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IT Basics

IT Basics - Hardware

- **Personal Computer (PC)**
- **Peripherals**
 - **Printer**
 - **Modem**
- **Networking Equipment**
 - **Switch**
 - **Router**
 - **Cabling**
- **Server**
- **Storage**
- **Meter Reading**
 - **AMR**
 - **Hand Held Device(HHD)**

IT Basics - Software

- **Operating System**
 - Windows, Unix, Linux, etc.
- **Application**
 - Office applications, e.g. MS Word, Excel, Powerpoint, etc.
 - Email Clients, e.g. Outlook Express
- **Database**
 - e.g. Oracle, MySQL, Sybase, etc.
- **Meter Data Acquisition**
- **Website**



2

The Need of IT

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- **Accurate Meter Data Acquisition**
- **Effective Bill Generation**
- **Proper Bill Collection and Reconciliation**
- **Improved Customer Satisfaction**
- **Preventive Maintenance**
- **Monitoring Technical and Commercial Losses**
- **Process Automation**
- **Reduction in Paper Work**
- **Accurate and Timely Availability of Information**
- **Overall improvement in the flow of information for decision support**

IT is an ENABLER, but not the PROCESS