1. P 99
   * + 1. PIM (Personal information manager)
       2. DTP (Desktop publishing program)
       3. Presentation program
       4. Website editor
       5. Database
       6. Image editor
       7. Spreadsheet
       8. Developer tools
       9. Word processor
       10. Email
2. P 100
   * + 1. User-friendly (b)
       2. Intuitive (a)
       3. Non-intuitive (a)
       4. Educational (c)
       5. Commercial (a)
       6. Tailor-made (c)
       7. For home use (a)
       8. Paired (b)
       9. Licensed (c)
3. P 100
   * + 1. Trial version (e)
       2. Shareware (d)
       3. Freeware (b)
       4. Home-use version (a)
       5. Professional version (c)
4. P 101

SET 1

1. F
2. E
3. D
4. B
5. C
6. A

SET 2

1. D
2. F
3. B
4. C
5. E
6. A

SET 3

1. B
2. A
3. E
4. D
5. F
6. C

SET 4

1. C
2. A
3. B
4. E
5. F
6. D
7. P 104
   * + 1. A set of related applications programs is referred to as a package (or suite)
       2. The ASP provides the software, manages the hardware and provides storage space, security controls and the physical links to customers. The ASP normally leases storage space for programs and data from data centres owned by data storage specialists.
       3. Disadvantages of this system include: the need for a broadband network connection or a leased line and dependence on the ASP to provide a secure, reliable, readily available service.