



Course:	Technical and Business Writing	Course Code:	SS 108
Program:	BS (Computer Science)	Semester:	Fall 2020
Duration:	90 Minutes	Total Marks:	35
Paper Date:	15-October-2020	Weight:	10%
Section:	ALL	Roll No.:	
Exam:	Midterm-I	Section:	

Instruction/Notes: All questions to be attempted on the answer paper.

Q1	Q2	Q3.	Total
10	5	20	35
1.5 $55+2$	4	18	29.5

Q1. Write a brief analysis of the technical document given below, in which you explain:

1. the purpose of the writing sample
2. the apparent readers and their needs
3. the way in which it differs from typical academic writing
4. Also comment on the relative success of the document based on features of technical communication.

[10]

Purpose (2):

The purpose of the document is to provide guidelines to the aviation authorities and crew regarding identification and reporting of suspected cases of COVID-19 to reduce the risk of its spread among the passengers.

Audience (2):

The main audience of the document are aviation authorities and crew. The reason why document is simple and easily understandable so that audience belonging to any level of expertise can understand it.

Difference from Academic Writing (2):

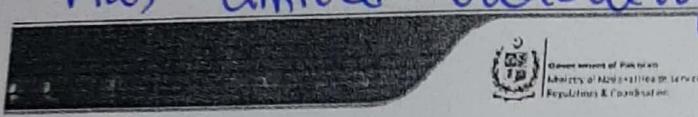
- The purpose of the document is to provide guidelines regarding COVID-19, instead of earning a grade
- The audience of the document are people belonging to different professional background, instead of a teacher who evaluates it
(Next page)

1/5

→ The content is clearly organized, appropriate to the needs of busy readers.

Effectiveness of the Document (3):

- The document is very effective as:
 - Simple language, verb constructions and verb tenses.
- Key points are repeated and use of headings
- Have followed the Abstract, Body and Conclusion format.
- Has limited vocabulary to words with clear meanings



Date: 14 September 2020
Document Code: 48-01
Version: 03

Guidelines

International Passengers Arriving at Airports in Pakistan

(Guidelines will be effective country wide from 15th of September 2020)

Objective

To provide guidelines to the aviation authorities and crew regarding identification, management and reporting of suspected case of COVID-19 to reduce the risk of COVID-19 transmission from passengers arriving from abroad.

Rationale

The COVID-19 outbreak is a global public health challenge, causing acute respiratory illness leading to severe pneumonia and death in a segment of the cases. This has prompted the demand for the detection and management of suspected cases at Points of Entry (PoEs) including ports, airports and ground-crossings. It was therefore important that measures to limit the spread of the virus are taken ensuring control at earlier phase of the possible outbreak. In view of the above, a protocol was prepared in early

2020 to contain COVID-19. However, given the speed of spread and newer scientific evidences about the spread of virus, the situation on grounds is changing which has necessitated updating the guidelines. These protocols are equally applicable to all crew members and staff getting off the planes.

Keeping pace with the evolving epidemiological situation across the world, these guidelines will be reviewed and updated periodically by Ministry of National Health Services, Regulations and Coordination.

Definitions

Contacts are people who (on the aircraft)

- Any person sitting within 2 meters of the suspected case
- Any travel companion or persons providing care who had close contact with the suspected case
- Any cabin crew member designated to look after the ill traveler(s), and crew members serving in the section of the aircraft where the suspected case(s) was seated. Cockpit crew are not concerned if they have not circulated into the cabin and come in close proximity of the ill traveler(s)/suspected cases.
- If severity of the symptoms is high or excessive movement by the case(s) indicate more extensive exposure, passengers seated in the same section of, depending on aircraft design and assessment on arrival by airport health authorities, all passengers on the aircraft may be considered contacts.

Asymptomatic means absence of any symptoms specific to a disease - COVID-19 in this case

Asymptomatic means absence of any symptoms specific to a disease - COVID-19 in this case

Summary of Criteria for Inbound International Passengers

- All passengers are required to install and register on the Pass Track App.
- Countries will be categorized into category A and B primarily based on epidemiological assessment reviewed fortnightly by MoNHSR&C
 - Returning travellers from Category A countries
 - No COVID 19 RT-PCR test required before or after travel
 - Returning travellers from Category B countries
 - Show proof of a negative RT-PCR test not older than 96 hours prior to travel

Note: The above recommendations are being regularly reviewed by the Ministry of National Health Services, Regulations & Coordination and will be updated based on the international & national recommendations and practices.

The Ministry acknowledges the contribution of Dr Irfan Tahir, Ms. Syeda Shahirbanu Akbar, Dr Urooj Aqeeq HSA/HPSIU/NH team to compile these guidelines.

References:

1. World Health Organization. Operational considerations for managing COVID-19 cases or outbreaks in air travel guidance, March 2020
2. ICAO Global Aviation Safety Plan

For more information, please contact:

HSA/ HPSIU/ NIH, PM National Health Complex, Islamabad

<http://nhsr.gov.pk/> <https://www.facebook.com/NHSRCOfficial>
<http://www.hsa.edu.pk/> <https://twitter.com/nhsrofficial>
<https://www.nih.org.pk/> <https://www.youtube.com/NHSRC-PK>

The resistance to changes in organizations is most prevalent at the lower ranks of the ladder due to employees distrusting the reasoning by management behind the decisions or the lack of respect of the acumen of their leaders. This attitude permeates in the workplace, staff ranks, sections, and even over the entire organization. However, there are those in the organization who always look forward to changes believing it will herald better opportunities for them and improve the working conditions for them. Former US president John F. Kennedy¹ who wrote, "Change is the law of life and those who look only to the past or the present are certain to miss the future", aptly elucidated this concept of change. Hence, the two attitudes towards change may be analyzed to bring prosperity.

(Organizational Change Management of LG Electronics, Warren & Benne)

- a. Sequence
- b. Classification/Division
- c. Comparison/Contrast
- d. General to Specific
- e. Cause and Effect
- f. Problem/Solution

Answer: c. Comparison/Contrast ✓ 4

Justification: The passage is describing two kinds of people in organizations; one who welcomes change and the others who resist it.

Q1. Write an Informal Report on the given task:

[20]

Analyzing the Total Cost of Desktop Software Assets

Salman Rasool, CEO of TechSol would like to replace the desktop office productivity software used by its corporate administrative staff, consisting of its controller, accountant, administrative assistant, two human resources specialists, and three secretaries—a total of eight users. These employees need a suite that has word processing, spreadsheet, database, electronic presentation, and e-mail software tools. Occasionally, they would like to use these software tools to publish Web pages or to access data from the Internet. Salman has asked his General Manager, Waqas Qayyum, to prepare an informal report, on the issue at hand.

1. Prepare Feasibility Studies on replacing the existing software or purchasing an updated version of the one which is currently being used.
2. Follow ABC Format, and describe the evaluation criteria of your analysis.
3. Comparing the prices of two different software options, as well as their functionality, could be a good idea. Compare the pricing and capabilities of either Microsoft Office 2010 versus Sun StarOffice (the software currently installed in TechSol).
4. Identify the lowest-price system that meets Salman Rasool's requirements.

5. For the suggested software system, assume that one-time installation costs \$25 per user, one-time training will cost \$100 per user, annual technical support will cost 30 percent of initial purchase costs, and annual downtime another 15 percent of purchase costs.
6. You may fictionalize information, to add details in the report.

DATE: October 15, 2020

TO: Ahmad Inam, Director TechSol

FROM: Salman Ravo, CEO TechSol

SUBJECT: Analysis of Desktop Office Softwares

INTRODUCTION

This document do a feasibility study on whether to replace the existing office software i.e. Sun StarOffice²⁰⁰⁶ or to get an updated version of it. The two options are:

1. Microsoft Office 2010
2. Sun StarOffice 2010

NEED TO REPLACE/UPDATE THE SOFTWARE

The controller and the accountant has registered these complaints ^{in the last month} of the database feature of the software. Other than this, the secretaries have also given negative feedback i.e. the software is old and has less features. Therefore, there is a dire need to replace or update it. The following sections contain a detailed comparison of whether to take new software or update the current one.

FEATURES

Microsoft Office 2010 provides a very user-friendly interface. Moreover, Microsoft provides very fast customer service i.e., it resolves any complaint in a maximum of 24-hours. It also provides free-trial to test the software. On the other hand, Sun StarOffice 2010 is not that user friendly as compared to Microsoft and also their customer service is not as fast as of Microsoft. Same as Microsoft, it also provides free trial to test the software.

COST INFORMATION

The cost information of Microsoft Office 2010 is as follows:

1) One time Installation cost per user

$$\$25 \times 8 = \$200$$

2) One time training cost per user

$$\$100 \times 8 = \$800$$

3) Technical Support (Annually)

20 percent of Purchase cost

4) Annual Downtime

15 percent of Purchase cost

The purchase cost of both alternatives is same i.e. \$2000. The Sun StarOffice just costs \$800 less than Microsoft Office because the users need not to be trained as they already use an earlier version of Sun StarOffice.

Reviews and Rankings

Microsoft Office is ranked number one on Forbes under top utility softwares for offices while Sun StarOffice is at sixth position. Moreover, 90% of the population of US has given a rating of more than 4.5 out of 5 to Microsoft Office according to survey conducted by 'geeksforgeeks'.

CONCLUSION

The above stated facts and figures clearly supports that Sun StarOffice should be replaced by Microsoft Office. Sun StarOffice only costs \$800 less than Microsoft Office but it is well behind in other areas of evaluation.

SR/WQ

National University of Computer and Emerging Sciences, Lahore Campus



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2. the apparent readers and their needs
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[10]

Purpose (2):

The purpose of the given document is to inform the reader about guidelines to identify and report suspected cases of COVID-19 to reduce the risk of its transmission.

Audience (2):

The audience of the given document is primarily the aviation authorities and crew.

Passenger

Difference from Academic Writing (2):

1) The writer of the document has more knowledge than reader. Whereas in academic writing, reader has more knowledge than writer.

2) The criteria of evaluation of this document will depend on how it fulfilled the needs of busy reader. Academic writing is evaluated on the basis of depth, logic, unity, clarity and grammar.

3) The purpose of the document is to inform the readers. Academic writing is done to display your knowledge.

Effectiveness of the Document (3):

- (1.5*)
- 1) The document has fulfilled its purpose of briefly explaining the readers about identification and reporting of suspected COVID-19 cases.
 - 2) The document is well organized containing headings for separate portions and follows the ABC Format
 - 3) The document is simple and easy to understand.



Date: 14 September 2020
Document Code: 48-01
Version: 03

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Objective

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Symptomatic means developing the symptoms specific to a disease - COVID-19 in this case



Asymptomatic means absence of any symptoms specific to a disease - COVID-19 in this case

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1. World Health Organization, Operational considerations for managing COVID-19 cases on aircraft in airline Istance guidance, March 2020
2. ICAO Global Aviation Safety Plan

For more information, please contact:

HSA/ HPSTU/ NIH, PM National Health Complex, Islamabad
<http://nhsr.gov.pk/>
<https://www.facebook.com/NHSRCOfficial>
<https://twitter.com/nhsrcoofficial>
<https://www.youtube.com/NHSRC-PK>

Identify the correct pattern of organization used the passage and justify your answer:

[5]

The resistance to changes in organizations is most prevalent at the lower ranks of the ladder due to employees distrusting the reasoning by management behind the decisions or the lack of respect of the acumen of their leaders. This attitude permeates in the workplace, staff ranks, sections, and even over the entire organization. However, there are those in the organization who always look forward to changes believing it will herald better opportunities for them and improve the working conditions for them. Former US president John F. Kennedy¹ who wrote, "Change is the law of life and those who look only to the past or the present are certain to miss the future", aptly elucidated this concept of change. Hence, the two attitudes towards change may be analyzed to bring prosperity.

(Organizational Change Management of LG Electronics, Warren & Benne)

- Xa. Sequence
- b. Classification/Division
- c. Comparison/Contrast
- ✓d. General to Specific
- Xe. Cause and Effect
- Xf. Problem/Solution

Answer: Comparison / contrast

Justification: Writer has done a comparison and contrast between two types of people depending on how they react to changes in organization. 4

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1. Prepare Feasibility Studies on replacing the existing software or purchasing an updated version of the one which is currently being used.
2. Follow ABC Format, and describe the evaluation criteria of your analysis. (Expense of users)
3. Comparing the prices of two different software options, as well as their functionality, could be a good idea. Compare the pricing and capabilities of either Microsoft Office 2010 versus Sun StarOffice (the software currently installed in TechSol).
4. Identify the lowest-price system that meets Salman Rasool's requirements.

5. For the suggested software system, assume that one-time installation costs \$25 per user, one-time training will cost \$100 ^{only} per user, annual technical support will cost 30 percent of initial purchase cost, and annual downtime another 15 percent of purchase costs.
6. You may fictionalize information, to add details in the report.

Date: 15th October, 20

To: Mr. Salman Rasool,

From: Wajahat Qayyum, General Manager, TechSol

Subject: Recommendation to update Sun StarOFFICE

Introductory Summary:

Sun StarOFFICE has been used by corporate administrative staff as Desktop office productivity software for past 30 years. Recently, the software requirement of the staff has expanded. To meet the new requirements, the existing software has to be updated.

Context:

The administrative staff wrote an email to the head of IT team that they have following new software requirements.

- Word Processing

- Spreadsheet

- Database

- Electronic Presentation

- Email software tools.

A meeting was held by IT team and two solutions were proposed.

- Replacing existing software by MS Office 2010.

- Updating existing software.

The latter suggestion has been opted by the team on following basis:

E Criteria for evaluation:

• The staff is familiar with the existing software. Installing a new software would require training from start consuming more time.

• IT team has held experiments and concluded that Sun STAROffice is more appropriate for the administrative staff depending on their usage. An equipment evaluation report of Sun StarOffice by IT team has been attached for further information.

• MS Office is relatively expensive because it involves some extra features but it would just add extra cost as these features will not be used by the staff. An update to existing software would be enough.

Cost Estimation:

The cost estimation for Sun StarOffice is as follows:

one-time installation cost	\$25
one-time training cost	\$100 per user
annual technical support	\$7.5
annual downtime	\$3.5
Total cost	\$145

only one IT expert from IT team will get training from company and will train our staff, ~~thus~~ reducing the cost.

Conclusion:

The software requirements of the administrative staff have expanded so the existing software, Sun StarOffice, needs to be updated.

Wagga Wagga
WQ / KA

Enclosure: SunStar Office Equipment Evaluation