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20/1/16 PW

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Question Paper Code : 95323

5 Years M.Sc. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2015.

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. Why do you need documentation?
2. What are the advantages of spoken communication?
3. Write down the characteristics of effective communication.
4. Mention the skills needed for good spoken communication.
5. State the use of audio conference in group communication.
6. What do you mean by virtual meeting?
7. What are the principles of effective written communication?
8. Differentiate between spoken and written communication.
9. Highlight the need for standardization in documentation.
10. State the role of processes in documentation.

PART B — (5 × 16 = 80 marks)

11. (a) (i) Explain the various issues to be considered in written communication. (8)
(ii) Tabulate the comparison of different types of communication. (8)

Or

- (b) Discuss the various types of documentation in detail. (16)

12. (a) (i) List and explain the elements of good individual spoken communication. (10)
(ii) Explain the barriers to effective e spoken communication. (6)

Or

- (b) Describe the visual aids used in spoken communication. (16)
13. (a) Discuss how to perform the effective management of meeting for effective group communication. (16)

Or

- (b) (i) Explain the role of video conference in group communication. (8)
(ii) Enumerate the use of collaboration tools in group communication. (8)
14. (a) (i) Explain how to write resume with an example. (8)
(ii) Highlight the importance of technical documentation for software. (8)

Or

- (b) Discuss the different types of letters. Narrate the legal issues to be considered in written communication. (16)
15. (a) Discuss the use of various tools and technologies in documentation. (16)

Or

- (b) Describe about the impact of internet on documentation. (16)