


National University of Computer and Emerging Sciences, Lahore Campus

	Course Name:	Technical and Business Writing	Course Code:	SS-108' 2007
	Degree Program:	BS (Computer Science)	Semester:	Fall 2021
	Exam Duration:	60 Minutes	Total Marks:	30
	Paper Date:	3rd December 2021	Weight	15%
	Section:	ALL	Page(s):	1
	Exam Type:	Midterm- II		

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Instruction/Notes: Attempt all questions on the answer sheet. Attach the question paper with the answer sheet.

Q1	Q2	Total
20	10	30

Q1. Write an informal proposal following a typical memo format.

[20]

Due to the spread of COVID-19, a huge burden presents itself to different educational institutions including FAST-NUCES, Lahore campus. Although fever checking at the gates of all institutes has become a regular practice, but the authentication of this idea is questionable because many students aren't tested after a certain time because the staff is not enough to cater to the temperature record of each and every student.

You being an active member of the research committee at FAST, ORIC, are required to present an idea of a software solution through which Temperature can be recorded, and Attendance of students and teachers can be maintained for foolproof record-keeping. You must present this proposal to the Dean of the Computer Science department, Mr. Kashif Zafar, so that it can be approved by the committee and implemented by Spring 2022.

Follow informal document guidelines in your answer. Mention the possible Technical Requirements, Management of personnel and time, and Cost details.

Q2. Give Short Answers:

[10]

1. RBM Software is preparing to release a new product, and it will need documentation to support its new software. Alveena Majid, a documentation specialist is working on a Formal Report. What are the basic strategies to organize a formal document that she needs to consider while writing the report?

2. What are the different types of questions that can be used in a Questionnaire while conducting a Survey. List four types with examples of each.

National University of Computer and Emerging Sciences, Lahore Campus



Course: Technical and Business Writing
Program: BS (Computer Science)
Duration: 3 Hours
Paper Date: 2nd January-2022
Section: ALL
Exam: Final

Course Code: SS 153 / 2005
Semester: Fall 2021
Total Marks: 70
Weight: 50%

196-1048

Instructions: Attempt all questions on the answer sheet.

Q1. Alizay Waheed, the VP of Human Resources decided to propose a Presentation Skills course. She therefore needed someone to design a course which was personalised to the needs of everyone, developing their skills and exploring how they might adapt their approach to suit different presentation settings, and to engage with audiences of different sizes.

She has to write an Informal Proposal to Shams Iqbal (Manager at the Department of Communication) highlighting the issue and the need to design a two-day Presentation Skills course for 25 employees.

[20]

Additional details for report: Alizay will direct Shams to keep in mind the business needs and context while designing the course. The course has to be highly practical, with each delegate having an opportunity to make an initial presentation on day 1, followed up with detailed individual feedback, and a second presentation on day 2 to put the feedback into practice. All the presentations will be video recorded, to give the delegates a better understanding of the way they came across and a permanent record to support their development.

The course may focus on these areas:

- What makes a good presenter (focusing on generating credibility, using visual aids, vocal techniques and stagecraft)
- How to select and organise your material.
- How to use PowerPoint and create effective slides.
- How to promote audience engagement.
- How to handle Q&A sessions and deal with challenges from the audience.
- How to manage nerves.

Q2. As the President of SOFTEC society at FAST NU Lahore, you were recently invited by president student affairs at University of Lahore to give a lecture on Robotics. Unfortunately, you will be away that week. You are grateful that they asked but are unable to attend. You have to politely refuse the invitation to speak, giving the reason, why. Perhaps you would be able to speak at another time, in the near future.

Based on this situation, write an Email to the Program Organizer, Dr. Yasir Zafar.
(Word limit 150 -200 words)

[15]

Follow the email writing protocol, of the ABC format for Positive or Negative Messages, whichever you think renders necessary, in this situation.

Q3. Write a Job Application/cover letter to the HR Manager, Zamir Naqvi at ZetaTech Lahore, responding to the job advertisement, given below.
(Word limit 200 -250 words)

[15]

Follow the ABC format of a Cover Letter. You may fictionalize some part of the information about your degree program and other experiences not yet acquired. This way, the job letter and résumé reflects the background you would have if you were applying for the job.

**We're
HIRING**

**JOB
openings**

SOFTWARE DEVELOPER
Masters in Software Engineering 2 Positions
5-6 years exp. C++, HTML, JavaScript, CSS, jQuery, XML, PHP, ASP, traffic, SST protocols understanding, MVC, SOA (Service Oriented Architecture), TCP/IP working understanding, JIRA and Git experience

NETWORK & SYSTEM ENGINEER
Masters in Computer Engineer, Information Technology 2 Positions
4 years exp. Linux technologies (CentOS and Ubuntu), firewalls, IPS, vulnerability assessment tools, network scanners, virtualization technologies (VMware, KVM, OpenStack), TCP/IP, SST protocols understanding, NAS, SAN, iSCSI etc

SERVICE CENTRE ENGINEER
Bachelor's in Computer Engineering 5 Positions
exp. SST, RDBMS and SQL queries for data retrieval and manipulation, TCP/IP fundamentals, signaling protocols, Linux (CentOS and Ubuntu)

SOFTWARE ENGINEER
Bachelor's in Computer Science, IT Engineering or Equ. 2 Positions
experience in software development in general, experience in C++ or Java, knowledge of international IT and Mobile Telecom Standards and Protocols (SST)

Q4. Read the case studies and answer the questions that follow:

[10]

A. Assume that you received a call for a job interview from a software house in your city where you had aspired to work in your professional career. Even though the Director of Human Resources is an acquaintance, but he has told you that the interview will a rigorous one with a group of 5 panel members including the executives of the company. That adds to your anxiety about the situation other than the apparent excitement. To perform well and potentially succeed in the job interview, you must prepare well. Even if your responses are technically fantastic and prove that your qualifications are a perfect match for the position, there are some other strategies for giving successful interviews, which should be the part of your preparation.

Question: What seems to be the issue and what are the strategies that can help you overcome it?

B. Ahmer completed his Ph.D. working on a problem in the field of Medicine and suggest an IT related solution to it. He gets a new job at CureMD. He arrives at the new job and discovers that the work done as a student, which is in the patent (licensing) process, will solve the problem at his new company. If he reveals what he knows to his new employer, he will be an immediate hero but will compromise the rules of privacy of the patent process. It was a project report that he worked on with his Supervisor, and this step could have important financial implications for the original institution in the form of royalties.

Questions: What should he do? What are the relevant ethical considerations in this dilemma?

Q5. Write Short Notes on the following:

Explain with examples where necessary.

[10]

- A. Parts of an Abstract
- B. Three Cs strategy for organizing technical correspondence

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