a) i on line 13 the IF THEN ELSE statement concludes with

ELSE system status = "OFF". This will turn the system of

which is not what is required
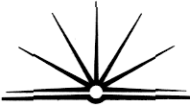
ii ELSE

Disregard Message Header

ENDIF

iii Real number, Date, Array of records
string.

iv

b)   BEGIN (end of day report)

load
~~set~~ ticketarray (index) . eventname

load ticketarray (index) · eventnumber

load ticketarray (index) . Numsold.

IF ticket sold THEN

    retrieve ~~ticket~~ eventname

    retrieve   eventnumber

    retrieve ~~event~~ numsold

~~ELSE~~ ENDIF
REPEAT
~~load eventnumber REPEAT~~

    load eventname into ticketarray (index) eventname

    load   eventnumber   into ticketarray (index) eventnumber

    load   numsold   into ticketarray (~~numso~~ index) numsolf

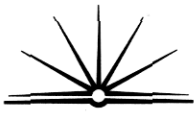UNTIL E.O. F

    sort ticketarray (index) . eventname

    sort ticketarray (index) . eventnumber

    sort ticketarray (index) . numsold

    Display   " 'eventname', 'numsold' "

END.

BEGIN (sort)

  Index = 0

  count < 1

  For count = 1 to 100

    set lowest to ticketarray (dndex)

    search for lowest value in ticketarray

    ~~group~~ swap ticketarray (inde) and lowest value

    Next count

A

Begin (swap)

  Temp = index 1

  index 1 = index 2
  Index 2
  ~~Temp~~ = Temp

END.

c) Paper: This format is when the documentation is on paper as

in installation guide and user manual in pamphlet etc.

Online documentation: This is your help menu that will allow

you to gain documentation whilst using the product.

The Video ~~Online~~ documentaion would be very useful for the

ticket company as they would be able to include the needs of the user, i.e a learn the application

• learn specific functions etc

They could use the video format to show the employees how to do the things that they are having trouble with