

I.C.T with an Adult in Employment.

The adult I have decided to use is My Nan, Iris Frisby. She has her own business called E & S Frisby & sons which is a haulage company. Her sons (My dad & Brothers), drive Lorries which transport machinery such as forklifts, diggers, dumpers, tractors etc. The firm currently is at Thorney which is not far from Peterborough.

She uses many ICT Technologies both at work and at home (personally).

At Work:

- **Mobile Phone**
- **Computer**
- **Sat Navigation**
- **Cd Player**
- **Fax Machine**
- **Printer**
- **Email**
- **Photocopier**
- **Internet**

At Home:

- **Mobile phone**
- **Computer**
- **Radio**
- **Email**
- **Internet**
- **DVD Player**

For My Nan I have selected these 4 technologies used at work:

- **Computers**
- **Fax Machine**
- **Printer**
- **Mobile Phone**

And From The Home List I Have Selected:

- **Mobile Phone**
- **Email**
- **Internet**
- **Computer**

I am going to describe how my Nan uses ICT at Work.

My Nan uses **Computer** at work quite a lot. A computer is an electronic data processor, it processes, stores and outputs data at a high speed according to programmed instructions. It can hold lots of information, computers can come with different memory sizes, and it can hold many programmes. She needs the computer to store work without having to write work out, she also needs

the computer to write documents, letters and add up sums quickly, if she did not have a computer it would take much longer. On her computer she has Microsoft Word this is a programme, she needs this so she can write letters to companies or important people, also she can write documents, on word she can place pictures & Tables and many other things. However if she wanted to Add up sums or bills she could use Microsoft excel which adds up sums easily. She needs this so she can sort out the driver's wages, the diesel bills and any other costs the Lorries have. She can also keep a record of the income on excel and check this and alter it easily, also she can use this for quotes and she can save data such as: the place and how much it costs incase the company/ people ring them again for another load to be transported.

She also has windows media player which plays music or videos. She needs this to keep all her songs she has downloaded together. She can listen to this whilst on the computer. She also has spyware on her pc to also help protect her work. Also if she did not have a computer she would not be able to find a place or map easily and quickly, and any letters or documents she would have to type write the document or would have to write the document out by hand. I don't find there is many changes I would have on my Nan's computer, maybe it could be faster, and there are not many faults with her pc as it is a newer model. So therefore the computer fulfils her need because it can help her with her work, does what she uses it for and it saves her lots of time. It fulfills her need also as work is completed quickly and efficiently and the drivers have their work for the day, it also can get the drivers maps quickly and any important letters written to companies. It also stores the sums and income and outcome of each month making it easy to see if they are owing money or have profit.

The Data Protection Act is used here as any files she has will be safely kept on her computer it basically another protection on the computer.

The **Fax Machine** is a instant way to send letters or documents to each other i.e. if you needed a letter signing from another person you could instantly send it through the fax and they could sign it and send it back instantly where as if you didn't have a fax machine you would have to send the letters through the post taking much longer. Iris needs a Fax machine for work to be spent through, for letters to be signed. People From Companies who want some machinery moving, only have to fax through there details and dates through. It is quick and simple and also it is easier than reading lots of information out on the phone. The Fax Machine can send and receive faxes. The faxed information which comes through is printed out. The fax machine fulfils my Nan's need because it brings her work through correctly and prints it off right; it is also easy for my Nan to use and is quick to use.

The **Mobile Phone** is a cordless portable telephone that works using a series of locally based cellular radio networks to make a connection. The mobile is a quick way to contact with another person.

It has many different features;

- It can store Numbers such as Telephone numbers when added in the contact list, and can store numbers from calls such as missed calls and

recently dialed numbers. It can also let people leave voice messages. People can ring up from companies or private people who want machinery moving can ring the mobile phone and ask for a quote and get a date. It is a quick way of getting hold of someone.

- However they can also text, the phone can hold about 100 messages sent and received. However it only beeps one and if my Nan doesn't hear the beep, the message may not be read until later. Text is cheaper but if it may be harder for her to text as they are small buttons and the letters are very small.

The mobile is good because it is reliable with the exception of problems (listed below) where the mobile will not work. However you can contact people quickly and speak to them easily.

The Mobile Phone Also Has a Bluetooth device that allows other Bluetooth users to link to my phone so that they can send Music, pictures and Videos. It has a camera where she can take pictures and videos she uses this to take pictures of the Lorries to advertise the company or pictures of them at shows such as East on England (Truck Fest).

She is on contract so she will not run out of credit however there is a bill to pay at the end of each month and if you use your phone a lot there will be a big bill. The Mobile Phone has more than she actually uses at the moment and she does not need this for work but it has

- a Alarm clock,
- games,
- Calculator
- & much more.

If there was any changes on her phone I would have more buttons or bigger buttons as the writing on the buttons are very small and wearing off slightly. My Nan needs the mobile phone because she can contact people quickly and she can receive work, if she did not have a phone then it would take days through the post and when writing the letter if you make a mistake she would have to start again or using the landline she can not take this out with her and if the landline has a power cut she can not use it. The down side is the mobile is portable and can easily get lost, or damaged, whereas the landline phone she can't lose. Also there are black spots where signal can't be received and if she hasn't charged it the battery will go dead. The mobile full fills my Nan's needs because she can call people and contact them easily, receive texts and calls, she can contact people in emergencies or just for a chat and she can receive work.

When she is out also it does everything he wants it to, such as take pictures without carrying a camera. Also when my Nan bought this phone she would have thought what she needed then and hopefully she has thought about what she will need in a year or so. It fulfils her needs as she can contact people easily and quickly, such as the drivers to tell them if a machine they are picking up has changed or the weight of the machine is heavier. Also she can contact people to say if someone is ill and she would have to ring a cover driver, it also fulfils her needs as she can contact people which the mobile should do.

Printer, The Printer is a machine which is used for printing off maps, work, letters and many other things. The Printer helps my Nan as the drivers

sometimes don't know where to go and they can just look at the map printed off by my Nan. She needs a computer for the printer. Letters are sometimes needed writing to other companies without the computer and printer she would have to write the letters by hand. Or she would have to use a typewriter which would take along time and if she made a mistake she would have to start again. She would have to draw or buy a map instead of being able to print a certain place or route off which is a lot easier to read. When she bought this product she thought of the needs of it as she didn't just want a black printer or just a colour printer. She has got a good quality printer which fulfils her needs because it does everything she needs it to such as prints out pictures, documents and it does anything she needs it for. However the down side of the printer is the ink cartridges need refilling or a new ink cartridge needs purchasing each time they run out.

I am going to Describe how my Nan uses ICT at Home.

At home my Nan uses her **mobile phone** a lot for ringing relatives and friends; it is a technology which people can contact one another on. She needs the mobile for work, to contact friends and relatives and much more. You can ring people & friends & relatives or text message them. She can easily contact us using the mobile phone and can ring us whilst shopping to ask if we would like anything. It is portable and you can take it anywhere. It is quick to get hold of someone. However if you don't charge the mobile phone enough the battery goes. Also you need credit otherwise you can't contact anyone and the credit costs money or you can be on contract but you have to be careful of the bill because at the end of the month you could end up with a huge bill. There is also 'Black Spots' where you can't get signal. Without signal you can not contact anyone. But without the mobile phone she would have to use a letter. This would either, take longer and not be there on time through the post. Or she would have to use a landline, this isn't portable what you can take out with you and if you have a power cut it doesn't work.

The Phone has pictures, music and ringtones on. She can also share these by Bluetooth, this is where another Bluetooth user can link with my phone and share files. It can store about hundred text messages and can receive picture messages and has a voicemail. She can view any missed calls or received calls on her phone easily. She needs the mobile phone in case she breaks down or even shopping, if she becomes ill and many other reasons, she also needs the mobile phone to contact friends or relatives. Mostly she uses her phone for ringing and text messaging people. She rarely uses the camera but she uses it to take pictures when she is out. The phone fulfils because it does what she wants it to do such as ringing and text messaging and she can take pictures without carrying a camera. Here is an example of the mobile fulfilling her needs, she needed to ring me last Christmas when she was shopping to ask me what I would like as a present as the one I asked for was out of stock, without the mobile she would have to wait and ask me and do another shopping trip, this would be a hassle, with the mobile she rang me and I told her quick and it made it a lot easier.

Email also known as electronic mail is very useful; Email is a technology which people can use worldwide. My Nan can receive messages off relatives & friends easily. We can send her many things such as pictures and files, and messages. She needs it to contact friends and relatives easily, as many live further away. She also needs it for work and it is very helpful to her.

Also she can receive any offers from supermarkets and shops.

It is free and easy to use. However you need the internet and if you have a power cut and there is an important email you would not be able to read it until the power is back on. Without it she would have to come and see me just to have communication or write a letter which takes longer. However you need an internet connection for an email and an email address. Many People have one as it is a common way to communicate. It fulfils her need as she can contact people worldwide without having huge phone bills and is easy and free.

The internet. The internet is used worldwide on many people's computers.

The computers are accessed by companies such as Internet Explorer. Once On The internet many people use search engines such as Google & Yahoo. On The internet we have thousands of pages packed with information these are called web pages. On the internet we can also visit websites and purchase items online using websites like Ebay, Amazon and many more.

My Nan needs the internet for many things and it saves her a lot of time, without the internet research, maps, shopping would be a lot harder and take much more time. She Uses the internet a lot for shopping for her groceries, maps, shopping centers, opening times and much more. She can also contact people on the internet using email. However on the internet we can get viruses and spyware so we have to use programs to block these. Also you need a computer for the internet and if you have a power cut the internet will not work. Without the internet things would be different and information would be harder as you would have to go to the library instead of being able to just go on Google. It fulfils my Nan's needs because she can do many things online and helps her a lot. She wouldn't be able to send emails without this and have to go shopping rather than just using the internet. If there were any changes I would change the speed of the internet as it has quite a slow connection however it fulfils her needs as she can research information quickly, can do her shopping easily and does what she needs it for.

The computer she uses is helpful to her because she can save pictures and files. She needs the computer for games, contacting people, pictures, files and bills and much more, without the computer it would take longer to work out bills and contacting people and developing pictures. She also needs the computer for work. Also she can sort the house bills out on Microsoft excel this makes it very easy as she can save the last bills and edit bills instead of spending hours writing it out. This would take her much longer and she would have to do it twice if she wanted another copy, however she would have to press print instead of writing it out again. Also if she made a mistake She could not correct it therefore she would have to start again. Also My Nan uses

her computer to contact people by an msn program and she can then receive pictures off me and her family. She can write letters to friends who live further away, on Microsoft word and can edit her work. She can play games on her computer and use paint for drawing. However she doesn't use all the programs but the computer fulfils her needs because it does what she needs it for. It also fulfils her needs by calculating bills, saving pictures and saving her time. I would change the computer for a higher memory but apart from that it ideal what she uses it for.

Evaluation

All the technology we have is very important. Without telephones, computers, email etc, things such as letters, bills and contact would be difficult. Also Shopping for my Nan would be harder as she would have to walk round the shop instead of doing it over the internet and get delivery. Any Debit/ Credit cards she uses she must be careful as people can hack computers so she tries to protect it by using spyware. The Data Protection act helps her because it can try stop people hacking into her computer. Without the act people could find out what she has been doing and look at her files. Without a Mobile Phone if she wanted to phone someone she would have to be inside the house and if she was out and broke down she would not be able to contact someone for help. I think the technology we have is very helpful. It also helps many people at work such as my family. There are so many uses for technologies

Without the mobile phone my Nan wouldn't have been able to ring my mum to let her know she was in Peterborough hospital. Without this she wouldn't have been able to contact them easy and let them know. She would have to write a letter which would take much longer. Although it cost a little more she could speak to my mum a lot quicker instead of waiting a few days for them to receive a letter. The Mobile Phone Fulfilled my Nan needs because she could ring my mum and let her know how she was and when she was coming home and this also affected my mum as she would be picking her up and this meant booking time off work which she had to arrange. She needed to use the mobile phone system, without it she could not have got home and contacted my mum to let her know about the illness she had been diagnosed with so efficiently.

Legislation & how it affects my adult in employment.

Health and Safety At Work Act.

The health and safety affects my Nan as she has to ensure safety at work for all the lorry drivers, she must make sure it is safe, and a good working condition. The act protects everyone who works for the company. She has a policy that she takes responsible steps as far as she can to, able to ensure health and safety if her lorry drivers are not put at risk. She must also provide safe plant and machinery and safe premises. Provide a safe system of work and competent, trained and supervised staff.

Care for and supervise the lorry drivers, this means contact with the drivers regularly.

Have a written code of conduct, rules regarding training and supervision and rules on safety procedures

And give information on basic health and safety requirements via leaflets and posters giving warnings of hazards.

This law is necessary because without it then the work places where they deliver could be dangerous and if someone had an accident that left them unfit for work they wouldn't be able to get compensation because it wouldn't be my Nan's fault that the work place wasn't safe. This law is needed to ensure that where people work isn't going to cause them any unnecessary injury. The injury can be sudden i.e. crushed by a forklift or fall over a piece of machinery.

The Data Protection Act

The Data protection act affects my Nan as it protects her files on her computer. It also protects any information about other companies such as address and telephone numbers. It also protects his personal information at home. This stops people hacking and reading any files in the computers.

There are eight Data Protection principles. Anyone that processes personal data must agree with these principles. These say the data must be

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to countries without adequate protection

This law is necessary because it makes it illegal for other people to access your personal information that is stored on a database or in files by any organization other than designated people within that organization. And it also makes it illegal for people to remove and/or distribute to another party, personal information about you. It keeps all your personal details secure and prevents others from being able to access them.