1. Introduction: Product & Application:
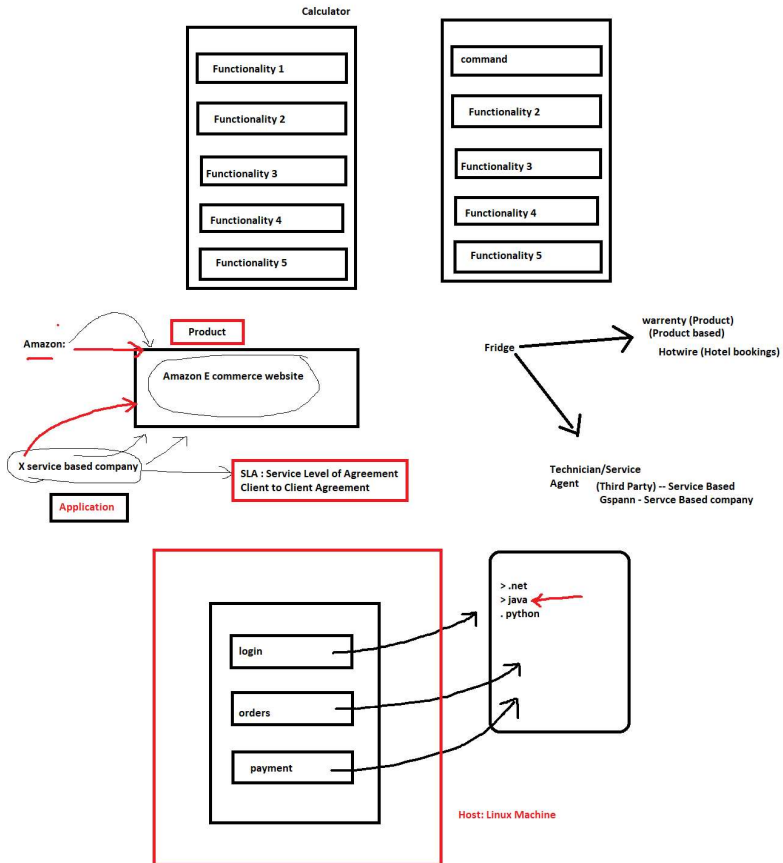
> Algorithm, Flow chart   (RUN BOOK)   Structure --> functional Flow + Techincal
Flow

process: browser --> google.com --> gmail --> login --> logout

> Application: Calculator: 4+6 =10   --Functionlity   Developer instructions (commands or syntax)
5 * 6 = 30 - Mul   * = addition functionlity
3/6 = 2 --> div

Calculator

| Functionality 1 |
| Functionality 2 |
| Functionality 3 |
| Functionality 4 |
| Functionality 5 |

| command |
| Functionality 2 |
| Functionality 3 |
| Functionality 4 |
| Functionality 5 |

Amazon: Product

Amazon E commerce website

X service based company

SLA : Service Level of Agreement
Client to Client Agreement

Application

warrenty (Product)
(Product based)

Fridge   Hotwire (Hotel bookings)

Technician/Service
Agent   (Third Party) -- Service Based
Gspann - Servce Based company

| login |
| orders |
| payment |

> .net
> java
. python

Host: Linux Machine

2. Application Support

End User Impact

| func | Func | Func | Func |