

Introduction to Information and

Communication Technology (ICT)

Introduction to Information and Communication Technology (ICT)

Key concepts, components, benefits, and real-world applications

1. What Is ICT?

Term	Definition
Information Technology (IT)	Use of computers, software, and networks to store, process, and retrieve data.
Communication Technology	Tools and systems that enable the exchange of information (e.g., telephone, radio, internet).
ICT	The integrated set of hardware, software, networks, and media that facilitate the creation, storage, transmission, and use of information.

Bottom line: ICT = IT + Communication + Media. It bridges data processing and the way we share that data.

2. Core Components of ICT

Layer	Typical Elements	Example Devices/Services
Hardware	Physical devices that capture, store, process, and transmit data.	PCs, servers, smartphones, routers, sensors, IoT devices, printers.
Software	Programs and operating systems that give hardware functionality.	Operating systems (Windows, Android), productivity suites (MS Office, Google Workspace), databases, cloud apps.
Network & Connectivity	Infrastructure that links devices and enables data flow.	LAN, WAN, Wi-Fi, 4G/5G, satellite links, fiber optics.
Data & Content	The raw facts, processed information, and multimedia that users create or consume.	Text files, videos, GIS maps, big data sets.
People & Processes	Users, administrators, and the procedures that govern ICT use.	IT support, cybersecurity policies, digital literacy training.

Introduction to Information and

3. Main Functions of ICT Communication Technology (ICT)

Function	Description	Typical Tools
Data Capture	Collecting raw information from the environment or users.	Sensors, scanners, digital cameras, forms.
Data Storage & Management	Organizing and preserving data for later retrieval.	Databases (SQL, NoSQL), cloud storage (AWS S3, Google Drive).
Data Processing	Transforming raw data into useful information.	Spreadsheets, analytics software, AI/ML platforms.
Communication & Collaboration	Enabling real-time or asynchronous exchange.	Email, instant messaging, video conferencing, social media, collaborative workspaces.
Decision Support	Providing insights that guide actions.	Business intelligence dashboards, GIS, predictive models.
Automation	Reducing manual effort through programmed tasks.	Scripts, workflow engines, robotics process automation (RPA).

4. Benefits of ICT

Category	Advantages
Economic	Increased productivity, lower transaction costs, new business models (e-commerce, fintech).
Social	Wider access to education, health information, and civic services; improved social inclusion.
Educational	E-learning platforms, virtual labs, digital libraries, personalized learning pathways.
Governance	E-government services, transparent public records, faster citizen engagement.
Environmental	Reduced paper use, smart energy management, remote work lowering commuting emissions.

5. Common ICT Applications

Introduction to Information and

Sector	Example Applications
Education	Learning Management Systems (LMS), Canvas, Moodle, virtual classrooms.
Health Care	Electronic Health Records (EHR), telemedicine, health?monitoring wearables.
Business	Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), supply?chain tracking.