



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

CertHE Skills for the Workplace

BMSK4003

Digital Skills and Research Methods

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

21st Century Technologies in the workplace



WORKPLACE TECHNOLOGIES

21st Century Technologies in the workplace



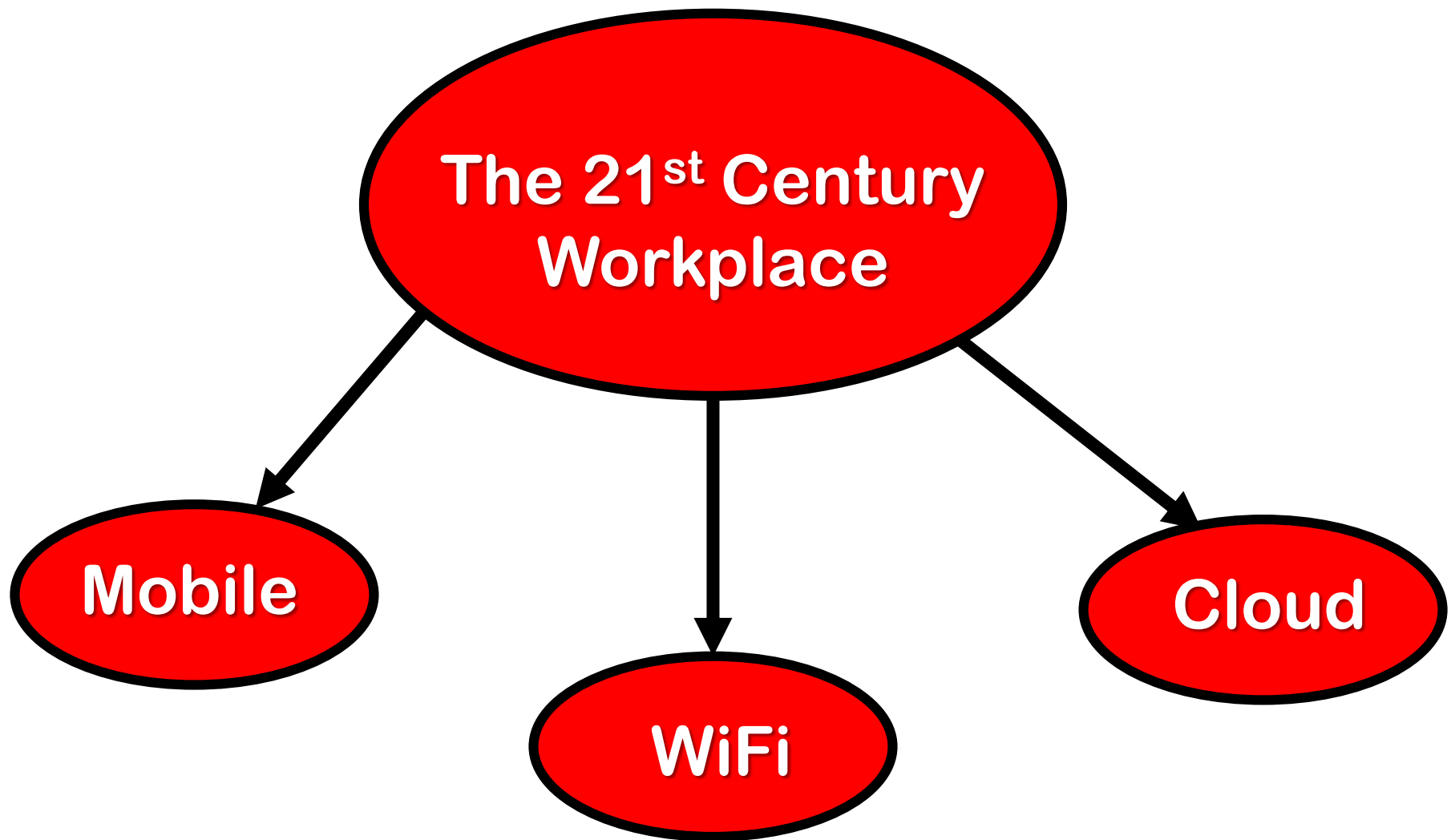
21st Century Technologies in the workplace



A vibrant digital collage centered around a large desktop monitor. The monitor displays a grid of 12 business-related images, including people working, a globe, and a person holding a tablet. Below the monitor, a laptop and a tablet are visible. The laptop screen shows a blue abstract pattern, while the tablet displays a grid of landscape photos. A smartphone on the left shows a 'Cloud' icon. A network of lines and circular icons connects various elements, including a central globe icon. The overall theme is digital connectivity and cloud computing.

We are all digitally connected now!





Technologies used in **your** workplace

Exercise:

Write down all the technologies you can think of that are used in your own workplace.

Then:

What are they used for?

Followed by:

Class Discussion on similarities and differences between workplaces.

Cloud based Software

Cloud-based programs can be used at any time on almost any device with an Internet connection, a benefit that leads to greater collaboration, particularly for businesses with remote employees.

Using Cloud-based software, teams in different locations can collaborate on documents without needing to email attachments and share calendars and task lists from wherever they are. Participants just sign up for the service and access the program over the Internet, without downloading or installing program software.

Employees also can connect through instant messaging and even hold impromptu meetings with robust audio, video and web conferencing capabilities. This improved sharing of information has the potential to enable companies to react more quickly to business opportunities.

American Express Open (2011) '[6 ways cloud computing helps businesses save time and money](#)', [online] accessed Mar 2018

Cloud File Storage



Cloud File Storage

Cloud storage simply means a hard drive on the internet, a place to store your files and easily access them from any device, anywhere in the world as long as you have internet access.

You can also use cloud storage as a backup, but you must be careful about this as many services will delete files in the cloud when they are deleted from your computer to keep everything in sync. *Some will keep deleted files for you though.*

There are a large number of different providers of Cloud File Storage and we will take a brief look at 3 of the most well known in the following slides.

Cloud File Storage

An [article on Tech Advisor](#) (2018) recently reviewed 14 (of the best, in their view) cloud storage services and you can read this in your own time – perhaps examining some of the least well-known to see what they have to offer.

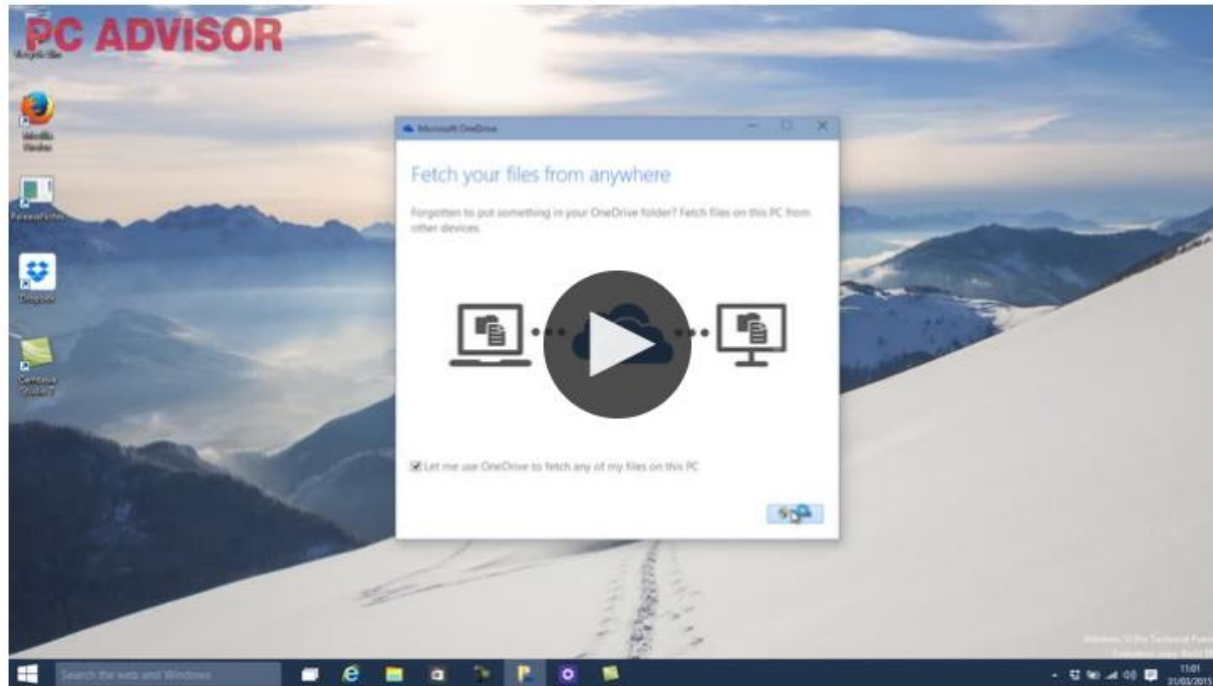
Biggest isn't necessarily best of course, although an argument can be made that bigger companies may have more robust processes to keep your files safe AND it could be less likely that their business model will fail; leaving you with the annoyance of uploading your files yet again to a new provider. See what **you** think.

Casserly, M. (2018) *Here are the best cloud storage services to use*, [online] available at <https://www.techadvisor.co.uk/test-centre/internet/best-cloud-storage-services-3614269/> accessed Mar 2018

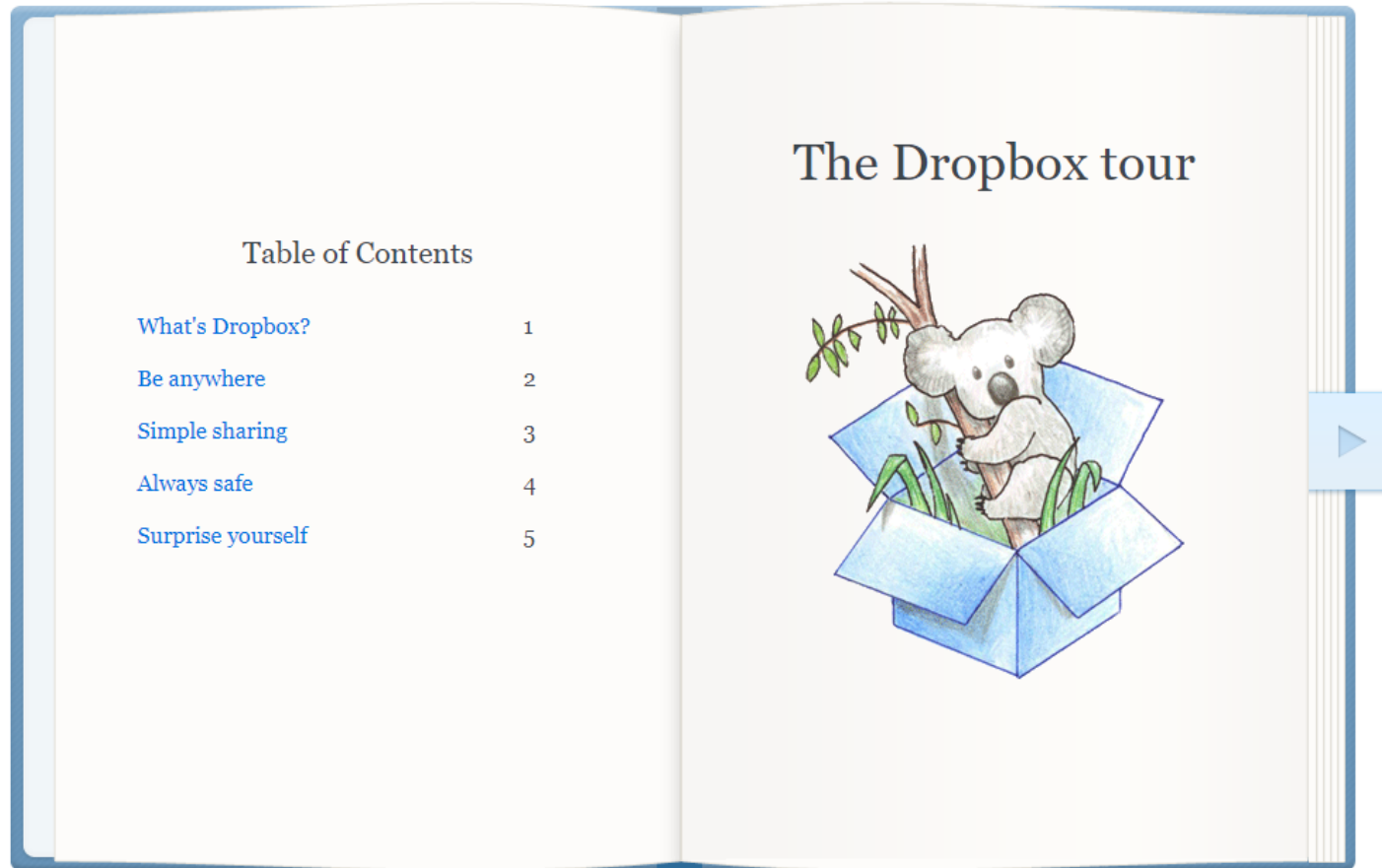
Cloud File Storage

We review 14 of the best cloud storage services, including Google Drive, Dropbox, pCloud and OneDrive.

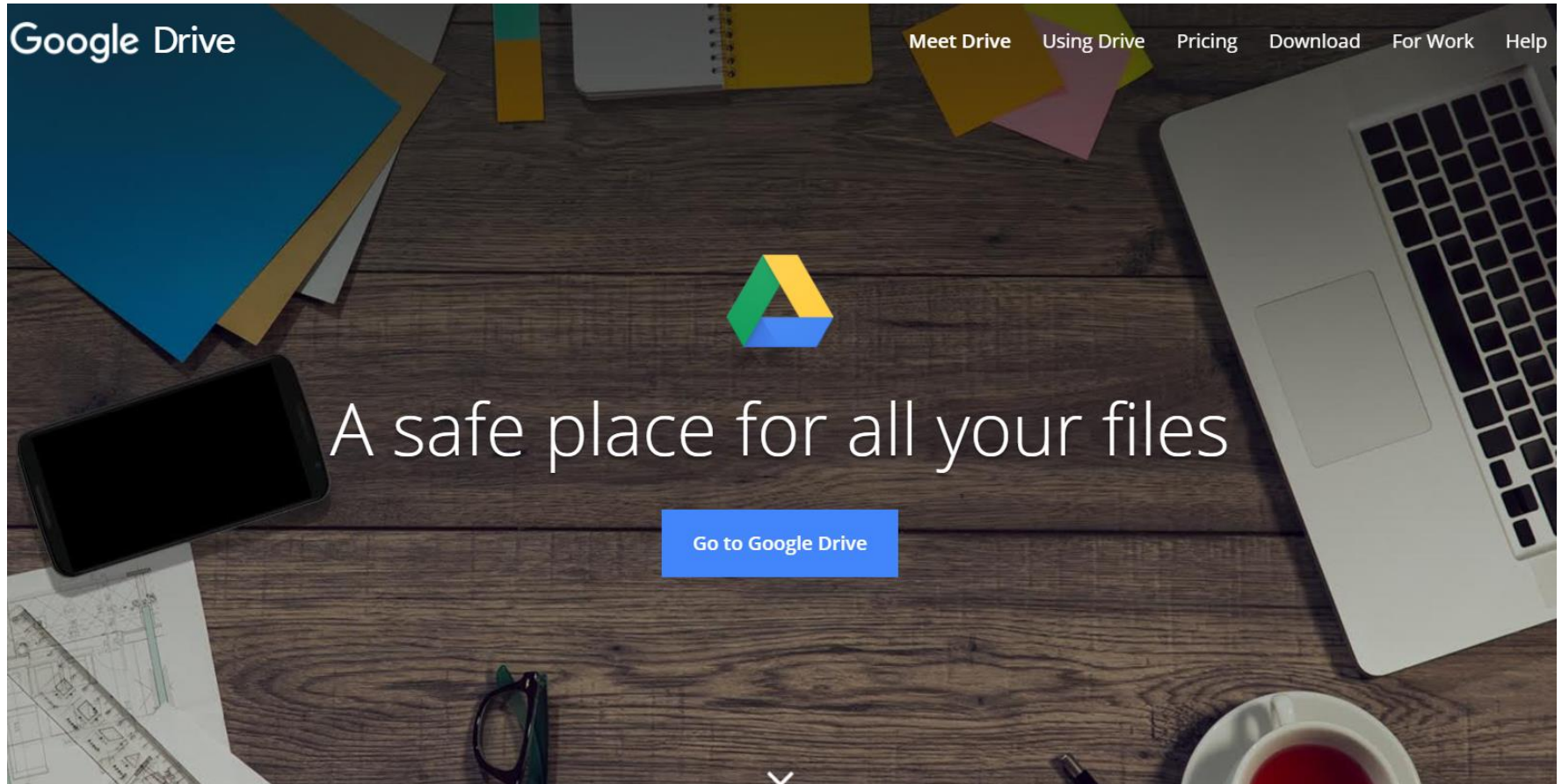
By Martyn Casserly | 24 Feb 2018



Cloud File Storage



Cloud File Storage



Cloud File Storage

Get Gmail, Docs, Drive and Calendar for business.

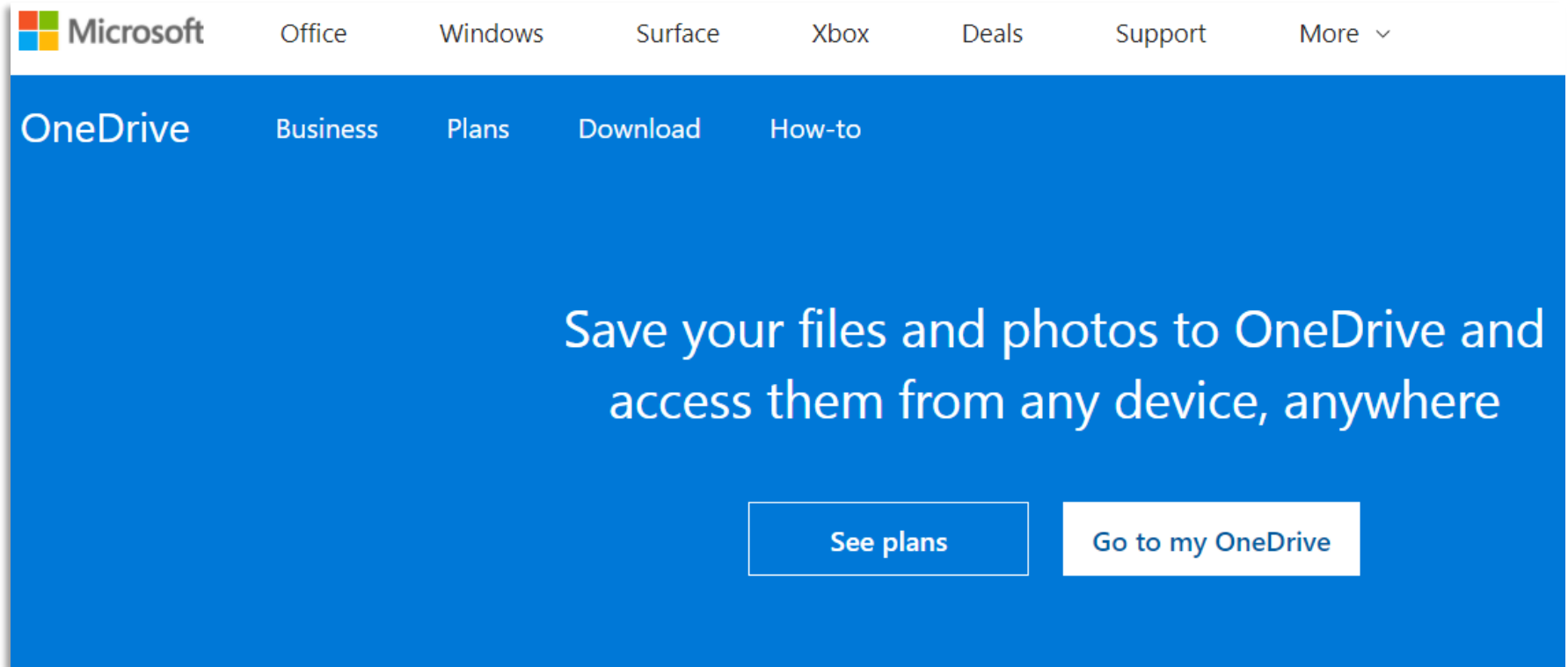
Everything you need to do your best work, together in one package that works seamlessly from your computer, phone or tablet.



GET STARTED NOW



Cloud File Storage



The image is a screenshot of the Microsoft OneDrive website. At the top, there is a navigation bar with the Microsoft logo on the left and links for Office, Windows, Surface, Xbox, Deals, Support, and More (with a dropdown arrow). Below this, a blue banner features the OneDrive logo and links for Business, Plans, Download, and How-to. The main content area of the banner has the text "Save your files and photos to OneDrive and access them from any device, anywhere" in white. At the bottom of the banner, there are two white buttons: "See plans" and "Go to my OneDrive".

Microsoft Office Windows Surface Xbox Deals Support More ▾

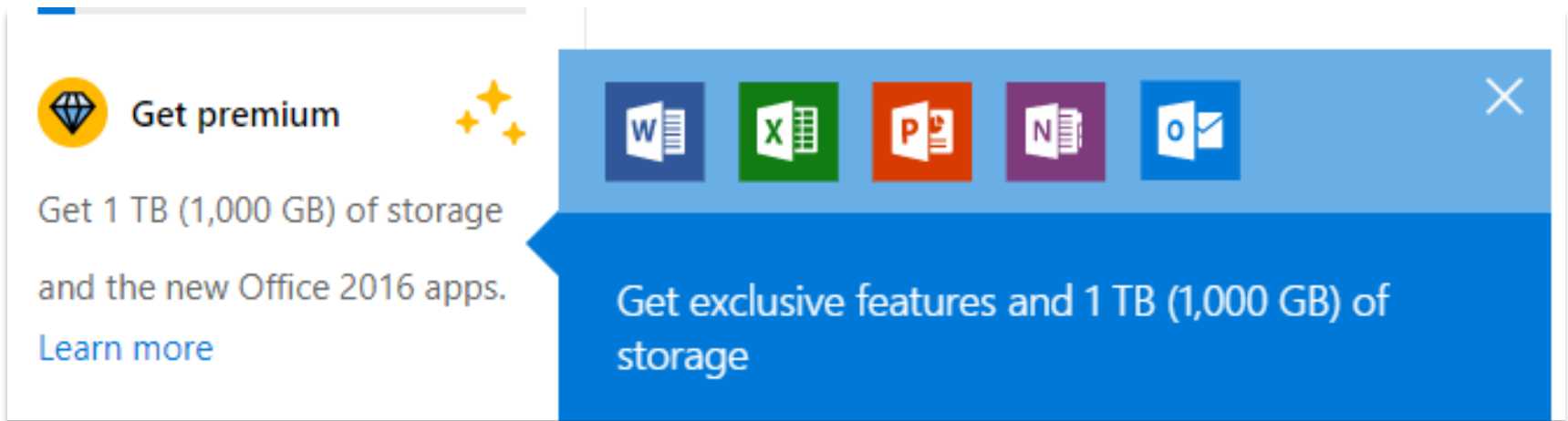
OneDrive Business Plans Download How-to

Save your files and photos to OneDrive and
access them from any device, anywhere

See plans Go to my OneDrive

Cloud File Storage

The Premium (paid for version) of OneDrive offers additional storage and features



A promotional banner for OneDrive Premium. On the left, a yellow diamond icon is next to the text "Get premium" with three yellow stars to its right. Below this, it says "Get 1 TB (1,000 GB) of storage and the new Office 2016 apps." followed by a blue link "Learn more". On the right, a blue bar contains icons for Word, Excel, PowerPoint, OneNote, and Outlook. Below this bar, a blue speech bubble contains the text "Get exclusive features and 1 TB (1,000 GB) of storage". A close button (X) is in the top right corner of the blue bar.

Get premium ✨ ✨ ✨

Get 1 TB (1,000 GB) of storage
and the new Office 2016 apps.
[Learn more](#)

Get exclusive features and 1 TB (1,000 GB) of storage

Cloud File Storage

£3.80 user/month
(annual commitment)

OneDrive for Business Plan 1

Buy now

Price does not include VAT.

Best for businesses that need file sharing
and OneDrive storage

Office applications

(Not included)

Services



£7.50 user/month
(annual commitment)

OneDrive for Business Plan 2

Buy now

Price does not include VAT.

Best for businesses that need file sharing
and OneDrive storage with advanced
security and compliance capabilities

Includes all OneDrive for Business Plan 1
benefits and more

Office applications

(Not included)

Services



£9.40 user/month
(annual commitment)

1 year £9.40 user/month

Office 365 Business Premium

Buy now

Price does not include VAT.

Best for businesses that need business-class
email, Office applications, and services like
OneDrive

Includes all OneDrive for Business Plan 1
benefits and more

Office applications

(Included)



Office 365 Business Premium

£9.40_{user/month}

(annual commitment)

1 year £9.40 user/month ▼

Office 365 Business Premium

Buy now

Price does not include VAT.

Best for businesses that need business email, Office applications, and other business services.

£3.80_{user/month}

(annual commitment)

1 year £3.80 user/month ▼

Office 365 Business Essentials

Buy now

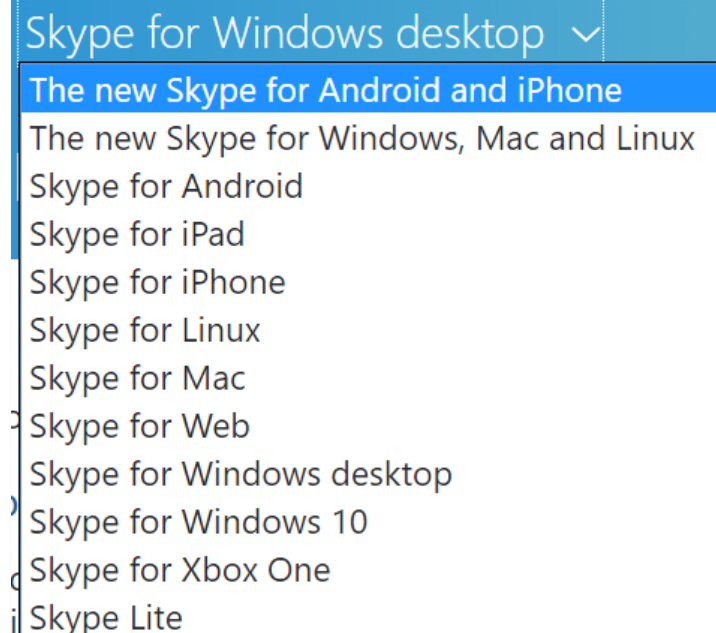
Price does not include VAT.

Best for businesses that need business email and other business services. Office applications not included.

Web Conferencing

Perhaps the most well known name in the field of Web conferencing software is [Skype](#), now owned by [Microsoft](#) and included with many [Office 365 packages](#). It is free and easy to use, making it a popular choice for many individuals and small businesses.

Skype is now available for a wide range of computers, phones, devices and operating systems.



Skype for Business

Larger organisations can subscribe to [Skype for Business](#), included in Office 365 for Business Premium packages 'allowing up to 250 employees to be added to online meetings, enables the organisation to manage employee accounts and provides enterprise-grade security' (Skype, 2018)

**Includes Skype
for Business**



Services included



Exchange



OneDrive



SharePoint



Skype for
Business



Microsoft
Teams



Yammer

Web Conferencing

What other web conferencing systems can you find? (There are [lots of them](#) out there!) Have you used any others in your workplace? Are they more effective than Skype? Why do businesses choose different systems? What else do they offer in the way of features, reliability and so on?



WhatsApp Phone Messaging

- Why is WhatsApp so popular?



- It is easy to use on any internet enabled smartphone and now offers a [web-based version](#) as well.
- Businesses can contact their staff anytime, any place, anywhere...

WhatsApp Phone Messaging

- **There are of course some drawbacks to this as well!**
- Employers have access to their staff's personal mobile phone number and could in theory, message them constantly at any time of day or night.
- Clearly it is important to be able to keep in regular contact with staff easily, but boundaries must be set.

WhatsApp Phone Messaging

- People can specify time periods when they will and wont be available via WhatsApp.
- A cut-off time can be established in the evenings, after which messages will not be answered, unless it is an emergency or normal practice (shift working).
- WhatsApp group chats can be '*muted*' for short periods to ensure they are not disturbed at inconvenient times.

WhatsApp Phone Messaging

- *Workplace Chat Groups* on **WhatsApp** can be a useful way for employers to upload files and images (work rotas, marketing materials), 'broadcast' group messages to all their staff and to provide an interactive question and answer service to and between staff teams all at once, quickly and easily.

BYOD

In IT terms, BYOD, or '*bring your own device*' is a phrase that has become widely adopted to refer to employees who bring their own computing devices – such as smartphones, laptops and tablets – to the workplace for use and connectivity on the secure corporate network.



The Mobile Enabled Workplace

According to an article by [Insight](#) (a global technology provider), a number of recent surveys are showing that mobility in the workplace is enabling an improvement in employee effectiveness and productivity (Lazar, 2017). Read the article yourself and see what **you** think. Remember to apply the [CRAAP Test](#) to all these links – paying particular attention to the possibility of ‘bias’ in any of these surveys!



There's an App for that!



There's an App for that!

Which mobile apps does your employer use?

What do they use them for?

Have they had their own mobile app designed for them?



What are 'Workforce Apps'?

Workforce applications (apps) allow employees, especially remote workers and mobile workers, to access their organisation's systems, such as time and attendance, scheduling, and shift management. Workforce apps are becoming more popular and are growing in demand, as millennials enter the workforce and expect to have access to technology for their work lives, just as they do for their personal lives, (ClickSoftware, 2015).



What Are Workforce Apps?

Liberty, D (2015) *What are workforce apps?*, [online] available at <https://www.clicksoftware.com/blog/what-are-workforce-apps/> accessed Mar 2018

The Mobile Enabled Workplace

A Mobile-Enabled Workplace Benefits Employees and the Business



By Clare Grant | Jul 20, 2017

Follow

2,777 followers

CHANNEL: Digital Workplace



While companies have been quick to deliver mobile experiences to their customers, many still lag in providing their employees the same

PHOTO: OLYMPIC NATIONAL PARK

Businesses have realized the benefits of providing customers with a mobile interface for products and services, but many still haven't extended those advantages to their employees.

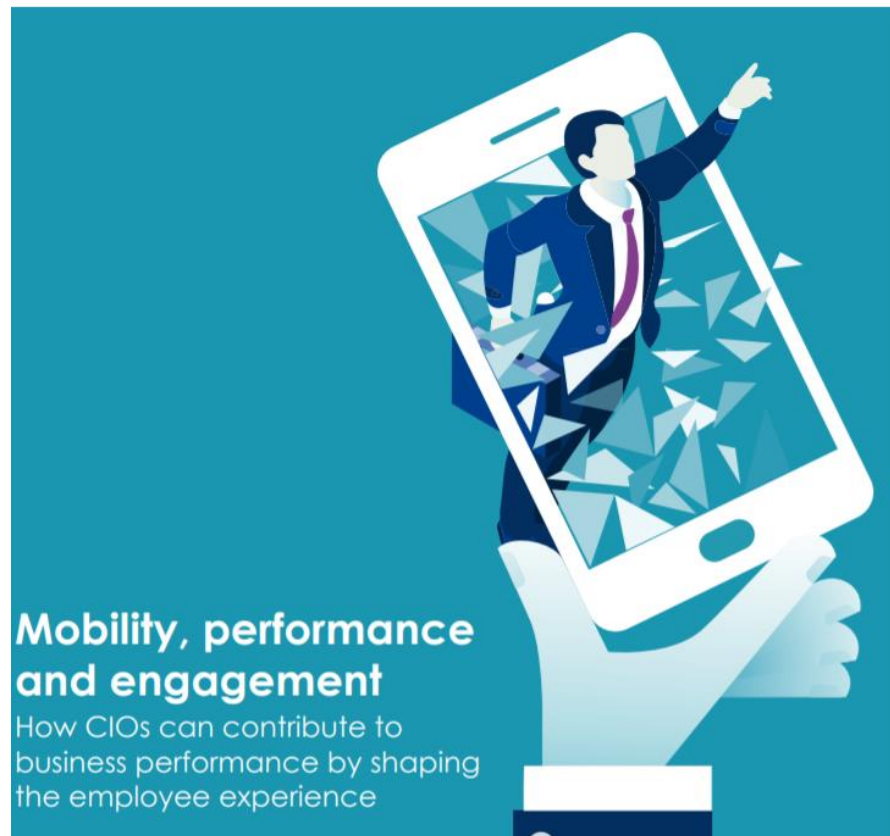
According to a [survey conducted by The Economist Intelligence Unit](#) (pdf), respondents who identified their organization as a “pioneer” in its use of mobile technology scored 16 percent higher for productivity than respondents who described their organization's use of

mobile technology as “bad.”

The Mobile Enabled Workplace



A report by The Economist Intelligence Unit



Opinion Articles to examine and critique



INSIDER

Sign

Opinions expressed by ICN authors are their own.

OPINION

Why 2018 will be a year of acceleration for workplace transformation

The digital workplace transformation is clearly underway and in 2018 we expect to see IT help enterprises shift these ideas from concept to reality



MORE LIKE THIS ::



4 technologies that are enabling workplace transformation



The digital workplace: 8 steps to greater agility, productivity

Opinion Articles to examine and critique

Home > Digital Transformation

FEATURE

The digital workplace: 8 steps to greater agility, productivity

Your digital transformation is doomed to fail unless you empower employees with a digital workplace. Here's how to craft a workplace that boosts engagement and agility.



By Clint Boulton

Senior Writer, CIO | SEP 29, 2017 3:00 AM PT

Opinion Articles to examine and critique



ITProPortal



News

Features

Analysis

Guides

Reviews

Will mobility still be the primary driver of digital transformation in 2018?

By Lee Johnson January 29, 2018 Features

Increased adoption of mobile devices in the workplace and a rise in remote working help spur digital transformation efforts.

