

Q23

(a)

(i) ~~There is that the unrecognisable message~~

if the program does not receive a MessageHeader which equals 'EVENT' or 'TICKET' then the systemstatus is automatically changed to 'OFF'

(ii) ~~10~~ IF MessageHeader = 'TICKET' THEN

11 Process Ticket

12 ENDIF

13 IF MessageHeader = 'SystemStatus = OFF' THEN

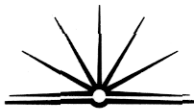
14 systemstatus = 'OFF'

15 ENDIF

(iii) The MessageHeader would be of string data type.

~~The systemstatus message would be of Boolean data type and the~~ The EventName and EventLocation will also be of string data type. The EventData will be of Date data type.

(iv) ~~Ticket System (Main program)~~



(IV)

Main program Ticket system.

System Status	LastEventNumber	SystemDate	SystemTime	Message Header	Output
ON	9	1/11/02	16:00	EVENT	

Subprogram Process Event.

EventNumber	LastEventNumber	EventName	EventDate	EventTime	EventLocation
10	10	-	-	-	-

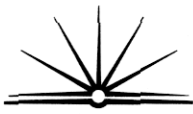
Event tickets Available	EventNumber	Output
10	10	
	9	

Subprogram Process Ticket.

Event tickets Available	Number Tickets Sold	Ticket Event Number	Ticket Event Name
10	1	-	-

Number Tickets Sold	Ticket Event Date	Ticket Event Time	Output
	-	-	

The Two errors are that in the Process Ticket Subprogram the



The word 'Ticket' has been placed in front of variables such as 'EventName' and this makes the subprogram not recognise the variable names. Also, the other error is that instead of 'EventNumber' the program is trying to print 'TicketCurrentTicketNumber' and this too is causing a problem.

⑤ BEGIN end-of-day reports.

~~WHILE~~ OPEN TICKET

OPEN EVENT

Index = 1

WHILE there are more records in files.

Ticket Array (Index). Ticket Number = TICKET (Index). Ticket Number

Ticket Array (Index). Event Number = EVENT (Index). Event Number.

Ticket Array (Index). Event Name = EVENT (Index). Event Name

ENDWHILE

End = Index

WHILE End > 1

Current = 1

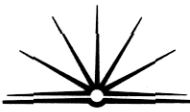
WHILE Current < End

IF Ticket Array (Index). ^{Event Number} ~~Ticket Number~~ > Ticket Array (Index+1). ^{Event Number} ~~Ticket Number~~ THEN

~~Temp~~ Temp 1 = Ticket Array (Index). Ticket Number

Temp 2 = Ticket Array (Index). Event Number

Temp 3 = ~~Ticket Array~~



TicketArray (Index). EventNumber = TicketArray (Index+1). EventNumber

TicketArray (Index). TicketNumber = TicketArray (Index+1). TicketNumber

TicketArray (Index+1). EventNumber = Temp2

TicketArray (Index+1). ~~EventNumber~~^{TicketNumber} = Temp1.

ENDIF

Current = Current + 1
~~Index = Index + 1~~

ENDWHILE

Index = Index - 1

ENDWHILE

Count = 1

~~Index = 1~~

WHILE there are more records.

IF ~~Array~~^{TicketArray} (Index). EventNumber = ~~Array~~^{TicketArray} (Index+1). EventNumber THEN

~~Count = Count + 1~~

Array (Count) = Count + 1

~~ENDIF~~ ELSE

Count2 = Count2 + 1

ENDIF

Count = Count + 1

ENDWHILE

Index = 1

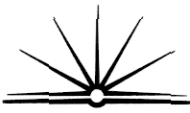
WHILE Index < Count

print Array (Index)

print TicketArray (Index). EventName

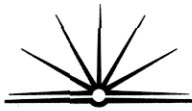
~~Index = Index + 1~~

ENDWHILE



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Two types of documentation include on paper and online. ~~Hand~~ Hand copy documentation could include user manuals which will assist the using on how to perform specific tasks with the software. Online documentation could include context sensitive help, procedural or conceptual help or Tours, tutorials, ~~or wizards~~. ~~Content~~ Context sensitive help will provide users will help ~~on the topic~~ based on the work they are currently performing, ~~as~~ this could include small prompts. Procedural help will provide step by step instructions on how to complete tasks, such as how to enter ticket information. Conceptual help will provide users with information on why certain tasks need to be accomplished. Tours will give an overview of the product to the users, tutorials will give demonstrations on how to complete certain tasks, ~~and wizards could assist in auto~~ Both of the forms of documentation will provide information to the users but online documentation will be more suitable, because the user can quickly find the user documentation and more efficiently find the



topic they require help in instead of searching through the user manual. Therefore online documentation is best ~~for the~~ as user documentation for the ticket agency.