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Question Paper Code : 45921

5 Year M.Sc. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2014.

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. Define Documentation.
2. State the importance of communication and list out its different types.
3. Write short notes on presentation.
4. What are the elements of good individual communication?
5. Differentiate between audio conference and video conference?
6. Write down the procedure to prepare minutes of meeting.
7. State the principles of effective written communication.
8. Differentiate between external software technical documentation and internal software technical documentation?
9. Define Standards.
10. What are the common challenges in the harnessing of technology?

PART B — (5 × 16 = 80 marks)

11. (a) Briefly explain the role of communication and documentation.
Or
(b) Discuss about Spoken communication with an example.

12. (a) Explain the characteristics of effective communication and augmenting spoken words by actions and other means.

Or

- (b) Explain about the use of speeches and visual aids in spoken communication.

13. (a) Explain about virtual meetings with suitable illustrations.

Or

- (b) Write detailed notes on effective management of meetings.

14. (a) Compare and contrast between Writing communication and spoken communication.

Or

- (b) Explain in detailed about proposals and resume writing with an example.

15. (a) Discuss about role of processes and standard in documentation.

Or

- (b) Write short notes on the following :

- (i) On-line help (8)
- (ii) Impact of Internet on documentation. (8)