Dear Parents / Students

Due to the unprecedented situation, Knowledgeplus Training center is mobilized and will keep accompanying and supporting our students through this difficult time.

Our Staff will be continuously, **sending notes and exercises on a weekly basis** through **what's app and emails**. Students are requested to **copy the notes and do the exercises** on their copybooks.

The answers to the questions below will be made available on our website on **knowledgeplus.mu/support.php**

We thank you for your trust and are convinced that, together, we will overcome these troubled times

Proficiency of Software package – Week 7

Types Of Documentation

When software is written, the job of the developer does not end there. There purchaser of software wants to now how get the best out of it. User documentation is provided to help. Technical documentation is needed to help programmers who work on the software in the future.

What is in the user documentation?

- **What the software does**
  A guide in non-technical terms, to what the software is supposed to do. This will include the main features and if the software is an upgrade the enhancement over the previous version.

- I**nstructions for installing and running the software**
  Most software comes with installation routines that make installing it on hard disk very easy. This still needs to be mentioned in the manual so that different installation options can be described.

    How to use the software in the intended circumstances is given, often with screen shots to make it easier to follow.

- **System Requirements**
  The hardware and operating system requirements are included. For example, a certain minimum amount of disk space or memory may be specified.

- **Instructions about preparing and entering data**
  In many cases, the data will be input in a particular way. The input screens will be shown in the documentation.

- **Understanding the output data**

The format of the output data is explained as it may be presented in a variety of ways. For example, there may be pre-planned reports plus the option of exporting the data to other applications.

- **Error messages and correction**
  There will be explanations of common errors and how to recover from them.

- Tutorial
  Often, a step-by-step tutorial is provided, with sample data so that users can learn the software in a systematic way.

- **Backing up**
  The documentation should include how to make backups of the data so that recovery from accidental data loss is possible.

Software Documentation

Most software is complex and written by teams of people. It changes of ten. It is unlikely that the same people who wrote it will maintain it. It is important that the work done on the software is documented so that maintenance-enhancements and debugging are possible.

Technical documentation should include:

- **An overview of the software**

This includes input and output methods and backing storage. This will be accompanied by systems flowcharts. A web site might require a site map.

- **A detailed description of the way the software works**
  1. Algorithm and formulae used.
  2. The program source code, with comments.
  3. Software is produced as a set of small components or modules. The names and purposes of the modules plus links between modules are explained.
  4. A list of variables
  5. Spreadsheet solutions need details of the formulae and macros used.

- **Description of record, file and other data structures**
  1. Data tables and relationships between them.
  2. Key fields
  3. Indexes and queries.
- **Details of all screens and reports**
  1. All input and output formats should be explained

- **Testing and test plans**
  What data was input, what part of the system was being tested, what was the expected outcome, what was the actual outcome?

Theory questions

Q1: Circle the appropriate answer.

1) Which of the following is a negative effect of the growth of the internet shopping?
    A. Small shops can go out of business.
    B. People can shop 24 hours a day.
    C. Prices can quickly be compared between stores.
    D. A wider catchment area for customers.

2) What is the name given to buying and selling things on the internet?
    A. Electronic banking
    B. Teleworking
    C. Video conferencing
    D. Electronic commerce

3) Use of anti-glare screen can help users to cut down on screen reflections that can prevent
    A. Neck ache
    B. Repetitive strain injury
    C. Eye strain
    D. Back ache

4) Which of the following is not part of multimedia?
    A. Animation
    B. Text
    C. Video
    D. Mobile phone

5) Another name for online banking would be
    A. Internet banking
    B. Direct debit
    C. Refilling banking
    D. All the above

Q2: Indicate whether the following statements are true or false.

a) Computers can function without software.
b) Without software hardware is useless.
c) Programmers are computer specialists who create software.
d) A graphic software is a system software.
e) Operating system is a system software used to control the hardware.
f) A program is a set of information.
g) Hardware is an example of an application software.
h) Hardcopy and softcopy are the two main types of software.
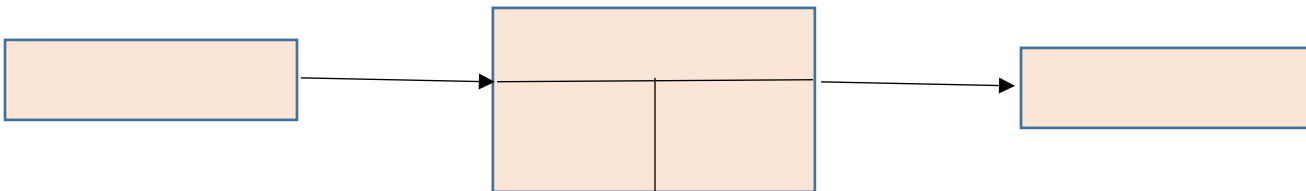i) Creating software is an easy task.

Q3: Fill in the blanks with the most appropriate words given below. Each word may be used more than once.

Programming	Programmers	Operating system	Word processor	Programs
Operating system	software	Spreadsheet	Application software	System Unit

a) Software refers to the …………that tell the computer what to do.
b) Without …………..hardware is of no use.
c) Computers need …………..to do even a simple task like adding two numbers.
d) Software is written by a team of computer specialists called ………………
e) Software is basically classified into two main categories: …………… and …………….
f) ……………languages are used to create software.
g) ………….. and ………….are examples of application software.
h) ……………is a type of system software.

Q4:

a) Label the diagram of a central processing unit(CPU) with the following terms: Input, Output, ALU, Main Memory, Control Unit.

b) Name the 3 main parts of the central processing unit and state the function of each one.

Q5: Define the following terms used in Word Processing

i. Paragraph Formatting
ii. Cut and Paste
iii. Scroll Bar