

# Contents

<b>Book map</b>	<b>4</b>
<b>Introduction</b>	<b>6</b>
<b>Unit 1     What is ICT?</b>	<b>10</b>
<b>Unit 2     ICT in the workplace</b>	<b>26</b>
<b>Unit 3     Introduction to ICT systems</b>	<b>42</b>
<b>Unit 4     ICT in education</b>	<b>60</b>
<b>Unit 5     The history of ICT</b>	<b>74</b>
<b>Unit 6     The Internet</b>	<b>96</b>
<b>Unit 7     Software development</b>	<b>112</b>
<b>Unit 8     Efficiency in computer systems</b>	<b>132</b>
<b>Unit 9     Human-computer interaction (HCI)</b>	<b>150</b>
<b>Unit 10    E-commerce and e-government</b>	<b>172</b>
<b>Unit 11    Computing and ethics</b>	<b>192</b>
<b>Unit 12    ICT in the future</b>	<b>218</b>
<b>Resource pages</b>	<b>236</b>