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Question Paper Code : 27323

5 Year M.Sc. DEGREE EXAMINATION, MAY/JUNE 2016

Elective

Software Engineering

ESE 502 – SOFTWARE COMMUNICATION AND DOCUMENTATION

(Regulations 2010)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions.

PART – A (10 × 2 = 20 Marks)

1. State the factors that enhance effective verbal communication.
2. Give the significance of documentation.
3. What are the essential features to take care to avoid getting nervousness during a speech or discussion in a group ?
4. How do visual aids help in effective spoken communication ? State the types of visual aids available.
5. What are virtual meetings ? Why is it important in the current world ? State the limitations.
6. How are the participants monitored in an audio or video conference ? State the factors important for effective management of such meetings.
7. List the effective email techniques which results in good communication.
8. State the legal issues associated with written communication through letters.
9. What is the need for standardization ? Give an example.
10. What are the technological standards for open source ? Why is it necessary ?

PART – B (5 × 16 = 80 Marks)

11. (a) (i) Explain the basic concepts of communication. How does relate with the personality of an individual ? Discuss. (10)
- (ii) Distinguish between verbal and non-verbal spoken communication. (6)

OR

- (b) Elaborate on different types of documentation. Give their benefits and limitations. How does that help in mastering a product ? (16)

12. (a) Explain the elements of good individual communication. What are the challenges faced by the individual when they give an ordinary speech compared to technical presentation ? Illustrate with an example. (16)

OR

- (b) Describe the characteristics of effective communication. State the style and actions to be followed in public speaking. (16)

13. (a) (i) What are the collaborative tools used in the group communication ? (6)
- (ii) State the problems faced in group communication. Explain the factors to be taken care by all the participants for effective meetings. List down the facts that are essential to minute the meeting. (10)

OR

- (b) Discuss the essential factor to be considered in a audio or video conference. Consider there is technical expert from IIT who give a seminar through video conference from Mumbai to around 50 remote centers throughout INDIA. State the technical tools and preparations needed to reach out at least 5000 participants with full capabilities. Explain all sources for effective management to conduct the seminar online. (16)

14. (a) What are the essential features to be considered for writing a resume ? Write a resume for an individual who is applying for a post of CEO who has a rich experience for about 25 years with a master degree in MBA and currently working as Vice president in an organization. Make your own assumption for an effective resume. **(16)**

OR

- (b) (i) How are user guides to be prepared for external technical documentation for software and internal software technical documentation ? **(10)**
- (ii) Explain the factors to be considered for writing a project proposal. **(6)**
15. (a) (i) Elaborate on the role of processes. **(8)**
- (ii) State and explain the common challenges in the harnessing of technology. **(8)**

OR

- (b) How does internet influence in the documentation ? How are the standards enforced ? Discuss in detail. **(16)**
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