Lab 1

1. Upload a five minute YouTube video describing modern programming paradigms.
2. Download & install the Java SE 7 JDK, NetBeans, & BlueJ.
3. You are hired as the project manager for the Petoskey Schools web presence re-factoring job. You are tasked with getting the entire web infrastructure (main district web pages as well as teacher sites) re-developed. The project has been allotted a three-month window for completion.
   a. Develop the business case document for the project.
   b. Use **THIS** template.
4. Study the software development process as well as THIS & THIS customer service articles. Develop a mini-customer service manual to give to your employees.