based social media sites to stay connected with friends, family, colleagues, customers, or clients. Social networking can have a social purpose, a business purpose, or both, through sites like Facebook, Twitter, Linkedin, and Instagram.

Facebook:-

Facebook is a social networking site that makes it easy for you to connect and share with family and friends online. Originally designed for college students, Facebook was created in **2004** by **Mark Zuckerberg** while he was enrolled at Harvard University. **By 2006**, anyone over the age of **13** with a valid email address could join Facebook. Today, Facebook is the world's largest social network. 30 photos can be uploaded on facebook.

Twitter:-

Twitter is a free social networking and micro-blogging service that has changed the way people communicate with each other.

Twitter is a **'microblogging'** system that allows you to send and receive short posts called tweets. Tweets can be up to 280 characters long and can include links to relevant websites and resources.

Twitter users follow other users. If you follow someone you can see their tweets in your twitter **'timeline'**. Registered users can **post, like**, and **retweet** tweets, but unregistered users can only read them. Audio and video tweets remain limited to **140** seconds for most accounts.

Twitter was created by **Jack Dorsey, Noah Glass, Biz Stone, and Evan Williams** in **March 2006** and launched in July of that year.

LinkedIn:-

Linkedin is an American business and employment-oriented online service that operates via websites and mobile apps. Launched on **May 5, 2003,**

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the platform is mainly used for professional networking, and allows job seekers to post their CVs and employers to post jobs. It is also popular as a way of marketing a business, because business owners can interact with those who are interested in their services by answering questions, participating is discussions and more.

Instagram:-

Instagram is an online photo sharing social web service that lets you share your life and experiences with friends and others through a series of pictures captured with a mobile devices. It also supports video uploads. It was created by **Kevin Systrom** and **Mike Krieger**, and launched in **October 2010** on iOS. A version for Android devices was released in April 2012, and apps for windows 10 Mobile and Windows 10 in April 2016 and October 2016, respectively.

Instant Messaging app

Instant Messaging:-

Instant Messaging (IM) is a form of real-time direct text-based communication our between two or more people using personal computers or other devices, along with shared clients. More advanced instant messaging software clients also allow enhanced modes of communications, such as live voice or video calling.

It is a type of online chat that offers video calling features such as voice over Internet Protocol (VoIP) and Web conferencing services over the Internet.

Whatsapp:-

Whatsapp is the most popular instant messaging app which allows you to communicate with friends using text, phone call, video, sharing of files, in group or personal and other media. It is basically an alternative way to send free SMS text messages using internet connection.

Whatsapp was founded by Jan Koun and Brian Acton. It is one of the best and fastest growing freeware cross platform messaging and Voice over IP (VoIP) service.

Telegram:-

Telegram is a cloud-based instant messaging and voice over IP service developed by the Russian Entrepreneur **Pavel Durov** and his brother **Nikolai** in **2013**. It can be used on smartphones, tablets, laptops and desktop computers. It is also available for Android, iOS, Windows Phone, Windows NT, MacOS and Linux. Users can send messages and exchange files up to **1.5 GB**.

Facebook Messenger:-

Facebook Messenger is known as Messenger. It is a messaging app that enables chat, voice and video communications between the social media site's web-based messaging and smart Phones. It is also available for iOS, Android Windows 10 devices. Users can send messages and exchange photos, videos, stickers, audio and files. The service also supports voice or video calling.

E-Commerce:-

E-commerce (EC), an abbreviation for electronic commerce is the buying and selling of goods and services or the transmitting of funds or data, over an electronic network, primarily the internet. These business transactions occur either as B2B, B2C, C2C or C2B.

Types of E-Commerce:-

Business-to-Business (B2B)

Business-to-Business (B2B) e-commerce encompasses all electronic transactions of goods or services conducted between companies. Producers and traditional commerce wholesalers typically operate with this type of electronic commerce.

Business-to-Consumer (B2C)

The Business-to-Consumer type of e-commerce is distinguished by the establishment of electronic business relationships between businesses and final consumers. It corresponds to the retail section of e-commerce, where traditional retail trade normally operates.

Consumer-to-Consumer (C2C)

Consumer-to-Consumer (C2C) type e-commerce encompasses all electronic transactions of goods or services conducted between consumers. Generally, these transactions are conducted through a third party, which provides the online platform where the transactions are actually carried out.

Consumer-to-Business (C2B)

In C2B there is a complete reversal of the traditional sense of exchanging goods. This type of e-commerce is very common in crowdsourcing based projects. A large number of individuals make their services or products available for purchase for companies seeking precisely these types of services or products.

Introduction to Blogs:-

A blog is type of website that is updated regularly with new content. It is an online journal or informational website displaying information in the reverse chronological order with latest posts appearing first. The content of a blog typically includes text, pictures, videos, animated GIFs and journals of hard copy documents. Since a blog can exist for personal use, sharing information with an exclusive group or to engage the public, a blog owner can set her/his blog for private or public access.

Netiquette:-

Netiquettes are the rules for correct behavior on the Internet. They distinguish the Internet from traditional forms of communications, such as telephonic conversation, face-to-face meetings, and paper-based letters. It helps you avoid misunderstandings that may arise during communication accomplished through any Internet services, especially e-mail, chat and mailing lists, and so on.

E-Governance:-

E-Governance refers to the utilization of the Internet and the World Wide Web for delivering government information and services to the citizen. In the past all the services provided by government of India, such as postal services, railway ticket booking, applying for passport, etc. Now the government has taken many services on information technology platform, better known as e-governance.

Types of E-Governance:-

G2B (Government to Business):-

G2B model includes permissions, monitoring, evaluation, payment of taxes, procurement of goods and services by the government, etc. the business community prefers to carry out its activities online such as permissions, returns, sales, procurement, and hiring through electronic means.

G2C (Government to Citizen);

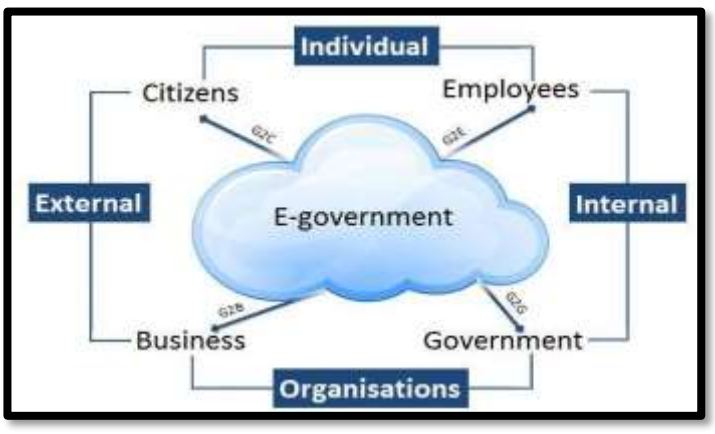
G2C facilitates citizen interaction with government, which is the primary goal of e-Governance. This attempts to make transactions, such as information search, land and property records, and payment of taxes, renewing licenses, applying for domain benefits, etc. which are less time consuming and easy to carry out.

G2E (Government to Employees):-

G2E model is specifically inter and intra-departmental instantaneous communication tools for government units, either national, state or local government. Purpose of G to E model is to increase the efficiency of public agencies internal performance.

G2G (Government to Government):-

G2G involves sharing data and conducting electronic exchanges between various governmental agencies. One benefit of this is cost savings, which is achieved by increasing the speed of the transactions, reduction in the number of personnel necessary to complete a task, and improving the consistency of outcomes.



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UMANG APP:-

The full form of UMANG is **Unified Mobile Application for New-age Governance.** This app has been developed by **National e-Governance Division (NeGD)** and the **Ministry of Electronics and Information Technology (MeitY)** and **launched in November 2017** with the aim of driving mobile governance in India. If is also designed to provide individuals with access to a range of central, state and local

government services using only a single platform.The government of India is providing all-in-one single unified secure multi-channel freeware mobile app for accessing over **1200 central** and **state government** services in different Indian language over Android, iOS, Windows. It supports services such **AADHAR**, **DigiLocker, Bharat Bill Payment System, PAN, EPFO services, PMKVY services, AICTE, CBSE, tax** and **fee or utilities bills Payments, education job search, tax business, health, agriculture, travel, birth certificates, e-District, passport,** etc.

The app supports **13 Indian languages** and is available for Android, iOS and Windows.