**2 Mark a statements as True (T) or False (F).**1 True Checking for established procedures is the first recommended step.   
2 False An iterative development process presents fewer problems than other types of processes.   
*That presents new problems and it is not the best way probably.*  
3 True According to the email, solutions are usually easy to apply.   
If you are able to find a solution.

**3 Match the words and phrases (1-8) with the definitions (A-F).**

**A** intended to be updated continually

**3 iterative**  
**B** a combination of multiple elements or things

**6 synthesis**  
**C** the action of putting something into operation

**1 application**  
**D** a way of viewing or dealing with something

**2 approach**  
**E** the ability to eliminate problems

**5 problem solving**  
**F** the act of analyzing and describing problems

**4 problem identification**

**4 Read the sentence pairs. Choose which word or phrase best fits each blank.**

**1 address / redefine**   
A An updated version of a product can **redefine** the purpose of the product.   
B It’s important to **address** problems with efficiency.

**2 analysis / solution**A Once the cause of a problem has been identified, it is easier to find a(n) **solution**.   
B Conducting a(n) **analysis** of a problem is a good first step in problem solving.

**3 iteration / procedure**A Each **iteration** of a product should feature improvements on the last one.   
B A(n) **procedure** gives instructions for completing a process.

**5 Listen and read the course description again.** What is a first step in problem solving?   
The first step of solving is identification of the problem.

**6 Listen the conversation and complete the gaps.  
Engineer 1:** Hey. How is your project going on?   
**Engineer 2:** Not very well. I’m still having a lot of problems when I try to run the software.   
**Engineer 1:** Really? What have you done to fix it?   
**Engineer 2:** | did a quick analysis of the code.   
**Engineer 1:** Have you tried anything else?   
**Engineer 2:** Yeah, | ran some standard debugging procedures. Then I tried applying some common solutions   
**Engineer 1:** Huh. What will you do next?   
**Engineer 2:** Well, | just started a more detail analysis of all the code.

**7 Listen to a conversation between two software engineers. Choose the correct answers.**

**1 What solution did the woman try?**

**A** a quick analysis of the code correct  
**B** consulting another engineer for assistance   
consulting with engineer #2  
**C** a synthesis of two iterations   
she is going to do that  
**D** replacing the program with all new software   
she will correct existing program

2 What will the woman likely do next?

**A** try a synthesis of her previous attempts true   
**B** call an administrator for help false  
**C** apply virus detection solutions false  
**D** redefine the purpose of the software false

**8 Talk about these questions.**

1 How are software problems identified?

First of all we should to reproduce problem and determine all conditions and environment features of this problem. It is the toughest step.

2 What are the basic steps of problem solving?

There definition, analysis of causes, using common solutions, and optional synthesis of common solutions, developing custom solutions, or synthesis custom solutions with common solutions.