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Question Paper Code : 65012

5 Year M.Sc. DEGREE EXAMINATION, MAY/JUNE 2013.

Elective

Software Engineering

XSE 002 / 10677 SWE 12 — SOFTWARE COMMUNICATION AND DOCUMENTATION

(Regulation 2003/2010)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. List the major factors related to written communication.
2. How significance is the target audience for spoken communication?
3. What are the problems faced by the individual communication at the initial stages and what are the steps taken to overcome such difficulties?
4. Give the elements required for a good individual communication.
5. Who are the stakeholders for a review meeting and their roles in effective participants?
6. State the advantages and disadvantages of virtual meetings.
7. How do hardcopy letters replace email communication? List out the merits and demerits of both.
8. State the principles to be followed in preparing a user guides.
9. State two technology standards that are followed in software industries for effective written communication.
10. What are the common challenges in the harnessing of technology?

PART B — (5 × 16 = 80 marks)

11. (a) (i) Compare and contrast major issues that are important in spoken communication with that of written communication. (8)
- (ii) What are the activities, style and presentation required in written communication and discuss on the different types of communication? (8)

Or

- (b) State the major factors to be considered while writing a software documentation. List the roles and activities of documentation at each stage of software documentation.
12. (a) (i) Apart from augmenting spoken words what other actions and means for effective spoken communication? What is the effect of such presentations? (8)
- (ii) What are the tools that aid in effective communication of an individual? State their roles and the way they help in the presentations. (8)

Or

- (b) Explain the major aspects related to effective communication and elaborate on the issues of planning and organizing oneself to reach the target audience.
13. (a) How are meetings conducted? What types of meeting are necessary? Explain the roles and activities of such meeting stating the expected outcome of such meetings and their purpose.

Or

- (b) Elaborate on the audio and video conferences. Discuss the purpose of such virtual meetings and state their benefits and limitations.
14. (a) Describe in detail the requirements like style, formats and standards that are essential for different types of written communication like resume writing, email and others.

Or

- (b) (i) State the legal issues present. How important and significant are they? (8)
- (ii) Distinguish between internal and external software technical documentation. (8)
15. (a) (i) Explain the role of processes and standards in documentation. (8)
- (ii) State and discuss the effect on the impact of Internet on documentation. List their merits and demerits. (8)

Or

- (b) List the various tools and technologies that used in software industries. Explain the need and purpose of them in detail. Illustrate using a simple case study in the development of a software project.