

# COMMUNICATION ENGLISH LAB

## WORKSHEET: CASE STUDY (COMPUTER ENGINEERING)

**Topic:** Why Computer-Based Systems Fail in Nepal

**Presentation Type:** Individual

**Objective:** This worksheet helps students analyze a real computer-based system failure in Nepal or worldwide and explain it clearly using logical structure and simple language.

### INSTRUCTIONS

1. Choose one real computer-based system used in Nepal or worldwide that failed or faced serious problems.
2. Research the system using news articles/programs, interviews, reports, user complaints, or official notices.
3. Complete all sections below clearly and briefly.

### CASE STUDY STRUCTURE

#### 1. Title

Write the name of the system and where it is used.

*Example: Online Passport Application System, Nepal*

#### 2. System Background

Write two to three lines explaining:

- What the system is
- Who uses it
- Why it was developed

*Example: The online passport application system is a government digital platform used to apply for passports. It is used by Nepali citizens who need passport services. The system was developed to reduce paperwork and make the application process faster.*

#### 3. Problem Observed

Explain what went wrong in the system.

*Examples:*

- *System crash*
- *Slow response*
- *Server downtime*
- *Data errors*
- *Poor user experience*

#### **4. Causes of Failure**

Mention two or three main causes and explain briefly.

*Examples:*

- *Poor system design*
- *High user load*
- *Inadequate testing*
- *Poor maintenance*
- *Lack of technical support*

#### **5. Evidence**

Mention at least one **source** of information.

*Examples:*

- *News reports*
- *Government notices*
- *User complaints*
- *Official statements*

#### **6. Impact of the Failure**

Explain the effects of the failure.

*Examples:*

- *Public inconvenience*
- *Service delay*
- *Data loss*
- *Loss of trust in digital systems*

#### **7. Lessons for Computer Engineers**

Write one or two important lessons engineers should learn from this case.

*Example:*

*Computer engineers should design systems based on expected user load and test them properly before deployment.*

#### **8. Conclusion**

Write one strong sentence summarizing the main lesson of the case study.

*Example:*

*This case study shows that computer systems often fail due to poor planning and testing rather than lack of technology.*

## **PRESENTATION GUIDELINES**

- Time limit: Minimum 3 minutes
- Use simple and clear language.
- Do not read full sentences directly from note (if you have decided to bring one during your presentation)

**\*Question and Answer sessions will be followed after the presentation.**