

# Technical and Business Writing

# INTRODUCTION TO TECHNICAL WRITING CMP 1

## Technical Writing

It is a broad term for any written material in

- ↳ Medicine
- ↳ Science
- ↳ Technology
- ↳ Engineering

## Technically written documents categories

- ↳ Reports, Comm. → TCS
- ↳ Operational Manuals → Assignments
- ↳ Technical Papers, Magazines, Articles, Books
- ↳ Patent documents → Governmental documents

Attributes of Technical Writing	
Impersonal	It does not use subjective language, nor does it have any subjective vision
Concise	It is to the point, yet focuses on every detail.
Directed	It is directed to specific audience and readers.
Archival	Written in such a manner that it can be saved, reused and revised.
Cites other Contribution	It includes all other relevant work done by different people of the same field.
Specific style and format	It has a specific style and format, which includes charts, graphs, test results theories.
Pertain to Technical Subject	It speaks for the particular and relevant subject.

Question: What skills or specialties should you have in your toolkit as a technical writer? Make a list.

Background in ~~marketing~~, Communication, Linguistic  
Portfolio of published articles  
min. experience of - 2 years  
can handle multiple projects  
comfortable in depth research

## PURPOSE OF TW

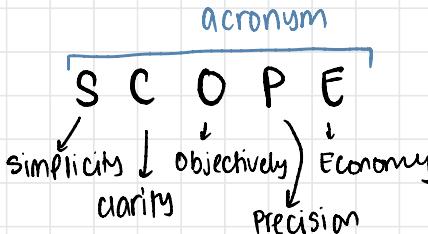
- ↳ To instruct
- ↳ To inform
- ↳ To persuade

## TW should be good at

- ↳ Subject knowledge
- ↳ Writing skills
- ↳ Research skills
- ↳ Knowledge of the conventions of Technical comm

# THE TECHNICAL STYLE

CMP 2



## 1. Clarity

1. Completeness → info provided should answer all wh questions
2. Correct Grammar → punctuation, sentence structure, clauses, conjunction
3. Clear organization of content → coherence, effective writing process, clear paragraphing
4. Clear Pronoun References → NO Ambiguous implied vague Pronoun Reference
  - ↳ no implication pronouns
  - ↳ no ambiguous pronouns → more than 1 meaning
  - ↳ no vague pronouns

### 1. Version 1

Date: March 5, 2004  
To: Michelle Fields, From:  
Earl Eddings  
Subject: Meeting

Please plan to prepare a presentation on sales. Make sure the information is very detailed. Thanks.

### Version 2

Date: March 5, 2004 To: Michelle Fields  
From: Earl Eddings Subject: Sales Staff  
Meeting

Please make a presentation on improved sales techniques or new sales staff. This meeting is planned for March 18, 2004, in Conference Room C, from 8:00 a.m. - 5:00 p.m.

Our quarterly sales are down 27%. Thus, we need to help our staff accomplish the following: 1. Make new contacts. 2. Close deals more effectively. 3. Earn a 40% profit margin.

Use our new multimedia presentation system to make your presentation. With your help, I know our company can get back on track.

Thanks.

### 3. Example for content organization

The flawed organization of the paragraphs

Dear Liz,  
Our laboratories investigated the cause of the Model 24-C control panel fires by testing 12 prototypes under normal operational and emergency loads. We recommend that this junction be redesigned and retested to minimize the possibility of future fires.  
The test results included in this report consistently demonstrate inadequate wiring for emergency loads at the terminal junction. This finding confirms our preliminary analysis.

Truly yours,  
Carol Stacy

### 3. Re-organized email,

Dear Liz,

Our laboratories investigated the cause of the Model 24-C control panel fires by testing 12 prototypes under normal operational and emergency loads. The test results included in this report consistently demonstrate inadequate wiring for emergency loads at the terminal junction. This finding confirms our preliminary analysis.

We recommend that this junction be redesigned and retested to minimize the possibility of future fires.

Truly yours,  
Carol Stacy

### 4.

#### A. Ambiguous Reference

An ambiguous reference occurs when the pronoun could refer to two possible antecedents.

For example:

- The client told James that he had to come to therapy.  
(Who has to come to therapy- the client or James?)

The following revision eliminates the ambiguity.

- The client told James, "You have to come to therapy."

### 4.

#### B. Implied Reference

A pronoun must refer to a specific antecedent, not to a word that is implied but not present in the sentence.

For example:

After braiding Ann's hair, Sue decorated them with ribbons.  
The pronoun *them* refers to *Ann's braids* (implied by the term *braiding*), but the word *braids* did not appear in the sentence.

In Nikki's case file, she describes how Ms. Jones abuses substances.

The pronoun *she* does not refer to *Nikki* but refers to *Nikki's case file*.  
In *Nikki's case file*, *Nikki* describes how *Ms. Jones abuses substances*.

### 4.

#### C. Vague Reference: this, that, which (cont'd.)

- The pronouns this, that and which should not refer vaguely to earlier word groups or ideas. These pronouns should refer to specific antecedents.

- When a pronoun's reference is too vague, replace the pronoun with a noun.

For example:

"More and more often, especially in large cities, we are finding ourselves victims of serious crimes. We learn to accept this with minor complaints."

Revised:

More and more often, especially in large cities, we are finding ourselves victims of serious crimes. We learn to accept *our* fate with minor complaints.

(The pronoun *this* is replaced by the noun *fate*).

You are the president of an industry association and have received the following inquiry from an out of town member, "I think I would like to attend my first meeting of the association even though I am not acquainted with your city. Will you please tell me where the next meeting is being held?"

Compose an email on the above situation.

> indirect question

Hello Aliza,

Stars Hollow is delighted to hear that you are taking time to attend the first Association meetings.

Here are the details of the upcoming meetings.

venues and  
time in  
bullet points

Date: 9<sup>th</sup> Feb 2024

Venue: The Town Hall

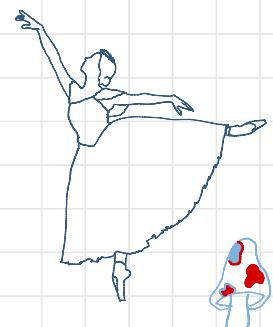
Address: Boulevard street, lane 4

If you need any help with accommodations or have trouble finding the place, you can contact my assistant whose number is mentioned below.

Bilal : +92 335721259

I look forward to meeting you in person!

Best Regards,  
Ishma Hafeez



## 2. Precision

↳ use a standardise word instead of a sentence

Schematic = your prev knowledge

↳ 2 key elements to achieve

1. Concrete and specific words
2. Specific Facts and Figures

### PRECISION

1. Choose precise, concrete, and specific words.

Vague and Ambiguous	Clear and Precise
The flow of lava was affected.	The flow of lava was decreased.
The lacquer created nice appearance.	The lacquer created a glossy appearance.
Since the component was rejected, a new manufacturing process was developed.	Because/After the component was rejected; a new manufacturing process was developed.
This is the last carburetor to be installed.	This is the most recent carburetor to be installed.

### PRECISION

2. Use Specific Facts and Figures.

Vague, General, Indefinite	Concrete, Precise
This is a long letter. "long" means?	This letter is three times as long as you said it would.
Student GMAT scores are higher. "higher" means?	In 1996, the GMAT scores averaged 600; by 1997 they had risen to 610.

### PRECISION

The following passage is not specific in details. Replace the underlined words with precise information.

Our latest attempt at molding protectors has led to some positive results. We spent several hours in Dept.15 typing different machine settings and techniques. Several good parts were molded using two different sheet thicknesses. Here's summary of the findings.

First, we tried the thick sheet material. At 240F, this thickness worked well. Next, we tried the thinner sheet material. The thinner material is less forgiving, but after a few adjustments we were making good parts. Still, the thin material caused the most handling problems.

### PRECISION

Revised version

During the week of 10/4/14, we spent approximately 12 hours in Dept. 15 trying different machine settings, techniques, and thicknesses to mold protectors. Here is a report on our findings.

0.030" Thick sheet

At 240 F, this thickness worked well.

0.015" Thick sheet

This material is less forgiving, but after decreasing the heat to 200F, we could produce good parts. Still, material at 0.015" causes handling problems.

### 3. Simplicity

- ↳ Use technical words only when needed
- ↳ Avoid unnecessary jargon

↳ Can be achieved by using

1. Simple vocabulary
2. Simple and compound sentence structures

Jargonized and Pompous language	Simple and Formal
We will use the input of each department to finalize our game plan. At this juncture, the aforementioned procedure should be utilized. We should commence operational capabilities in systematic increments. It just isn't politically correct to suggest a purchase from a company that is played.	We will consider the suggestions of each department to complete our programming. The plan which we discussed should be used now. We should begin the project step by step. It just isn't smart to suggest a purchase from a company whose sales are falling.

Re-write the following sentences by making them simple and reader friendly.

1. Last but not least, the article sends an important message.
2. My main ambition in life is not to make a fortune, since I know that, as they say, "Money is the root of all evil."
3. For Baldwin, the problem never reared its ugly head until one dreadful night in New Jersey.
4. The building's owners offered the inspectors many financial incentives to overlook code violations

### Rephrased Sentences

- 1. Finally/to sum up/ to conclude, the article sends an important message.
- 2. My main ambition in life is not to work so that I can be millionaire because I know that it will bring distress.
- 3. For Baldwin, the problem never occurred until one night in New Jersey.
- 4. The building's owners bribed the inspectors to hide the crime of code violation.

→ In conclusion

1. Lastly, the article portrays an important message
2. my main goal in life isn't to make money, as money is the cause of all problems
3. For Baldwin, the problem never occurred up until one dreadful night in New Jersey -
4. The building owners offered the inspectors bribes to overlook code violations

## 4. Objectivity

↳ USE IMPARTIAL LANGUAGE, WHICH IS NOT

1. Personal opinion should be avoided
2. judgemental language
3. Emotive language

→ 3 ways to achieve  
Objectivity

1. Avoid personal language unless necessary  
Compare the examples below:

- 1. I got informed consent in accordance with the procedures specified for research...
- ❖ Informed consent was obtained in accordance with the procedures specified for research...
- 2. I believe that there is a discrepancy between theory and practice...  
❖ Research suggests that there is a discrepancy between theory and practice...  
*and other*
- 3. I interviewed a total of 22 parents during the month of December 2009...  
❖ A total of 22 parents were interviewed during the month of December 2009...
- 4. I gave completed questionnaires a number for identification purposes...  
❖ Completed questionnaires were allocated a number for identification purposes...

### 2. Avoid Judgmental Language

- Judgmental language suggests that you are making a personal judgment.
- By using judgmental language, it may sound as though you have come to a conclusion based on your previously held beliefs, rather than through a review of the relevant literature.
- It is important to remember that beliefs you may have held at one time could later be disproved.

### 3. Avoid emotive language.

- Emotive language appeals to the emotions or values of your reader.
- Emotive language tends to use superlatives and/or exaggeration in an attempt to incite an emotional reaction.

Consider the following examples:

1. International schools are always elitist...  
❖ International schools are often viewed as elitist...
2. Jessen's (1956) theory is the most influential for scholars in education  
❖ Jessen's (1956) theory remains one of the most influential for scholars in education...
3. Smith's (2009) paper made such a remarkable contribution to the field...  
❖ Smith's (2009) paper made a major contribution to the field...
4. Gorard's (1999, pp.31-33) study provided an awesome classification model...  
❖ Gorard's (1999, pp.31-33) study provided a concise classification model...

Consider the following examples:

1. Korean orthography is too difficult to be well-understood...  
❖ Korean orthography is not generally well-understood...
2. These really lucky people may be advantaged by healthcare services that...  
❖ These people may be advantaged by healthcare services that...
3. Sydney represents an incredibly vivacious school market...  
❖ Sydney represents an active and dynamic school market...

## Objective Writing

1. remove adjectives → describes a noun
2. keep only facts
3. lower word count
4. NO personal language → using I

### Re-write the following and make it objectively sound.

Our lives at home converged around the pleasantly-shaped kitchen table. It was the magnet that drew our family together quite warmly. Cut from the sturdiest oak, the table was tough, smooth, and long enough for my mother, my two sisters, and me to work or play on at the same time. Our favorite light blue ceramic tile, stationed in the right corner, was the table's sole defense against the ravages of everything from a steaming teapot to the latest red-hot gadget from the Sears catalogue. More often than not, however, the heat would spread quickly beyond the small tile and onto the checkered oilcloth, which just as quickly exuded a rank and sour odor. Yet no matter how intensely the four of us competed for elbow room at the table, none dared venture near the lone dinner place arranged securely to the left of the tile. There was no telling when he would get home from work, but, when he did, he expected the food to be ready—steaming hot. He liked to eat right away—steak mostly—two bloody but thick pieces.

↳ remove talks about family

↳ remove any thing that has emotion

The kitchen table is 18 x 36 inches, made from the finest oak. The light blue ceramic on the table helps avoid spillage. Although the heat from the tile would spread onto the oil cloth exuding an odor.

### Objective version

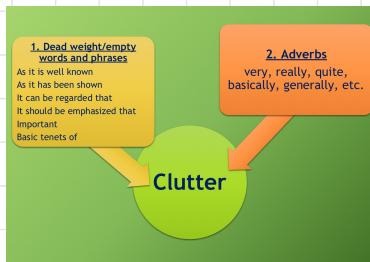
The kitchen table is rectangular, seventy-two inches long and thirty inches wide. Made of a two-inch-thick piece of oak, its top is covered with a waxy oil-cloth patterned in dark red and blue squares against a white background. In the right corner, close to the wall, a square blue ceramic tile serves as the protective base for a brown earthenware teapot. A single white placemat has been set to the left of the tile, with a knife and fork on either side of a white dinner plate, around nine inches in diameter. On the plate are two thick pieces of steak.

## 5. ECONOMY

→ remove the extra unnecessary words or phrases

1. EMPTY words

2. Adverbs → ly



Replace the following phrases with one to two suitable words/phrase

1. A majority of mostly
2. A number of
3. Are of the same opinion
4. Less frequently occurring rare
5. All three of the
6. At that point in time
7. Due to the fact that → because

### ways to cut the clutter

#### Set 1

1. Eliminate negatives
2. Eliminate unnecessary use of there, are/there is

#### Set 2

1. use strong verbs
2. don't turn verbs into nouns NO Normalization  
→ liberate disguised verbs
3. don't bury the main verb → avoid redundancy  
→ avoid prepositional phrases  
↓  
action word

## ECONOMY

### ELIMINATE NEGATIVES

1. She was not often right.  
↳ *She was usually wrong.*
2. She did not want to perform the experiment incorrectly.  
↳ *She wanted to perform the experiment correctly.*
3. They did not believe the drug was harmful.  
↳ *They believed the drug was safe.*

Not harmful	safe
Not important	unimportant
Does not have	lacks
Did not remember	forgot
Did not succeed	failed
Didn't pay attention to	ignored

## ECONOMY

### ELIMINATE SUPERFLUOUS USES OF "THERE ARE/THERE IS"

1. There are many ways in which we can arrange the pulleys.  
❖ *We can arrange the pulleys in many ways.*
2. There was a long line of bacteria on the plate.  
❖ *Bacteria lined the plate.*
3. There are many physicists who like to write.  
❖ *Many physicists like to write.*
4. The data confirm that there is an association between vegetables and cancer.  
❖ *The data confirm an association between vegetables and cancer.*

## ECONOMY

### 1. Use strong verbs

Compare:

"Loud music **came** from speakers embedded in the walls, and the entire arena **moved** as the hungry crowd **got** to its feet."

With:

"Loud music **exploded** from speakers embedded in the walls, and the entire arena **shook** as the hungry crowd **leaped** to its feet."

And it is the matter of "Picking the right verb!" Read the following Paragraph.

The WHO **reports** that approximately two-thirds of the world's diabetics are found in developing countries, and **estimates** that the number of diabetics in these countries will double in the next 25 year.

The WHO **estimates** that two-thirds of the world's diabetics are found in developing countries, and **projects** that the number of diabetics in these countries will double in the next 25 years.

## Normalization:

↳ Turn verb/adj into a noun

### 2. Do not turn verbs into nouns

- When we turn a verb or adjective into a noun, we create a **NOMINALIZATION**.

#### Nominalizations      Liberated Verbs

A **verb** is a **noun** in **disguise**.  
Nominalization  
candidate selection.

Verbs select candidates more efficiently.

There is the **possibility** of prior approval.

He may approve of it ahead of time.

The establishment of a different approach on the part of the committee has become a necessity.

The committee must approach it differently.

Our request is that on your return, you conduct a review of the data and provide an immediate report.

We request that when you return, you review the data and report immediately.

## COMMON NOMINALIZATIONS → verbs

Liberated verb	Nominalization
Discover	Discovery
Move	Movement
Resist	Resistance
React	Reaction
Fail	Failure
Refuse	Refusal
Analyze	Analysis
Destabilize	Destabilization
Study	Studies

## COMMON NOMINALIZATIONS → adjectives

Adjectives	Nominalization
Careless	Carelessness
Difficult	Difficulty
Different	Difference
Applicable	Applicability
Intense	intensity
Applicable	Application

## LIBERATE THE DISGUISED VERBS

- make a recommendation
- formulate an argument
- raise an objection
- make restitution
- express resentment
- arrive at a conclusion
- perform an analysis
- develop a plan
- exercise conformity
- undertake a development
- find a solution
- make a decision

## LIBERATE THE DISGUISED VERBS

- The theory makes the **postulation** that long-term stability of species (with only minor modifications) in palaeontologic time is punctuated by bursts of time in which many species are extinguished.
- Freshmen have frequently made complaints about the cafeteria food.
- Species managed to achieve evolution from parental species that made an escape from extinction by virtue of their geographic isolation.
- The Sumerians are **credited** with the invention of writing toward the end of the fourth millennium B.C.
- Neither the clay tablet nor the papyrus roll underwent much change in form during the next three thousand years.

### 3. Do not bury the main verb

- Keep the subject and main verb (predicate) close together at the start of the sentence.

### Don't bury the main verb

Following is the case of the buried predicate.

One study of 930 adults with multiple sclerosis (MS) receiving care in one of two managed care settings or in a fee-for-service setting found that only two-thirds of those needing to contact a neurologist for an Ms-related problem in the prior 6 months had done so (Vickrey et al 1999).

verb

### Avoiding Redundancy

- Why say, "The used car will cost the sum of \$1,000.00"? It is more concise to say,

### Avoiding Redundancy

Wordy Sentence	Less Wordy Sentence
We collaborated <b>together</b> on the projects.	We collaborated on the project.
This is a <b>brand new</b> innovation.	This is an innovation.
The <b>other</b> alternative is The alternative is to eat to eat soup.	The alternative is to eat soup.

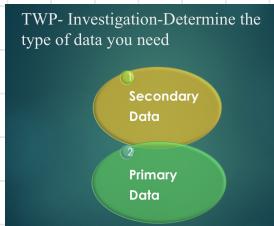
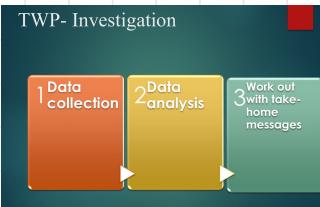
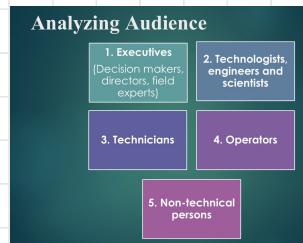
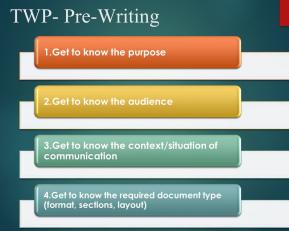
### Avoiding Prepositional Phrases

- Prepositional phrases create wordy sentences. Consider the following examples.

Wordy Sentence	Concise Sentence
I will see you <b>in the near future</b>	I will see you soon.
I am <b>in receipt of your e-mail</b> I received your e-mail message message requesting an increase in pay.	I received your e-mail message requesting a pay raise.
He drove <b>at a rapid rate</b> .	He drove rapidly.

# THE TECHNICAL WRITING PROCESS

CHP 3



→ Check slides  
for this heading

## TWP- The Road Map

- Arrange key facts and citations from the literature into a crude road map/outline BEFORE writing the first draft.
- Think in paragraphs and sections.

## TWP- The Road Map

- Write on the go!
- Work with take-home messages
  - Organize your paper
  - Visual aids for the collected data is suggested.

## TWP- The Road Map-Compositional Organization

- Similar ideas and paragraph should be grouped.

## TWP-Drafting

- Don't be a perfectionist!
- The goal of the first draft is to get the ideas in complete sentences in an/a order/sequence.
- Writing the first draft is the hardest step for most people. Minimize the pain by writing the first draft quickly and efficiently!

## TWP-Revision & Editing

- Read your writing out loud
  - The brain processes the spoken word differently than the written word!
- Edit for Style (SCOPE)
- Do an organizational review
  1. In the margins of your paper, tag each paragraph with a phrase or sentence that sums up the main point.
  2. Then move paragraphs around to improve logical flow and bring similar ideas together.

## TWP-Revision & Editing

- Get outside feedback
  - Ask someone outside your department to read your manuscript.
  - Without any technical background, they should easily grasp:
    - the main findings
    - take-home messages
    - significance of your work
  - Ask them to point out particularly hard-to-read sentences and paragraphs!



# CHP 4

## SYNTHESIS WRITING

↳ generate something new

Synthesis applied in literature review

Project definition

Introduction  
Origin

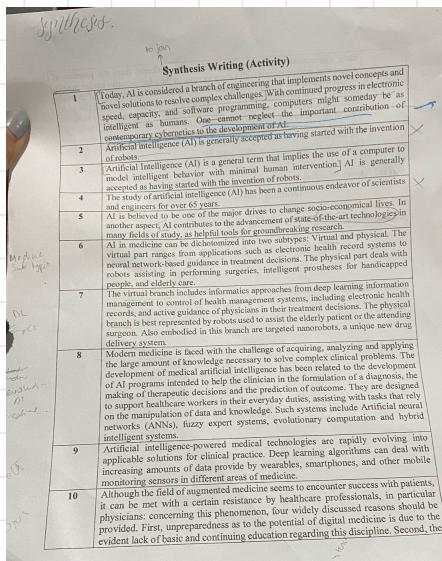
] P1

↳ can't

what's happening

] P2

key words: AI, medicine



↳ cybernetics contributes  
to AI

carrying digitization of healthcare processes, very different from the promise of augmenting medicine came with a steep increase of the workload of the physician linked to electronic health records, which has come to be known as one of the main components of physician burnout. Third, there is increasing fear as to the risk of AI replacing physicians. Finally, the current mainstream opinion in the literature is that AI will complement physician intelligence in the future. Fourth, the current world lacks a legal framework that defines the concept of liability in the case of adoption or rejection of algorithm recommendations leaves the physician exposed to potential legal outcomes when using AI.

Sort the sources according to the themes.

Identified Themes	Source's number
medicine	0, 8
AI in medicine	6, 7
AI vs. development	8, 9
CONS	10

Write your synthesized paragraph.

AI is a branch of engg. which uses novel concepts to provide novel solutions.

written largely  
Peechnoy  
AI contributes to  
cybernetics

AI is considered as the branch of engg. that provides novel solutions [1]. It is considered as an important contribution in the field of cybernetics. AI fosters the use of computer intelligence with less human intervention [2]. Scientists have been studying AI for over 65 years and it is also known to have initiated the invention of robots [2, 3] or [2, 3]

↳ introductory  
para

If line written completely as it is then

Write it inside "quotes", and add source in reference

HOW TO CITE

IEEE [1][2][3][4]

IEEE [1,4,10] → multiple citations in a para

ishma hafeez  
notes  
represent

## Report Salient Features

Abstract → describe

Introduction → establish

\* Literature Rev

Method

Analysis / Result

Conclusion

Meta Paper Analysis

Empirical study

↳ numbers

↳ method

concerns → more than one

Q) Write an email raising concerns about problem in the cafeteria

Hello Sir,

I would like to raise my concerns about the quality of food sold at the CS building cafeteria.

The quantity of oil in food is high and the quality of food seems very unhealthy. Often times leading to stomach problems

The coffee machine is very inconsistent with its flavor, the quality

Thank you for taking your time

I hope this email finds you well

## Main Objective of Methodology

Should tell the reader what the software/machine/components are required to do

Talks about the details of how software/machine/components meet the requirement (of the project)

Describes the working and particular design

## PART 1

### Design

- How you broke the problem down into classes
- Algorithms or data structures used
- Description of the user interface
- Why the design of your program should solve the problem
- Alternative designs considered, and why they were less appropriate

### Testing

- Strategy used to test the program

## Points to be noted:

- Justify your design--- by discussing the **implications of constraints** on your solution and different design choices and then justifying **your choice for design** for your project.
- The justification will automatically be **connected** and **related** to those of your **objectives of the project**, that are mentioned in the introductory section.
- Evolution---there are chances for the design and the description to have evolved to a greater extent while developing it.

## Part 2

## Implementation

Extension of the design with major and minor details (Codes)

Talks about any problems that may have occurred during the run-time

Points to be noted:

- Do not attempt to describe all the code in the system, and do not include large pieces of code in this section.
- Complete source code should be provided separately
- You can pick out and describe just the pieces of code which, for example:
  - are especially critical to the operation of the system;
  - you feel might be of particular interest to the reader for some reason;
  - illustrate a non-standard or innovative way of implementing an algorithm, data structure, etc..

□ You should also mention any unforeseen problems you encountered when implementing the system and how and to what extent you overcame them.

□ Common problems are:

- difficulties involving existing software, because of, e.g., its complexity, lack of documentation
- lack of suitable supporting software

# TECHNICAL PROJECT REPORT

build something again

## Project Report

Informal record of the entire process you undertook  
to complete your Personal Project

### 1. Introduction

↳ Motivation → known + unknown

### 2. Literature Review

### 3. Req/Analysis

### 4. Design

### 5. Implementation and Test

### 6. Evaluation

### 7. Conclusion

Introduction  
↓

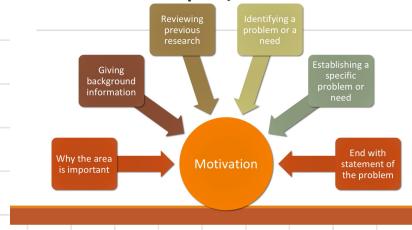
# REPORT

Motivation → In Mid 2

## Motivation

↳ known + unknown

Relevance → something you know



### Example (Motivation)

The project designed and developed an airline reservation system which the users can use to book a flight and obtain flight details.

- To **simplify** the flight reservation process for customers
- To **provide** the users with a safe and secure online payment gateway
- To allow users to **obtain** all flight details including departure time, delays, check in time
  - To **automate** the testing activity.
  - To **centralize** control of all the units that are involved in the online testing system.
- To **provide** data security from unauthorized users.
- To **assist** the user in easily finding medicines that are available
- To **suggest** alternate stores if the medicine is unavailable
- To **provide** the admin with a mechanism to determine the validity of a prescription

## OBJECTIVES → 3 to 4 obj for FYP

↳ Don't make objective heading in paper

↳ Start with 'to' or 'were'

↳ immediately strong words

↳ to implement

↳ to address these issues → last

## Board Marker

**SCOPE:** write on board

**Limitation:** cant rub from board



### What is Included in the Project Scope Statement?

The project scope statement helps visualize the complete project and its deliverable. It includes the following:

1. **Product Scope Description:** A detailed description of the product to be produced.
2. **Product Acceptance Criteria:** These are the criteria by which the consumers will readily accept the product as it satisfies their expectations.
3. **Project Deliverables:** These are the project output, including elements like software or documents.
4. **Project Exclusions:** These elements are outside of the project's boundaries.
5. **Project Constraints:** These include resource, organizational, political, technological, and any other constraints that affect performance.
6. **Project Assumptions:** These are conditions accepted to be true for your project to function smoothly—for example, the availability of employees when required.
7. **Milestones:** Significant stages in a project's timeline where crucial events occur.
8. **Agreement:** This shows stakeholders' sign-off at the end of the statement, indicating their support.

## Introduction Chapter/Section

### Scope

- refers to the breadth and depth of features and functionalities incorporated into the software.
- defines the boundaries of the project,

### Cost

- represents the financial investment allocated to various aspects of software development
- includes initial development, necessary resources, and ongoing maintenance.

### Time

- dictates the deadlines for project delivery and establishes key milestones throughout the development process
- also includes the project's schedule and the time at which each part of the project should be completed, including final delivery.

## Stakeholders

### Direct Users

- The direct users of the software
- They want to know that it solves a significant problem or otherwise makes their job easier

### Secondary Users

- Secondary users rely on the products of the software.

### Beneficiaries

- all the people affected by the software's products.

# LITERATURE REVIEW

- is asked for  
Proposal ↗  
100% something you want to adopt ↗  
make some changes ↗
1. Look for bench/base Paper → can be 2, 3
  2. Open Reference list at bottom of page
  3. Read those papers
    - ↳ Abstract ↗ Decide on these basis whether to download or not
    - ↳ Conclusion ↗
  4. Download relevant papers → with Title Name Preferably ↗ Theme A  
Theme B B1, B2 ... B10
  5. Make folders, Annotate, notes
  6. Read suggested Methodology sec
    - ↳ Check if you want this methodology
  7. Write literature review
    - ↳ 2 ways to write Literature Review ↗ Chronological ← Thematic
    - 1. Paragraph form
    - 2. Matrix form → put Papers in Grid
      - 10 Papers, 10 Titles, 10 Authors, 10 Dates ↗ remove old paper  
2019 →
  8. Synthesis the Papers

## Literature Review Chapter

A literature review is a piece of academic writing demonstrating knowledge and understanding of the academic literature on a specific topic placed in context. A literature review also includes a critical evaluation of the material; this is why it is called a literature review rather than a literature report. It is a process of reviewing the literature, as well as a form of writing.



- Describe the tests you will run.
- Provide reasoning behind the choice of tests
- Provide a comprehensible summary of the results of all the tests conducted
- Describe the extent to which you achieved your goals

word over perspex student  
no need to add new panels

## Conclusion and Recommendations

### Conclusion

- Summary of all previous chapters except literature review

### Appraisal of project

only write if asked by user

- Critically evaluate your results
- Describe strengths and weaknesses
- Compare your work with others

## Conclusion and Recommendations

### Conclusions

- can be in future tense
- **For stakeholders:** encourage them to use the proposed solution
- **For researchers:** provide practical ideas about how to extend the project
- Discuss project limitations and provide ideas about improvements

## Recommendation

- ↳ USE future tense
- ↳ tells areas that can be expanded

→ expanded

→ specific

### Recommendations Examples

A robot called RoboMaid was successfully built by our team. The robotic toy could, however, be further improved to do other tasks by using more sophisticated software and a wider range of programs.

Using the same principle, future projects should undertake the construction of other appliances which could perform more useful tasks than just serving drinks.

### Recommendations Examples

The machine could be further improved in numerous areas. The following changes are recommended :

- 1) Adding memory cards to increase limited RAM space of the controller.
  - 2) Using a G5 microprocessor to control and stabilise the current source during start up.
  - 3) Using discrete digital selector and display to select current level.
- More work has to be done in the following areas :
- 1) The function of the machine could be expanded to access Linux computers.
  - 2) Another UNIX server could be integrated for security purposes.

It is recommended that :

- 4.1 (the correct no.) the feasibility of using perspex **be** considered;
- 4.2 the base **be** attached with Superglue instead of screws;

### Suggestions:

1. the base of the sharpener **could be** extended to give it greater stability;
2. the sharpener **could be** made in different colours to make it more attractive.

# ABSTRACT

## ↳ Summarise version

↳ write in a way where you're not sure of result

↳ use future tense

↳ 200 - 300 words

↳ Only 1 paragraph

## What is an Abstract?

□ An abstract is a self-contained, short, and powerful statement that describes a larger work.

□ An abstract is a brief summary of a research article, thesis, review, conference proceeding, or any in-depth analysis of a particular subject and is often used to help the reader quickly ascertain the paper's purpose

## Empirical Paper

↳ Method

↳ Results

## Meta Paper

↳ No Method

↳ No Results

↳

1. Motivation 3 lines

2. Problem Statement 1-2 sentences

3. Methodology

4. Result 1-2 sen

## Sample 1 ↳ Meta

↳ No method

↗ Present tense

This paper explores privacy issues in relation to the growing prominence of marketing research and data mining in websites for children. Whereas increasing protection is given to individuals' personal information, little attention is paid to information that is aggregated, electronically scanned, and sorted — despite the fact that aggregate information is often highly valued by the marketing industry. The authors review current trends in Internet market research, data mining techniques, policy initiatives, and the contents of some of the most highly frequented children's game sites. The paper demonstrates how common data mining practices constitute a threat to children's emerging rights online.

Method

↳ This paper explores privacy issues in relation to the growing prominence of marketing research and data mining in websites for children. Whereas increasing protection is given to individuals' personal information, little attention is paid to information that is aggregated, electronically scanned, and sorted — despite the fact that aggregate information is often highly valued by the marketing industry. The authors review current trends in Internet market research, data mining techniques, policy initiatives, and the contents of some of the most highly frequented children's game sites. The paper demonstrates how common data mining practices constitute a threat to children's emerging rights online.

## Sample 2 EMPIRICAL

Human-robot collaborative work has the potential to advance quality, efficiency and safety in manufacturing. In this paper we present a gestural communication lexicon for human-robot collaboration in industrial assembly tasks and establish a methodology for producing such a lexicon. Our user experiments are grounded in a study of industry needs, providing potential real-world applicability to our results. Actions required for industrial assembly tasks are abstracted into three classes: part acquisition, part manipulation, and part operations. We analyzed the communication between human pairs performing these subtasks and derived a set of communication terms and gestures. We found that participant-provided gestures are intuitive and well suited to robotic implementation, but that interpretation is highly dependent on task context. We then implemented these gestures on a robot arm in a human-robot interaction context, and found the gestures to be easily interpreted by observers. We found that observation of human-human interaction can be effective in determining what should be communicated in a given human-robot task, how communication gestures should be executed, and priorities for robotic system implementation based on frequency of use.

↳ Conclusion / Discussion

# Informative Abstract Format (For Completed Study)

## 1) Motivation:

Why **do we care** about the problem and the results? If the problem isn't obviously "interesting" it might be better to put motivation first; but if your work is incremental progress on a problem that is widely recognized as important, then it is probably better to put the problem statement first to indicate which piece of the larger problem you are breaking off to work on. **This section should include the importance of your work, the difficulty of the area, and the impact it might have if successful.**

## 2) Problem statement:

What **problem** are you trying to **solve**? What is the **scope** of your work (a generalized approach, or for a specific situation)? Be careful not to use too much **jargon**. In some cases it is appropriate to put the problem statement before the motivation, but usually this only works if most readers already understand why the problem is important.

## 3) Approach:

How did you go about solving or making progress on the problem? Did you use simulation, analytic models, prototype construction, or analysis of field data for an actual product? What was the extent of your work (did you look at one application program or a hundred programs in twenty different programming languages?) What important variables did you control, ignore, or measure?

## 4) Results:

What's the answer? Put the result there, in numbers (if needed). Avoid vague, hand-waving results such as "very", "small", or "significant." If you must be vague, you are only given license to do so when you can talk about orders-of-magnitude improvement.

## 5) Conclusions:

What are the **implications** of your answer? Is it going to change the world (unlikely), be a significant "win", be a nice hack, or simply serve as a road sign indicating that this path is a waste of time (all of the previous results are useful). Are your results general, potentially generalizable, or specific to a particular case?

Abstract as whole...



# INTRODUCTORY SECTIONS OF A REPORT ↗



## 1. Background

- provides readers with essential background info of the relationship between specific topic of research and the general area of study
- states the problem, the issue, the opportunity, or situation that initiates the proposed research
- provides an **understanding** of the issue or problem studied and the reasons for doing the research
- explains the importance of the topic and the rationale(s)

## EXAMPLE: Known and Unknown

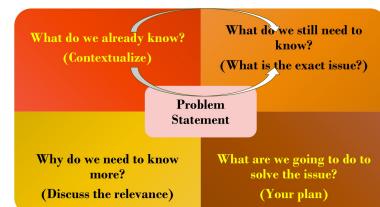
Voter turnout in the Southeast has been decreasing steadily over the past ten years, in contrast to other areas of the country. According to surveys conducted by local nonprofits, turnout is lowest among those under 25 years of age. There have been some effective attempts at engaging these groups in other regions, and in the last two elections, major parties increased their campaigning efforts. However, these interventions have yet to have any significant effect on turnout.

MOTivation Statement

→ don't add headings

## 2. Statement of Problem/Problem Statement

- a single statement that defines the issue or problem investigated in the study, accompanied by other paragraphs that further elaborate on the issue or problem



## Contd. Relevance

Low voter turnout has been shown to have negative associations with overall civic engagement. It is becoming an area of increasing concern in many European democracies. When specific groups of citizens lack political representation, they are likely to become more excluded over time, leading to an erosion of trust in democratic institutions. Addressing this problem will have practical benefits for the Southeastern US as well, and will contribute to an understanding of this widespread phenomenon.

## Contd. Your objective

The aim of this research is to investigate effective engagement strategies to increase voter turnout in the Southeast. It will identify the most significant factors in non-voting using surveys and interviews, followed by conducting experiments to measure the effectiveness of different strategies.

→ don't add headings

### 3. Purpose of the study

- contains broad and extended discussion on the reasons the study is/was conducted and the overall intentions of the study

### 4. Objectives of the study

- states what you propose to find out

### 5. Research questions

- are questions that you need to find answers to
- guide discussions about the topic
- stimulate readers' interest
- are related to purpose and objectives of study

Action verbs to be used for objective/purpose

To ascertain	To reveal	To describe	To decide	To identify
To explore	To discover	To examine	To compare	To assess
To investigate	To evaluate	To recognize	To measure	To find out
	To present	To provide	To determine	

### 6. Significance of the study

- discusses the benefits of doing the proposed research and the advantages that come from approving it

### 7. Scope of the study

- shows direction of research
- states boundaries or parameter of study
- outlines method of investigation used in study

# Elements of a user guide

1. Front and back cover:
  - a. Front cover: title of the user guide, product name, model or version number, a graphic or logo,
  - b. Back cover: book number, company address, recycling logo, place of publication, a bar code
2. Title page
  - a. First page inside the user guide (repeats the material from the front cover)
3. Edition notice:
  - a. Usually on the backside of the title page, indicates: date of publication, copyright owner, other legal matters.
4. Table of content: list of chapter, section, and sub-section titles
5. List of figures and tables: Need based
6. Preface or introduction: Brief description of the product, contents of the document, audience characteristics, highlighting conventions and other such introductory material.
7. Chapters and appendixes: main text of the user guide which uses the structure and format of instructional writing.
8. Glossary: Includes important but potentially unfamiliar terms along with their definitions. Typically, these are formatted as two columns on each page.
9. Index: (usually present in user guides of more than 20 pages)

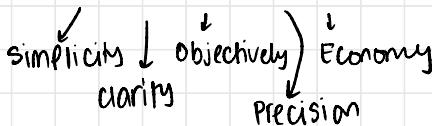
## TASK:

Study the insignia user guide and fill in the following table with short comments indicating the presence/absence, along with the reason for it according to your understanding, of the listed elements.

Elements of a User Guide	
Front & back cover	
Title page	
Edition notice	
Table of content	
List of figures and tables	
Preface	
Chapters and appendixes	
Glossary	
Index	

# HOW NOT TO WRITE A USER GUIDE

S C O P E



Symbol → images or signs used to interpret meaning

e.g. Traffic Signs



↳ gives set of instructions

## 1. Consumer Oriented Instruction

e.g. How to learn English Language

• NO Commas

## 2. Task Oriented Approach

• Capital

## BAD USER GUIDE EXAMPLE

sentence length should be 1 or 1.5

images with annotations added

Instruction Manual for Downloading and Operating WhatsApp

Welcome to the instruction manual for downloading and operating WhatsApp on your mobile device. Please follow the steps below carefully to ensure a successful installation and usage experience.

### Step 1: Accessing the App Store

(A) only iPhone

Navigate to the digital marketplace on your device, typically denoted by an icon resembling a stylized letter "A" enclosed within a circle.

### Step 2: Searching for WhatsApp

Search search computer lang

Utilize the search function within the app store interface to query for the application. Enter the term "WhatsApp" in the designated search bar and await the retrieval of relevant results.

### Step 3: Initiating the Download

Upon locating the WhatsApp application within the search results, proceed to initiate the download process by selecting the appropriate action, often denoted by a button labeled "Download" or a corresponding symbol.

### Step 4: Installation and Accessibility

Once the download process is complete, the WhatsApp application will be automatically installed on your device. Locate the application icon on your device's home screen or application menu and proceed to open it by tapping on the icon.

### Step 5: Account Setup and Usage

Follow the on-screen prompts to set up your WhatsApp account, including verification of your phone number and any additional account customization preferences. Upon completion of the setup process, you will gain access to the WhatsApp messaging platform.

### Step 6: Navigating the WhatsApp Interface

Familiarize yourself with the various features and functionalities of the WhatsApp interface, including sending and receiving messages, managing contacts, and accessing additional settings and options.

Congratulations! You have successfully downloaded and accessed WhatsApp on your mobile device. Should you encounter any difficulties or require further assistance, please consult the help resources provided within the application or seek support from the official WhatsApp support channels.

# BUSSINESS PROPOSAL

short comings  
in your project  
that can be improved

## YOU Present

- ↳ suggestions, recommendations
- ↳ solutions
- ↳ strategies, methods, techniques
- ↳ relevant plan of action

## HOW CAN YOU COME UP WITH PROPOSAL IDEAS?

- 1.1. Identify problem in the context
- 1.2. Inspect the available methods as solution
- 1.3. Evaluate the results of the available solution
- 1.4. Examine any shortcomings in the existing solution
- 1.5. Pitch your idea (innovative)

## TYPES OF BUSINESS PROPOSALS



## A proposal can be,

### Solicited

When a consumer asks for a proposal

### Unsolicited

When you send proposal without asking because you think it is a good idea

## QUALITIES OF A GOOD PROPOSAL

- Motivational
- Persuasive
- Informative
- Detailed/precise

## FORMAT AND ESSENTIALS OF A BUSINESS PROPOSAL

### INTRODUCTION

Identify a relevant problem, Background

Discuss its drawbacks and possible future threats that it might pose

Mention the purpose of your proposal with a brief summary of your recommended solution

**JUSTIFY** a need for solving the problem

Give an outline of the future topics

## FORMAT AND ESSENTIALS OF A BUSINESS PROPOSAL

### PROPOSED SOLUTION

Explain and elaborate your proposed solution

Describe the benefits and feasibility of the proposed solution

Give adequate details to facilitate decision making and get acceptance

Explain, in details, the implementation plan of your proposed solution

Contd.

- Use sub-headings to give precise and clear advice on the following aspects of the implementation action plan:

Technical approach and procedure

Project management plan  
(The-how-and-when)

Requirements, adjustments, budget

Contd.

- To be more specific, give details on the following under separate headings,

- ✓ Schedule: Task/stages with dates, duration
- ✓ Needed equipment/personnel
- ✓ Budget
- ✓ Evaluation System
- ✓ Expected benefits
- ✓ Summary/conclusion

Contd.

- Your proposal must contain,

- ✓ Benefits for the company
- ✓ Site/Prototype content
- ✓ Outline/format
- ✓ Important sections/features
- ✓ Methods (which you will be using)
- ✓ Maintenance
- ✓ Schedule
- ✓ Estimated cost

# BUSSINESS PROPOSAL

SWOT COMINGS

## ↳ Introduction

### ↳ Problem

### ↳ Charecks / future threats

### ↳ Purpose

### ↳ Brief Summary of Solution

### ↳ Justification for solving problem

### ↳ outline future Topics

## ↳ Proposed solution

### ↳ Explain/elaborate solution

### ↳ benefits, feasibility of solution

### ↳ details to decision making

### ↳ Explain Implementation

## ↳ Work Flow

### ↳ Methodology

### ↳ Maintenance

## 3.2 Development and Implementation

Our team will initiate AI chatbot development, carefully configuring and training them with Daraz's product information, FAQs, and support guidelines to ensure accurate and relevant responses. Simultaneously, thorough integration testing will be conducted, assessing the chatbots' functionality, responsiveness, and integration with Daraz's website across various devices and browsers to guarantee optimal performance.

## 3.3 Deployment and Optimization

During the deployment phase, AI chatbots will be gradually introduced onto specific sections of Daraz's website. This phased approach allows for closely monitored performance evaluation and fine-tuning, ensuring a smooth transition before full implementation. Post-implementation, our team will engage in continuous monitoring of chatbot interactions, actively gathering user feedback, and employing iterative improvements using machine learning algorithms to enhance their efficiency and accuracy continually.

## 3.4 Training and Support

We'll provide comprehensive training sessions to Daraz's support team, ensuring they understand the chatbots' capabilities, allowing them to assist when needed, and enhancing the overall customer experience. Furthermore, our dedicated technical support team will remain steadfast in providing continuous assistance, ensuring smooth operations, and swiftly addressing any potential technical issues that may arise, thus upholding a consistent and reliable user experience.

## 1. Introduction

The exponential growth of e-commerce platforms like Daraz has redefined consumer behavior. With an upsurge in online transactions and user interactions, the need for efficient, personalized, and round-the-clock customer service has become increasingly vital. However, traditional customer support systems often struggle to keep pace with this surge, resulting in delayed responses, inefficiencies, and inconsistent service quality. This discrepancy between growing user expectations and available support resources poses a significant challenge for e-commerce enterprises like Daraz.

Our proposal addresses this pressing challenge by introducing cutting-edge AI-powered chatbots onto Daraz's website. AI chatbots are intelligent software programs that use machine learning algorithms and Natural Language Processing techniques to understand user queries in natural language and respond with relevant, context-aware answers. These bots continually learn from interactions, adapting and improving their responses over time. These chatbots are designed to mimic human-like interactions and provide instant, accurate responses to customer inquiries, product information, and troubleshooting assistance. They can efficiently handle multiple queries simultaneously, providing a seamless and personalized customer experience. With hands-on experience on AI solutions and a comprehensive understanding of e-commerce dynamics, position us as a reliable partner to elevate Daraz's customer service standards.

## 2. Proposed Solution

### 2.1. Seamless Integration:

Our proposal revolves around a seamless integration of AI-powered chatbots into the structure of Daraz's website. These chatbots, developed by our team, will seamlessly merge into the website interface, strategically positioned to enhance the user experience without disrupting the browsing or purchasing journey. The core engine of these chatbots lies in their utilization of state-of-the-art Natural Language Processing (NLP) algorithms. This technology empowers the chatbots to comprehend and respond to user queries in real-time, simulating human-like conversations. Through NLP, the chatbots can interpret language, understand intent, and deliver precise and contextually relevant responses.

### 2.2. Enhanced User Assistance:

These AI chatbots serve as virtual assistants stationed across Daraz's website, offering comprehensive assistance. From providing immediate answers to common queries, offering product details and specifications, to guiding users through the purchasing journey, the chatbots aim to elevate customer satisfaction by reducing delay and enhancing convenience.

### 2.3. Customization and Personalization:

Recognizing the significance of brand identity, the AI chatbots will be carefully customized to reflect Daraz's brand voice and standards. This customization ensures that every interaction with the chatbots aligns with Daraz's values, creating a consistent and reassuring experience for users, thereby reinforcing brand loyalty. Moreover, these chatbots will not be static; instead, they will possess machine learning capabilities that enable continuous improvement. By analyzing user interactions and preferences, the chatbots evolve, becoming increasingly adept at providing personalized recommendations and assistance. Over time, they learn from past interactions, allowing for more accurate predictions of user needs and preferences.

### 2.4. 24/7 Support and Multilingual Capabilities:

With their capacity to operate continuously, users will have access to support at any hour, addressing inquiries and concerns irrespective of time zones or working hours. Moreover, these AI chatbots break language barriers by supporting multiple languages. This inclusive approach creates engagement with a diverse customer base, catering to linguistic preferences and enhancing the overall accessibility of Daraz's services.

## 3. Workflow

### 3.1. Integration Planning

Our approach involves collaborating closely with Daraz's technical experts to comprehensively analyze the website structure, user journey, and customer behavior, facilitating a customized integration plan. Additionally, our team will align the chatbot interface with Daraz's branding guidelines, ensuring a consistent and seamless user experience throughout the website interaction.

# BUSSINESS CORRESPONDENCE

↳ exchange of info in a written format  
for the process of business activities

## TWO TYPES OF COMM IN BUSSINESS

### INTERNAL COMMUNICATION

- It is the information exchange within the organization.
- Messages can be exchanged via personal contact, telephone, e-mail.
- Helps employees in performing their work, developing a clear sense of organization mission and identifying and promptly dealing with potential problems.



### EXTERNAL COMMUNICATION



- Communication that is occurred among the organizations is called the external communication
- Organizations communicate with the outside world on a daily basis.
- External communication can be formal and informal.

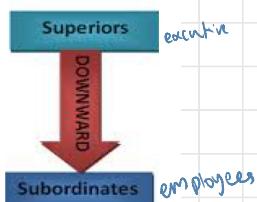
There are three modes of formal communication within the organization



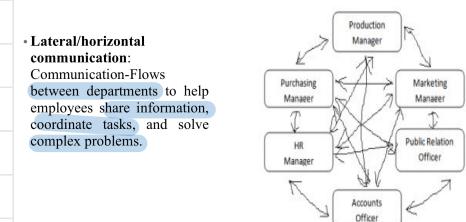
• **Upward communication:** Communication-flows from employees to executives, providing insight into problems, trends, opportunities, grievances, and performance—thus, allowing executives to solve problems and make intelligent decisions.



• **Downward communication:** Communication-flows from executives to employees conveying executive decisions and providing information that helps employees do their jobs



• **Lateral/horizontal communication:** Communication-flows between departments to help employees share information, coordinate tasks, and solve complex problems.



# TYPES OF CORRESPONDENCE

- ↳ Memorandum → casual, semi formal, friendly tone
- ↳ formal letters

## I. Memorandum → aka MEMOS

- ↳ It is written to someone in your company
- ↳ To save smthg as a written record
- ↳ To save time
- ↳ Inexpensive

### What are the purposes of memo?

- To inform
- To inquire
- To report
- To remind
- To promote goodwill

### What is the tone of memo?

- Informal communication
- Writer is likely to be familiar with the reader within organization
- A very formal tone might sound intimidating

### How to structure a memo?

It has following parts:

1. Heading
2. Opening
3. Body
4. Closing

### Heading

- To: (Name and designation of the sender)
- From: (Name and designation of the Recipient)
- Date: (Complete and current)
- Subject: (Topic/subject of memo)

### Opening

- State the purpose of the memo, give facts.

→ left aligned

↗ HEADING

To:	Mr. Ahmer Director Sales
From:	Mr. Ali Sales Manager
Date:	March 11, 2016
Subject:	<b>SALES SUMMARY FOR THE YEAR 2016</b>
	OR
Subject:	<u>Sales Summary for the Year 2016</u>

### Body

- Single spaced
- It describes the main idea of memo, includes details on the said topic

### Closing

- Make a courteous closing statement
- Do not use "yours sincerely"

# Examples of Memo

## Example 1

To: All Staff  
From: The Manager  
Date: May 27, 2010  
Subject: Inappropriate use of time on Google Doodle games  
Coworkers,

It has come to my attention that many in the office have been spending time on the Google home page microgames. This memo is a reminder to use your work hours for work.

According to a recent article, the estimated daily cost of people collectively playing these games instead of working is over \$120 million—which is calculated based on the daily average increased time spent on the Google home page (36 seconds).

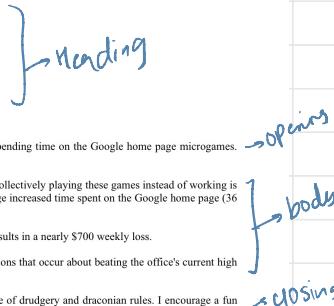
If these estimates are applied to our 600 office employees, this results in a nearly \$700 weekly loss.

This is a conservative estimate considering the extensive discussions that occur about beating the office's current high score. The extra cost quickly adds up.

Of course, we don't want you to view our organization as a place of drudgery and draconian rules. I encourage a fun and competitive environment, and I recognize that we certainly won't be profitable if you are unhappy or dissatisfied with your jobs. This is just a reminder to be careful with your use of company time.

Thank you,

The Manager



To: Computer Programming Division  
From: Vice President Lumbergh  
Date: February 19, 2016  
Subject: Attaching cover sheets to TPS reports

This is to remind the division that, starting today, we are now filing all Testing Procedure Specification (TPS) reports with new cover sheets.

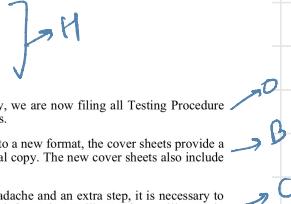
The reason for this change is simple. In addition to a new format, the cover sheets provide a summary of the report as well as the updated legal copy. The new cover sheets also include Intech's new logo.

Though this change may initially seem like a headache and an extra step, it is necessary to include the new cover sheets due to their updated information. Failing to do so will result in a confusing and inaccurate product delivered to our customers.

Please be sure to follow this new procedure.

Best regards,

Vice President Lumbergh



## Practice

You are an administrative assistant. You want to tell 10 people about an upcoming computer training seminar. You are attaching a brochure about the seminar from the presenter, but you also need to inform them of the following:

- what the training is for
- who the presenter is, including a brief statement about his/her background
- where the training will be held, including the date and time
- whether or not parking is available
- whether or not lunch and/or any refreshments will be served

# MEMORANDUM

TO: All Students

FROM: Administrative Assistant

Date: May 2, 2024

Subject: Computer Training Seminar

This is to inform you of the upcoming computer training seminar presented by Ali Asad a FAST Alumnus currently working at Google since 4 years as a QA

The seminar will take place on the 5<sup>th</sup> May, 2024 at 4:00 pm in the Main Hall, of FAST NUCES.

Please note Valets are available for parking and refreshments will be served

Be sure to check the Brochure is attached below

Best Regards,

Administrator Assistant

## 2. Formal letter

### ↳ 3 approaches

1. Direct Good news → direct requests
2. Indirect → bad news
3. AIDA → convince to do something they don't want to do

for bad news → 4 paras



P: situation good and positive

P: Recently we came around this news  
Decision

P: Based on this we

### Direct Requests (Direct approach)

- The direct request message asks the reader to do something that s/he is inclined to do:
- placing an order
  - making business reservations and appointments
  - requesting action related to routine business procedures
  - making claims requests for adjustment (about damaged, faulty, wrong or late goods)
  - making complaints (about poor service, unfair billing, impolite letters)
  - inquiring about products and services
  - inquiring about persons (references by a person interested in an applicant.)

### Bad news Messages (Indirect approach)

Bad news messages convey bad news for the reader. These are messages that will not be received favorably by our reader. Bad news messages say "no":

- conveying negative news about claims adjustments
- refusing credit
- declining requests or favors
- conveying bad news about requests
- turning down an applicant for a job, scholarship, promotion, etc.
- conveying news about price increases

I. Main Idea	Introduce your request, major statement or question (such as your reason for writing to this person, purpose of adjustment, statement of order or reservation)
	State reason(s) desirable justifying the request (such as reason for interest in product or service, why you're interested in the applicant, why you want a particular action done)
	Reason for writing to this particular reader (especially when inquiring about a person/applicant)
II. Explanation	Details to help the reader respond to your request correctly (such as order number, name of establishment, payment method, deposit, shipment, specific instructions; all facts pertaining to order or claim)
	Devices for easy reading and easy answering (such as numbered questions, bulleted lists, use of charts)
	Development of your attitude (such as emphasizing company's product's/service's qualities or your faith in the reader instead of anger, threats, sarcasm, or exaggeration)
III. Motivation and Polite Closure	Clear action (what action you want the reader to take and when), easy action (enclosing reply envelope, phone number office hours or other helpful info), appreciation, polite closure to build goodwill

I. Buffer	Don't begin with the bad news! Start positively (appreciation, agreement, assurance and understanding, good news, neutral courtesy, sympathy)
II. Explanation/Analysis of Circumstances	Needed details (general to specific), answer all questions, tactful and logical statements of reasons, details about requirements, details about what's wrong
	Portent and tactful favorable then unfavorable facts (record, duties, habit, delivers, deadlines), company policy, legal aspects, procedures, emphasis on desired goal
III. Decision and Alternatives	Imbedded bad news (stated just once clearly, tactfully, concisely and positively); helpful counterproposal and alternatives, ideas for getting needed help, possible future changes; sales promotion and other products available
IV. Positive, Friendly Closure	Appreciation, invitation to future action, easy action and motivation (enclosed reply forms and envelope), willingness to help further, good wishes, hope for improvement, forward look

Dear Sir,  
Translation Brochure  
  
I should be grateful if you would send us your brochure and price list about your translation services.  
  
We are currently developing our sales literature and web sites and are interested in translating these into five languages apart from English.  
  
I look forward to hearing from you.  
  
Yours faithfully  
  
Dear Mr. Doe,

### SAMPLE NEGATIVE MESSAGES

We have enjoyed a positive and profitable working relationship between [reader's company name] and XYZ. Over the last \_\_\_\_ years, we have found your company to be a great help in fulfilling our clients' needs. Your assistance has been invaluable.

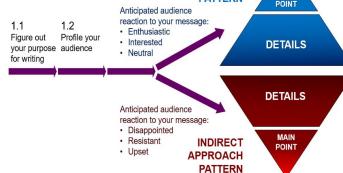
As you are aware, the economic climate is changing, and therefore we are forced to examine our current needs. Although we have enjoyed a successful working relationship in the past, we find that we are no longer in need of your services. This is no reflection of the quality of your goods - we are simply going in a different direction.

We greatly regret the ending of our working relationship. If the current situation changes, we will gladly contact your company in hopes of resuming our use of your services. We wish your company continued success.

I am writing to ask whether it would be possible for you to provide a reference for me.  
  
If you were able to attest to my qualifications for employment, and the skills I attained during my tenure at ABC Company, I would sincerely appreciate it.  
  
I am in the process of seeking employment and a positive reference from you would enhance my prospects of achieving my career goals.  
  
Please let me know if there is any information I can provide regarding my experience to assist you in giving me a reference. I can be reached at jsmith@abcd.com or (111) 111-1111.  
  
Thank you for your consideration.  
  
Sincerely,

### Choosing an Organizational Approach in the Writing Process

- 1.1 Figure out your purpose audience for writing



# AIDA APPROACH

## Persuasive Request Messages

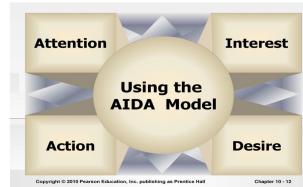
Persuasive requests are messages that ask the reader to do something that s/he is inclined NOT to do:

- request for favors and help
- request for donations
- request for cooperation (on projects and goals)
- requests that require special privilege (such as for credit or adjustments not covered by the warranty)
- requests that require the company to make an exception for you or change in policy or performance
- sales letters

AIDA Formula for Routine Persuasive Requests	
I.	<b>Attract the reader's favorable attention in the very first sentence.</b> Convince the reader right at the start that you have something useful or interesting to say. Make the opening statement brief and engaging without making extravagant claims.
II.	<b>Arouse the reader's interest so that s/he will continue to read the letter.</b> This section explains the relevance of your message to the reader. Continuing the theme you started with, paint a more detailed picture with words. Your goal is to get the reader to think, "This is an interesting idea, could it possibly solve my problems?"
III.	<b>Create desire to help.</b> These letters always emphasize how the reader will benefit from doing what we're asking. In letters asking for donation, emphasize doing good for the community, having his/her name connected with the writer or the event, or publicity. In letters asking for favors and help, emphasize how the request will help his/her reputation or will help the writer's good cause.
IV.	<b>Make clear the action the reader needs to take.</b> This section offers a good opportunity for one last reminder of the main benefit the reader will realize from the action you want. Tell the reader what to do to help, such as supplying a name of a contact, a phone number, reply forms, stamped envelope. End with a statement of appreciation

Since the reader automatically wants to refuse our request, we need to convince him/her of the benefits of doing what we're asking. Therefore, the direct approach will not be effective. Instead, use the AIDA formula.

## What is AIDA?



## SAMPLE PERSUASIVE LETTER

Dear [Recipients Name],

The tax system review is of top priority for this year's agenda. As per my experience with the tax system, I would like to suggest that the level of taxation be reduced to an affordable amount. Value added taxes should also be more economically liberal. And most importantly, the tax system should be made more understandable to encourage the support and cooperation of the citizens.

I believe that the improvements that I stated earlier are beneficial to the majority and would most likely gain support from the public. We are all one in our desire to maximize the taxes collected yet at the same time not leaving the people shortchanged.

Please do make the most of your intentions and efforts for an effective tax reform. Keep working on it as what you have promised during the campaign. I believe you are a man of integrity, and I look forward to the change that we have all been wanting to see in the government's tax system.

Sincerely,

Dear Ms. Powell

I am a senior at Forest View High School and am studying entrepreneurship. I recently saw an article in the newspaper about your new product and was fascinated by the story of how you got started.

To help us really get a feel for what entrepreneurs do, my teacher often asks local entrepreneurs to visit the classroom and tell their stories. The students love to hear from people who are out there already, doing what we are learning about in school. For all of us, visitor's day provides the best class of the week.

I was given an assignment to find a local entrepreneur and ask him or her to speak to the class. The date and time of this talk would be Friday, November 6, at 10:00 a.m. in room 110. We could arrange to have any necessary equipment, such as an overhead projector, available for the presentation.

We've never had a speaker from your field before, so it would be a thrill for us to hear from you. Please consider joining us on November 6 and telling us about your success. I look forward to hearing from you soon. You may reach me at 555-8467.

Sincerely

3 types of format,

Full Block

→ no need to remember  
every thing left hand aligned

Modified Block

→ NOT coming  
in paper

Semi-Block

# FULL BLOCK

→ no need to remember  
every thing left hand aligned

- Block format features all elements of the letter aligned to the left margin of the page.
- It has a neat and simple appearance.
- Paragraphs are separated by a double line space.

Sender's address

Sender's phone number

Today's date

(drop down 4 lines)

Recipient's name

Recipient's company name

Recipient's address  
**(2 space)**

Dear Name:**(1 space)**

In this type of block letter, all the paragraphs line up at the left margin. There is no indenting of the paragraphs. The margins should be set to 1-1.5" all the way around the page. If you are using company letterhead, you will need to account for that in figuring the margin where the letterhead is placed on the page.

**(1 line space)**

20-54 Jackson Avenue  
Brooklyn, NY 11352

June 28, 2007

Ms. Jennifer Esposito  
John Doe Fellowship  
595 Park Avenue  
New York, NY 10021

Dear Ms. Esposito:

The John Doe Fellowship has always loomed on the horizon for me. Ever since I decided to major in history, I have wanted to participate in your program. From the research that I have done, I believe that your program provides its participants with an extensively detailed look at the history of the world through hands-on experience with fossils, artifacts, and other relics that comprise the blueprint of our existence. I am applying for the John Doe Fellowship because I believe that it would allow me to continue my interest and passion for history. I believe that I possess the knowledge and ability to contribute to the John Doe Fellowship. I am a very committed and goal-oriented person with excellent interpersonal skills. My background in history involves studying many different eras and time periods. My specialty, though, is the archeological study of the ancient world and its history. During the summer of 2004 and 2005, I interned at the Metropolitan Museum of Art as a tour guide. Both times, I not only utilized my knowledge of art and its history, but I also learned a lot about how history was constructed.

This experience has influenced me to intern as a tour guide at the American Museum of Natural History, where my love for the origins of history and learning from the tactile experience with artifacts increased. In the future, I would like to participate in historical research and eventually become a full-time professor of history. I believe my skills, experience, and goals make me an excellent candidate for your program.

Thank you very much for considering me for the John Doe Fellowship. I am

looking forward to hearing from you.

Sincerely,

Bill Lurie  
(419) 352-5425

Enclosure

## Contd.

You only need to single-space between sentences. Leave an extra open line between paragraphs. Keep in mind that these sample letters are a guideline. People often customize to meet their preferred style.

(1 line space)

Some people choose to center the above sender information.

(2 line space)

Sincerely,

(space down four lines)

**Signature here**

**add name,**

**add title**

[Identification initials]

# EMAIL

## Email Sample 1

Subject: Reminder: Quarterly Team Meeting Tomorrow

Dear Team,

I hope this email finds you well. As a reminder, our quarterly team meeting is scheduled for tomorrow at [insert time] in [insert location]. Your presence and active participation are highly encouraged as we discuss key updates, upcoming projects, and strategies for the next quarter.

Agenda items include:

1. Review of performance metrics and goals progress.
2. Updates on ongoing projects and initiatives.
3. Discussion on challenges and opportunities.
4. Planning for upcoming events and deadlines.
5. Any other business.

Please come prepared with any updates or insights relevant to your area of responsibility. If you have specific agenda items you'd like to discuss, please feel free to email them to me before the meeting.

If you are unable to attend due to prior commitments, please inform me as soon as possible so that we can make alternative arrangements if necessary.

Looking forward to a productive meeting and fruitful discussions.

Best regards,

## Comment on

Audience:

Purpose:

## Email Sample 2

Subject: Invitation to Quarterly Stakeholder Forum

Dear [Stakeholder Name],

We hope this message finds you well. We are excited to extend an invitation to our upcoming Quarterly Stakeholder Forum, where we will discuss our latest developments, achievements, and future plans.

Date: [Insert Date] Time: [Insert Time] Location: [Insert Location or Virtual Meeting Details]

Agenda:

1. Welcome and Introduction
2. Company Updates and Achievements
3. Product/Service Highlights
4. Customer Success Stories
5. Future Roadmap and Opportunities
6. Q&A Session
7. Networking and Refreshments

Our team is committed to fostering open dialogue and collaboration with our valued stakeholders, and we believe your insights and feedback are invaluable to our continued success.

Please RSVP by [Insert RSVP Deadline] to confirm your attendance. If you are unable to attend in person, we will be providing virtual meeting details for remote participation.

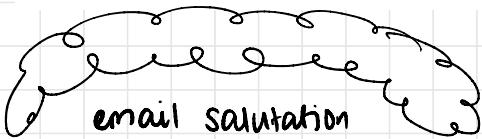
We look forward to welcoming you to our Quarterly Stakeholder Forum and engaging in meaningful discussions.

Best regards

## Comment on

Audience:

Purpose:



- ↳ Dear Miss Javeria,
- ↳ Respected Miss Javeria ✗
- ↳ Respected Javeria ✗

- ↳ Greeting Dr Salman,
- ↳

I hope this email finds you well → Opening line

I was your student

I want a recommendation letter → Why

Politely request it

# PROGRESS REPORT

## Possible number of Progress Reports You May Need to Write

If a Project is 6 months long, then after every fortnight (14 days), you may directed to provide a written progress report

PR-1 (Jan1-Jan14)

PR-2 (Jan 15-Jan28)

## Progress Report Format

A memo

A letter/email

Formal Report

## Action Plans may include

Timelines

Tasks to accomplish with dates, deliverables

Assignment of tasks to members

Budget, time allotted

## Parts and organization of a progress report

1. Introduction

2. Work Completed

3. Work Remaining

4.  
Adjustments/Problems  
if any

5. Conclusion

## 4 Introduction

Mention the purpose of the report. (E.g. The purpose of this report is to state the progress made from January 1 to January 14 pertaining to the E-Academy Website project.)

Discuss the project under completion. State its aims.

Revise the previous progress achieved, milestones achieved.

Restate how previous problems were solved.

Discuss changes in the scope or aims of the project if any.

## 7 Work Completed

1. Discuss all tasks achieved date wise or topic-wise (dates still need to be included).

2. Provide details of how the tasks were achieved.

3. Discuss to what extent the execution plan was followed.

4. Discuss the role of each team or team member and his/her tasks accomplished.

## Work Completed Topic-wise Example

### 3 Work Remaining

State the tasks scheduled for the next progress report with dates.

## 4 Problems/Adjustments

Discuss the problems you encountered.

Discuss how the problem impacted the progress and how it was resolved.

Discuss the adjustments or changes that needed to be made due to the problem or any unexpected occurrence.

### Review of Literature:

15 research papers were downloaded from Taylor and Francis on January 8. LEJ was visited on January 10 and a total of 16 research papers and 7 books were downloaded.

### Data Collection:

The research questionnaire was adapted to suit the context on January 11.

The questionnaire was administered to School A on January 12.

## 5 .

## Conclusion

- Write the summary of previous sections.
- Evaluate your progress (are you satisfied or not and to what extent)

# PROGRESS REPORT

6 months for a Project

## Report 1:

Overview

what Project is about

Timeline

Will/Present situation

how what you have done

- data important
- 2-3 pages
- bullet points
- Mention if it's a 2nd Report/3rd → in Paper recognise  
if beg → Report 1  
if finalizing → last Report

## Section 3:

↳ how much we have done in this month

↳ Objectives/Deliverables

↳ What to do in Future

Quarterly Reports

• Readjustments / challenges

↳ change in plan

↳ new

• Summary / Conclusion in the later reports

## 1.0 Introduction

↳ can be long

ND 4 level Heading

Dates important

Paragraph + bullet points

## 2.0 Summary → in all other Reports

↳ introduce Project

↳ summarize Previous reports

## 3.0 WORK FLOW

↳ Gantt chart

↳ if Other members aren't working mention it

↳ use future tense → for 1<sup>st</sup> Report

↳ past, present, future tense → for the rest of the Reports

## 4.0 WORK Complete / Remaining

### 4.1 ↳ Deliverables

4.1.0 ↳ Objects

4.1.2 ↳ aims

4.1.3 ↳ milestones

### 4.2 ↳ Challenges → Paragraph + bulletts both

4.2.0 ↳ why it took so long if it did

### 4.3 ↳ Cost



TO: Mark Zerelli  
Vice-President  
Balmer Company

FROM: Tracey Atkins  
Project Manager

SUBJECT: Progress Report #3-Rockmont Canyon Dam

October 13, 1999

#### Introduction

This report covers the progress on the Rockmont Canyon Dam repairs from September 15 to October 15 as reported previously. Repairs to the damaged right and left spillways have been close to the original schedule. Balmer engineers prepared hydraulic analyses and design studies to size and locate the aeration slots. These slots allowed Balmer to relax tolerances normally required for concrete surfaces subjected to high-velocity flows. Phillips, Inc., the general contractor, demolished and removed the damaged structures. To expedite repairs, construction crews worked on both spillways simultaneously. Construction time was further reduced by hiring another demolition company, Rigby, Inc. The project costs rose during the first month when Phillips, Inc., had to build batching facilities for the concrete because the dam site had no facilities.

#### Work Completed

Since the last progress report, three stages of work have been completed:

1. On September 18, aggregate for the concrete mix was hauled 230 miles from Wadsworth, Oregon. The formwork for the tunnel linings arrived from San Antonio, Texas, on September 20.

2. Phillips developed hoist-controlled work platforms and man-cars to lower workers, equipment, and materials down the spillways.

Platforms and man-cars were completed on September 22.

3. Phillips drove two 20-foot-diameter modified-horseshoe-shaped tunnels through the sandstone canyon walls to repair horizontal portions of the tunnel spillways. A roadheader continuous-mining machine with a rotary diamond-studded bit excavated the tunnels in three weeks, half the time standard drill and blast techniques would have taken. The tunnels were completed on October 18.

89

Mark Zerelli

-2-

October 16, 1999

#### Work Remaining

The next stage of the project is to control flowing water from gate leakage. Phillips will caulk the radial gates first. If that is not successful in controlling the flow, Phillips will try French drains and ditches. After tunnels are complete, both spillways will be checked for vibration tolerance, and the aeration slot design will be compared with Balmer's hydraulic model. Full completion of repairs is expected by November 15.

#### Adjustments

Some adjustments have been made since the last progress report. During construction work on both spillways, over 50 people and 200 pieces of equipment were on the site. Heavily traveled surfaces had to be covered with plywood sheets topped with a blanket of gravel. This procedure added \$3500 to the construction costs and delayed work for half a day.

#### Conclusion

The current work is progressing as expected. The overall project has fallen three days behind estimated timetables, but no further delays should occur. The final stage of the project will require measurements at several areas within both spillways to be sure they can handle future flood increases with a peak inflow of at least 128,000 cfs. Balmer expects to make the final checks by November 25.

Tass

c: Robert Barr  
Mitchell Lawrence  
Mark Bailey  
Joseph Novak

#### Question 3.

##### 1- Introduction:

The purpose of this report is to state the tasks accomplished regarding our project "Amniotic Fluid Analysis", held between 1<sup>st</sup> January 2023 to 20<sup>th</sup> January 2023. Amniotic Fluid is the liquid a mother produces in her womb during her pregnancy when the fetus grows to provide nutrition and growth of the fetus and protect the fetus from diseases. Utilization of Computer Vision techniques on Ultrasound Images was a trailblazer to revolutionize the field of obstetrics and aim of better health outcomes. The tasks you assigned have been accomplished. Words: 59

##### 2- Work Completed:

###### 1- Data Collection:

- We applied for the ERC form at Patel Hospital for the data acquisition at 1<sup>st</sup> Jan. While waiting for their response we started downloading the ultrasound images dataset from various sources like Zenodo, Krishore, PhysioNet.
- We downloaded 5.3 GB dataset in total from web sources having 231,035 ultrasound images of around 56000 patients.
- On 5<sup>th</sup> Jan, ERC form got approved from Patel Hospital. We met Dr. Fizza to explain her about our project and got to know the critical considerations for this project. I have mailed you the details.

② - We will be receiving 4 AFI ultrasound images, one per patient of 20 patients on a weekly basis from Patel Hospital.

###### 2- Data Annotation:

- We uploaded our collected dataset on Roboflow environment in chunks.
- 5 practitioners from the Patel Hospital were aligned with us for the annotations. We started at 7<sup>th</sup> January and each day annotated around 1000 images on average by the each practitioner.
- Till date (20<sup>th</sup> January 2023), 120,000 images have been annotated.
- On a daily basis, a 2-hour session was conducted with Dr. Falak for the verification of the annotations. Words: 115

###### 3- Problems and Adjustment:

However, we faced a great challenge of a conflict in between the practitioners who were annotating the images. 2 of the practitioners were considering subtle grayish region in ultrasound images as amniotic fluid and 3 of them were not considering that region. This would produce biasness in our project. At January 15, we decided to sign an agreement between the practitioner named as Inter Annotator Agreement. The common area of interest and conflict of interest were numerically jotted down, image by image. And later on evaluated on Cohen Kappa metric denoting the confidence of annotation.

Words: 65

CamScanner



## Guidelines for Writing a Progress Report

People write progress reports to keep interested parties informed about what has been done on a project and about what remains to be done. Often the reader is the writer's supervisor. As a result the tone should be serious and respectful. Even though progress reports are often in the form of a memo, the writer should be careful to write formal, standard prose. Progress reports represent not only the writer's work but the writer's organizational and communication skills.

Progress reports can be structured in several ways. The following suggested pattern helps the writer cover essential material.

### Heading:

If the progress report is a memo, it should contain the following standard elements:

- Date: Date the memo is sent
- To: Name and position of the reader
- From: Name and position of the writer
- Subject: A clear phrase that focuses the reader's attention on the subject of the memo

### Purpose Statement:

Because the reader is busy, get right to the point. Imagine you are meeting the reader in the hall, and you say, "I wanted to talk to you about this." Use the same strategy for the first line of the memo's body. Try saying out loud, "I wanted to tell you that" and then start writing what ever comes after that prompt. Often such a sentence will begin something like this: "Progress on setting up the new program in testing is going very well." If there is a request somewhere in the memo, make it explicit up front; otherwise, your reader may miss it.

### Background:

Usually in the same paragraph as the purpose statement, the writer gives the reader some background information. If the occasion demands a written progress report instead of a quick oral report, it is probably the case that the reader needs to be reminded of the details. Tell the reader what the project is and clarify its purpose and time scale. If there have been earlier progress reports, you might make a brief reference to them.

### Work Completed:

The next section of a progress report explains what work has been done during the reporting period. Specify the dates of the reporting period and use active voice verbs to give the impression that you or you and your team have been busy. You might arrange this section chronologically (following the actual sequence of the tasks being completed), or you might divide this section into subparts of the larger project and report on each subpart in sequence. Whatever pattern you use, be consistent.

### Problems:

If the reader is likely to be interested in the glitches you have encountered along the way, mention the problems you have encountered and explain how you have solved them. If there are

problems you have not yet been able to solve, explain your strategy for solving them and give tell the reader when you think you will have them solved.

### Work Scheduled:

Specify the dates of the next segment of time in the project and line out a schedule of the work you expect to get accomplished during the period. It is often a good idea to arrange this section by dates which stand for deadlines. To finish the progress report, you might add a sentence evaluating your progress thus far.

### Taken From:

<file:///S:/CFW/Shared/Samples,%20Handouts%20%20Resources/progress%20reports/Progress%20report%20guidelines.html>

A progress report is a report in which you are updating information about a project. Progress reports make it possible for management and clients to stay informed about a project and to change or adjust assignments, schedules, and budgets. These types of reports are used for projects that have many steps from onset to completion and are issued at regular intervals. If you are sending your progress report within your company, send a memo, but if it is going outside of your company you should send a letter.

### 1. Tone:

- A. Whether you are reporting good or bad news, your job in the report is the same: you provide a clear and concise account of your activities.
- B. **Avoid defensive language.** Even if you are behind schedule, maintain honest communication.
- C. There are instances where you may be tempted to either withhold information or mislead your reader. This is unethical. Always respond honestly.
  - I. If the deliverable isn't what you thought, describe the events that led to the conclusion and explain how the deliverable will be different than what you expected.
  - II. If you are running out of time, explain why you are behind and give a new expected date for completion.
  - III. If you are going over budget, you must report this and explain why you need more money.

### 2. Format:

- A. Create a template of your first progress report for the entire project and use that template for each consecutive report after the first.
- B. Incorporate headings and subheadings to organize the report and maintain the same headings for the duration of the project.
  - I. You may divide the headings under Project Information, Costs, Work Completed, and Work Schedule.
  - II. Not only will this organization make reading the report easier for your audience, but it will also help keep you on track while writing the report.

### 3. Content:

The progress report has a subject line, an introduction, a body, a conclusion, and possible recommendations.

- A. **Subject Line:** Be specific—"Progress Report for XXX July 14, 2011." Include the subject line in all forms of communication—e-mail, memo, or letter. Even if you are merely sending an email or message for the purpose of asking a question or making a comment, use the subject line with the project name.
- B. Introduction: The introduction includes the following:
  - I. The title of the project.
  - II. The date.
  - III. The names, titles, and contact information of the participants.
  - IV. The project status summary.
  - V. General information about the schedule, cost, and expected completion date—VI. reveal if you are on schedule or behind, etc.
  - VII. If this is the first progress report of the project, you will identify the project.
  - VIII. methods used, materials, cost, and completion date.

# PROGRESS REPORT

Jan 22<sup>nd</sup> —> 9/10<sup>m</sup> May

Example  
I don't know  
if it's correct

Jan 22<sup>nd</sup>

Jan 22<sup>nd</sup> 2024

Jan 29<sup>m</sup>

- Section 1: Past

- Work done

- Introduction to technical Writing
  - Attributes of Technical writing
  - Purpose of Technical writing
  - Introducing SCOPE
  - Clarify Assignment

- Milestones Missed

- Assignment

- Section 2: Present

9<sup>m</sup> April

- ISSUES

- Eid holidays caused revaluation of schedule
  - Task divisions per member
  - Milestones achieved

- Section 3: Future

- New risks

- Dev day holiday

25<sup>m</sup> April

- Strategies

- Removed abstract assignment

# JOB AD

## Front End Developer- job post

Karachi

### Full job description

Job Title: Junior Frontend Developer

#### Job Description:

We are seeking a talented and enthusiastic Junior Frontend Developer to join our dynamic team. As a Junior Frontend Developer, you will work closely with our development team to create and maintain user-friendly web applications. This position offers an exciting opportunity for someone who is passionate about frontend development and eager to grow their skills in a collaborative environment.

#### Responsibilities:

- Collaborate with designers and backend developers to implement user-facing features on web applications.
- Write clean, maintainable, and efficient code using HTML, CSS, and JavaScript.
- Assist in troubleshooting and debugging frontend issues to ensure a smooth user experience.
- Participate in code reviews to maintain code quality and ensure adherence to coding standards.
- Stay updated on emerging technologies and industry best practices to continually improve skills and knowledge.
- Contribute ideas and suggestions to improve processes and workflows within the development team.
- Communicate effectively with team members to ensure project deadlines are met and objectives are achieved.

#### Requirements:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Minimum of 6 months of professional experience in frontend development.
- Strong proficiency in HTML, CSS, and JavaScript.
- Familiarity with frontend frameworks such as React, Angular, or Vue.js is a plus.
- Understanding of responsive design principles and cross-browser compatibility.
- Excellent problem-solving skills and attention to detail.
- Ability to work independently as well as collaborate in a team environment.
- Strong communication and interpersonal skills.

This is an excellent opportunity for a motivated individual to kickstart their career in frontend development and gain hands-on experience in a supportive and innovative environment. If you are passionate about creating engaging web experiences and eager to learn and grow, we encourage you to apply.

# RESUME

**MACK CROLANGUAGE**  
442-555-2626 | mackrol@gmail.com

## EDUCATION

Carnegie Mellon University, Pittsburgh, PA

Master of Science, Computer Science, December 2015

Selected Coursework: Introduction to Machine Learning (10-601, Fall 2014), Distributed Systems (15-440/640, Fall 2014), Algorithm Design and Analysis (15-451/651, Fall 2014), Web Apps Development (15-637, Spring 2015), Machine Learning with Large Datasets (10-605, Spring 2015), Graduate Artificial Intelligence (15-780, Spring 2015)

Birla Institute of Technology and Science, Pilani, India

Bachelor of Engineering (Hons.), Computer Science (Minor: M.Sc. Economics), July 2014

## SKILLS

Programming/Scripting Languages: (Proficient) Java; (Familiar) Python, C, SQL, Javascript, MATLAB, Perl  
Frameworks and tools: Hadoop, Django, DKPro for NLP, Maven, Git

## EXPERIENCE

Software Engineering Intern

Yahoo!, Inc., Sunnyvale, CA, May - August, 2015

- Interned with the user data team, which is part of cloud services at Yahoo!

Research Intern

Uncertainty Knowledge Processing Lab, TU Darmstadt, Germany, January - June, 2014

- Developed an application (in Java) using the DKPro library to automatically solve multiple choice reading comprehension questions. Using text similarity and textual entailment measures, it obtained the 2nd best score in the CLEF Entrance Exams competition.

Research Student

Computer Engineering and Networks Laboratory, ETH Zurich, Switzerland, July - December, 2013

- Developed an application (in Python) to use a tree-based learning algorithm to model the deadline hit and miss patterns of periodic real-time tasks. The algorithm used formal verification techniques to generate a regular language-based guarantee to predict future deadline misses.

Developer (Google Summer of Code)

Student Developer for National Resource for Network Biology (NRNB), Summer 2012

- Built an app (in Java) for Cytoscape, an open-source software for complex network visualization. The app helped users to visually analyze and modify molecular interaction networks.

## PROJECTS

MapReduce Engine

Carnegie Mellon University, Fall 2014

- Implemented a Hadoop-like MapReduce facility, with master and worker nodes for map-reduce operations over large datasets, with a distributed file system, and fault tolerance to address datanode failures.

Object Recognition Using CIFAR-10 Dataset

Carnegie Mellon University, Fall 2014

- As part of an in-class Kaggle competition, several approaches were tried to train a model using 4000 images for the CIFAR-10 dataset. With GIST descriptors and a Kernelized (RBF) SVM, a test accuracy of 61% was obtained on a dataset consisting of 15000 images.

Intelligent Indoor Emergency Response System

Carnegie Mellon University, Spring 2015

- Developed a priority-based auctioning algorithm for task allocation in a multi-agent environment. Using a modified A\* algorithm, tasks are prioritized based on proximity to the location of the fire resulting in an efficient evacuation.

## AI Gorithm

azr@cmu.edu | (918) 555-6197

## OBJECTIVE

To obtain a professional position in the consulting industry utilizing my relevant experience, technical expertise, and problem solving skills.

## EDUCATION

Carnegie Mellon University, Pittsburgh, PA

Bachelor of Science in Computer Science, May 2016 GPA: 3.0

Selected Coursework: Data Structures (Java), Web Applications, Database Applications, Distributed Systems, Computer Systems (C and Unix), Great Theoretical Ideas in Computer Science

## SKILLS

Coding: C/C++, Java, x86 assembly, C#, PHP, Javascript, HTML, CSS, SML, Ruby, Perl  
Technologies/Environment: Windows, Win32 API/GUI, Linux, MySQL, OpenGL, ASP.NET

## EXPERIENCE

Artemis Health Systems, Cleveland, Ohio

Student Intern (Summer 2015)

- Created new functionality for state-level prescription drug information system
- Worked with end users to determine their information needs
- Wrote application to create custom surveys
- Migrated existing website from SQL Membership to to ASP.NET

Carnegie Mellon University Computing Services Help Center, Pittsburgh, PA

Student Consultant (September 2013 – Present)

- Resolved issues regarding networking (wired, wireless, and dialup), and email problems for Carnegie Mellon University users
- Answered questions about software supported by the university, such as MS Office
- Communicated with customers through email, telephone, and face to face

## PROJECTS

Vintage Foundation (Fall 2014) – a consulting project in a nonprofit organization

- Advised on new technologies to help further the organizational mission
- Instructed program director on building a user-friendly website and relational database
- Assessed systemic problems and suggested possible solutions

News Delivery System (Spring 2014) – online information gathering/presentation system

- Integrated old code with new for web application delivering custom tailored web news
- Coded in Java using Model-View-Controller architecture

Ebarter (Fall 2013) - an online bartering system running on Apache Tomcat

- Applied software engineering principles along with J2EE Web Development Kit
- Led team in coding phase of development

ishma hafeez  
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sheet

## Abstract

- ↳ Motivation → 3 lines
- ↳ Problem Statement → 1-2 sentences
- ↳ Methodology
- ↳ Result → 1-2 sentences

use present tense, along with the reason for it according to your understanding of the listed elements.

Elements of a User Guide	
Front & back cover	
Title page	
Edition notice	
Table of content	
List of figures and tables	
Preface	
Chapters and appendices	
Glossary	
Index	

## Business Proposal

- ↳ Introduction
  - ↳ Problem
  - ↳ Challenges / future threats
  - ↳ Purpose
  - ↳ Brief summary of solution
  - ↳ Justify need for solving problem
  - ↳ outline future Topics
- ↳ Proposed solution
  - ↳ Explain/elaborate solution
  - ↳ benefits, feasibility of solution
  - ↳ details to decision making
  - ↳ Explain implementation
- ↳ Work flow
  - ↳ Methodology
  - ↳ Maintenance

## Report Introduction

- ↳ Background
- ↳ Statement of Problem
  - ↳ What know
  - ↳ What don't know
  - ↳ Why know
  - ↳ How solve
- ↳ Purpose → reason study was conducted
- ↳ Objectives
  - ↳ To describe
  - ↳ To identify
  - ↳ To investigate
- ↳ Research Questions → questions you need to find answers to
- ↳ Significance → benefits of research
  - ↳ add value from applying it
- ↳ Scope → outlined method of investigation

## Report Salient Features

- ↳ Abstract → describe
- ↳ Introduction → establish
- \* Literature Rev
- Method
- Analysis / Result
- Conclusion

## Memorandum

TO  
From  
Date  
Subject

Dear....

- Opening Para → purpose of memo  
give facts
- Body paras → main idea  
details on topic
- Closing Para → closing statement

Best Regards,  
Name

# LETTER

Sender's address  
Sender's Phone

Date

Recipient Name  
Company  
Address

Dear \_\_\_\_\_,

:

sincerely,

Ismra

Name

Title

# PROGRESS REPORT

DATE

TO  
POSITION

FROM  
POSITION

Subject

## b) Introduction

- ↳ purpose → add report timeline date
- ↳ project aims
- ↳ revise previous milestones achieved
- ↳ how previous problems were solved
- ↳ changes in scope/claim if any

## b) WORK Completed

- ↳ all tasks achieved, date wise
- ↳ detail on how task achieved
- ↳ till what extent followed
- ↳ role of each member, their accomplishment

## b) WORK Remaining

- ↳ tasks scheduled for next progress, with dates

## b) Problems

- ↳ problems encountered
- ↳ how it impacted progress
- ↳ how you resolved it
- ↳ the changes need to be made due to problem

## b) Conclusion

- ↳ summary of previous sections
- ↳ evaluate progress → are you satisfied

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notes

represent