**Unit 3 – Activity 3**

Customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Order Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of Problem:

The customer was supposed to receive \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Instead, she received \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Correction Needed:

We need to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please describe any special offers you made to the customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Unit 4 – Activity 9**

Computer Repair Request

Machine: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Describe problem: I noticed that the computer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I think the problema is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Request: The computer needs \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Unit 5 – Activity 9**

Write the function of each type of software in the space provided.

Software Function

Operating System Manages hardware, allows a user to perform functions

\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Allows a computer to interact with additional devices

Windowing system User Interface that organizes running applications into visual boxes

**Unit 6 – Activity 9**

Dear Mr. Greene,

I am concerned about your company’s computer security. When I inspected your systems, I discoverd \_\_\_\_\_\_\_\_\_\_\_\_\_

This is dangerous because \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To keep your systems safe, I recommend \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This will help because \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Let’s meet to discuss this futher.

Danielle Corwin

SharpAlert Computing Systems

**Unit 7 – Activity 9**

Explain the difference between each set of terms:

Debugger / \_\_\_\_\_\_\_\_\_\_\_\_\_ :

A debugger is used for finding and correcting errors in code.

A(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is used for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / text editor:

A (n) \_\_\_\_\_\_\_\_\_\_\_ is used for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A text editor is used to enter lines of code and créate programs.

**Unit 8 – Activity 9**

Product Descriptions

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Use this software to perfect your potos and preserve your family memories.

Office suite: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: This software will help you keep track of your Budget on a monthly or weekly basis. It’s a good program to have when tax season comes.

Video editing software: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Unit 9 – Activity 9**

Dear Ms. Thompson,

We recently finished \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Another project is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  
So far, we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Since\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is so popular, we will begin writing a new program for it.

Most of these programs will be accessible on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sincerely,  
Owen

**Unit 10 – Activity 9**

Mailbag Deluxe:

Solutions to Common Problems

Troubleshooting Guide

Problem: The program \_\_\_\_\_\_\_\_\_\_ when\_\_\_\_\_\_\_\_\_\_\_\_\_\_:  
Solution: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Problem: The program \_\_\_\_\_\_\_\_\_\_ when\_\_\_\_\_\_\_\_\_\_\_\_\_\_:  
Solution: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Unit 11 – Activity 9**

Hi Grant,

The development of our new program is right on schedule. We have eleven engineers working on the project.

According to the schedule, we have twenty-seven days left to complete two thousand nine hundred seventy lines of code. If each engineer completes ten lines per day, we can complete the project on time. Here are my calculations: two thousand nine hundred seventy divided by twenty-seven is one hundred and ten. Hundred and the divided by eleven is ten.

Let me know if you have any questions.

Susan

**Unit 12 – Activity 9**

PROGRESS REPORT FORM

Project: Alpha Bird

Update: We have finished seven out of ten items. That means the project is seventy percent complete. To complete the project as quickly as possible, we will spend seventy-five percent of our time on Alpha Bird. We will spend three fourths of our time on completing the project.

**Unit 13 – Activity 9**

Dear Mr. Billings,

We have just released several new programs.

The first software is a bill paying program. Sales are really increasing. I believe this is because of the demand for this particular program. I believe we should think about expanding to other platforms.

The other is a mobile app. It is not as popular as we thought it would be. The sales are fluctuating a lot do to the influence of social media.

Overall, the sales of our programs are rising.

Sincerely,

Michelle

**Unit 14 – Activity 9**

PRESENTATION FEEDBACK FORM

Presenter: John Phil Smith.

Please rate the presentation between 1 (low) and 5 (high): 1 2 3 4 5

What did the presenter do well?

I liked that the presenter handed out handouts to follow while he explained because it made it easier to understand the presentation and the handouts had more information because the presenter was summarizing it.

How could the presenter improve?

Next time, the presenter should improve his body language and avoid eye contact because his body language did not demonstrate confidence and he was looking at one person during the presentation.

**Unit 15 – Activity 9**

ACADEMIC PROGRESS REPORT FORM

Student: Jennifer Johnson

Advisor: Emma Brown

What courses did the student take already?

Bachelor degree from FTI

What courses do you recommend for next semester?

Programming or circuit analysis

How will these courses help the student meet his or her long-term goals?

It will open doors to IT departments in big companies