Questions 1 and 2

1. Why is software engineering so important in today’s world? Articulated succinctly in a few sentences. (3 Marks).

* Software engineering is vital today because it creates reliable, scalable, and maintainable software systems that power essential services in our daily lives, such as banking, healthcare, and communication. It emphasises security and usability, ensuring applications are safe and user-friendly. Effective software engineering also enhances efficiency and flexibility, allowing systems to adapt to changing demands in multiple markets. Moreover, it promotes cost-effectiveness by optimising resources and reducing development time. As technology evolves, software engineering plays a crucial role in delivering high-quality solutions that drive innovation and support business success in the real world.

1. . Explore European ICT Professional Profiles (look in course materials or download from this link and fill in the following blanks (5 Marks).

a. ***System Architect*** is accountable for the implementation and integration of software or systems.

b. SLAs, OLAs, and KPIs requirements are defined by the Service **Manager**.

c. Quality policy established and deployed by ***Quality Assurance Manager***.

d. **ICT Trainer** performs effective training in the classroom, online or informally.

e. Risks, threats, and consequences are evaluated by the ICT **Security Manager**.

f. **ICT Security Manager** defines and implements procedures linked to IS security.

g. Staff coordinator and manager is **Project Manager**.

h. **Test Specialists** develop tools to increase test effectiveness.