ICT developments and their effects on groups and individuals

○ **Business**.

Introduction:

○ List of ICT developments in this area: online banking, internet shopping and e-commerce (business carried out on-line e.g. Amazon books), call centres, on-line bookings (travel, cinema etc), e-marketing and emailing information.

Group / Individual	Developments in ICT that impact on group / individual	Two needs of group / individual that are met through the use of ICT	Two benefits available to group / individual through using ICT
1. The elderly	Businesses have made it able for their products to be bought off the internet and delivered to their door. They can use emailing etc. to communicate easily	Need to 1. Home shopping 2. Communication	Benefits are 1. No need to leave their house 2. Can have communication with family/ friends.
2. Teachers	They can easily grade students and monitor what progress they're making.	Need to 1. Achieving goals and grades 2. Registering pupils	Benefits are 1. Progress of pupils can be monitored 2. Teachers can keep on top of work and results.
3. A teenager	Homework help. Quick communication.	Need to 1. Information from the internet 2. Work can be done quicker.	Benefits are 1. Instant messaging etc. 2. Typing out work.
4. A working parent	Internet shopping and banking from work. Organising their day without neglecting other aspects	Need to 1. Personal organiser 2. Need to buy goods and outside of high street opening hours.	Benefits are 1. Quick shopping 2. Be organised and prepared.
5. A Doctor	Can keep files of all patients. Medicines can be found on the internet.	Need to 1. Keep records of patients history	Benefits are 1. Doctors can know patients better

		2. Keep patients contact details.	2. Lots of records can be kept.

o **Working Styles and Employment Opportunities**

Introduction: Working styles and employment opportunities are widened due to ICT providing more places for working opportunities to be advertised.

List of ICT developments in this area: Account keeping, communication, spreadsheets, Microsoft word, emailing.

Group / Individual	Developments in ICT that impact on group / individual	Needs of group / individual that are met through the use of ICT	Benefits available to group / individual through using ICT
1. Job applicants	They can send CV's and information over the internet.	Need to 1. Jobs can be applied for 2. Information about the job can be accessed.	Benefits are 1. CV's can be sent quicker 2. Internet will help provide information about the job.
2. Job vacancies	They can be advertised on a wide range of websites and accessed by more people.	Need to 1. Advertise jobs. 2. Reach applicants	Benefits are 1. More applicants will see 2. More professional
3. Administrative jobs	Can keep records for a business.	Need to 1. Monitor money. 2. Handle data	Benefits are 1. Use of spreadsheets 2. Quick access to data
4. Plumbers	Keep accounts Handle money Handle clients.	Need to 1.Keep accounts 2. Handle money	Benefits are 1. Having more control 2. Monitoring where money is going.
5. Police	Stopping car theft Fingerprint tracking	Need to 1. Stop theft. 2. Records of criminals.	Benefits are 1. Quick reference of identity. 2. Crime can be monitored for further

			aspects of research.

o **Personal communication**

Introduction: People communicate through ICT in a number of different ways. Without ICT, communication would be sloooow.

List of ICT developments in this area: emailing, mobile phones, paging, instant messenger, text messaging, voice messages, radio communication.

Group / Individual	Developments in ICT that impact on group / individual	Needs of group / individual that are met through the use of ICT	Benefits available to group / individual through using ICT
1. Teenagers	Mobile phones.	Need to 1. Communicate 2. Text messaging	Benefits are 1. Quick communication, can feel safe when out at night. 2. Social Networking, can contact friends easier,
2. Office workers	Able to send messages to people on other floors through computer. Paging.	Need to 1. Communicate to other officers so that work is smoother. 2. Send work and information	Benefits are 1. Quick communication 2. Virus free sending can trust the software they are using.
3. People who work in Center Parcs.	Quicker transport as walky talkies can be used to communicate.	Need to 1. Be organised 2. Message other staff	Benefits are 1. Quick communication 2. Smooth transport
4. Teachers	Can email each other with information.	Need to 1. Handle student records 2. Forward information to other tutors.	Benefits are 1. Improved organisation 2. Better communication throughout the school.
5. Business Commuter	Networking, paging, email, organiser, mobile phones	Need to 1. Be in control of a	Benefits are 1. Meeting deadlines and

		business 2. Control any meetings they have and record when they are.	bring organised through technology 2. Handling clients work

o Community Activity

Introduction: Whole communities and groups of people can have easier lives thanks to technology and ICT.

List of ICT developments in this area: Email, chat rooms, safety buzzers, spreadsheets,

Group / Individual	**Developments in ICT that impact on group / individual**	**Needs of group / individual that are met through the use of ICT**	**Benefits available to group / individual through using ICT**
1. The disabled	Computers, emergency buzzers to make people alert of when they need help.	Need to 1. Tell others when they need help 2. Can meet new people who have similar problems as them.	Benefits are 1. Not feeling lonely, can go on chat rooms and talk to others. 2. Not feel self dependant, can get help when they need it.
2. Policeman	Radio communication to each other.	Need to 1. Report crime. 2. Communicate to each other so that crime can be tackled quickly and effectively.	Benefits are 1. Crime is tackled quicker 2. Knowing that there is quick communication the community may feel safer in their area.
3. Young children	Can learn with the help of ICT, touch sensory activities, electronic	Need to 1. Learn independently. 2. Can develop learning	Benefits are 1. Joining in with other students

	drawing	skills	2. Not feel restricted
4. A working parent	Can use computers to work from home. Set up their own business.	Need to 1. Make money from home to support family. 2. Use computer to make a home business. Keep track of finances	Benefits are 1. Making money 2. Looking after family as well as running a business.
5. PA's	Can use computers/ internet access, phones to organise events	Need to 1. Keep on track of deadlines 2. Be a personal assistant for someone and meet their needs	Benefits are 1. Quick organisation 2. Accounts can be kept and day to day activities can be organised and monitored.

People with Special/Particular needs

Introduction: Some people have particular needs that make life more difficult

List of ICT developments in this area: wheelchairs, stair lifts, touch screens, brail keyboards,

Group / Individual	Developments in ICT that impact on group / individual	Needs of group / individual that are met through the use of ICT	Benefits available to group / individual through using ICT
1. Physical	Can't move around as easily as others or use limbs as much.	Need to 1. Have quick transportation with wheelchairs and stair lifts. 2. Devices can be performing certain tasks for them.	Benefits are 1. Feeling independent and not needing other people to help them move around 2. Can rely on the equipment and feel safe that it won't brake down.
2. Sensory	Can't use senses as easily as others so needs help to develop the skills that are needed. Different things are needed for the different ways people are challenged.	Need to 1. Use their computers with brail keyboard for the blind and touch keyboards for the physically challenged. 2. Can use computer keyboards instead of attempting to write. This is good for dyslexic people.	Benefits are 1. Can be educated with everyone else. 2. Can use computers and they are seen as an advantage to their needs.
3. Learning	Some people find it harder	Need to	Benefits are

	to learn than others so ICT is used to help them with this.	1. Learn at the same speed as everyone else 2. Feel the ability to achieve even with their learning difficulty	1. To learn and improve skills 2. With the help of ICT they can feel more confident with learning.
4. Creativity	Lack of ideas to produce work, in subjects like Art, Dance, Design.	Need to 1. Use ICT for inspiration for their own work 2. To create neat and professional designs in order to gain good grades	Benefits are 1. Can feel confident when presenting their work 2. Professional designs can be shown and any weakness in design can be improved using Graphical programs
5. Mentality	Learning programs, for many different subjects such as Maths, English or CAT tests that test common sense.	Need to 1. Develop mental skills 2. Quick reaction skills	Benefits are 1. Being able to practice these skills on programs that create quick questions 2. Can have strong mentality that they did not have before.