AL/2021/20/E-I பதிப்புரிமையுடையது

Communication Technol Technology ICT தகவல் த Conducted by	icate of Education ogy ICT 45000 Optimized Optimized Work Center Field Work Center Unio Information & Communica) Gardoni (116 Inform 1. To 2021 & Commun er (FWC), Tho	ation & Communication ication Technology ICT ndaimanaru
		tion recinition	
தகவல், தொடர்பாடல் தொழினு Information & Communication		vo Hours 13 (2021) 20) E I
	Instructions		
✤ Answer all questions.			1
Write down your index number o	n the space provided.		
✤ In each of the questions 1 to 50, p	bick one of the alternatives (1).	(2),(3),(4),(5) which is	correct or most
appropriate. Mark a cross (X) on	the number corresponding to y	your choice in the answe	er sheet provided.
No use of calculators.	1 0 .	JP	1
		\times \times	
 Which of the following has the fas Register Cache memory Hard disk Hard disk Flash drive Main memory Which of the following is a block order from left to right? Cache memory, Main memory, Main memory, Register, Cache Harddisk, Register, Cache memory, Register, Cache memory, Main Register, Cache memory, Hardow 	containing memories and se Register, Harddisk memory, Harddisk ory, Main memory memory, Harddisk	econdary storage devic	ce found in ascending
3. AB9 ₁₆ is equivalent to. (1) 7612 ₈ (2) 7651 ₈	(3) 5271 ₈	(4) 5432 ₈	(5) 4532 ₈
4. Two's complements of 9_{10} and (-6	10) are respectively		
(1) 00000110 ₂ , 11110111 ₂	(2) 10000110_2 , 1001011_2	11_2 (3) 1	1000110 ₂ , 11100111 ₂
(4) 11100110 ₂ , 1110011 ₂ (4) 11100110 ₂ , 11100011 ₂	$(5)\ 00001001_2,\ 1111101_2$		
5. The area containing the addresses of called.			ral processing unit is
(1) Program Counter (PC)	(2) Arithmetic Logic U	nit (3) (Control Unit
(4) Register	(5) Main memory		[see page no. 2]

6. Which of the follow	ing is a valid sut	onet mask?		
(1) 0.255.0.255		(2) 0.255.0.0	(3) 255.255.255.240
(4) 0.0.0.255		(5) 255.255.0.256		
7. Which of the follow	ing is an equival	ent to the Boolean exp	pression $\overline{(A.B)}$. $\overline{(A + A)}$	<u>B)</u> .C?
(1) $\overline{(A+B)}$. C				
(2) <i>A</i> . <i>B</i> . <i>C</i>				
(3) $A.B + C$				
$(4) \overline{A} + B. C$				<u>~</u>
$(5) A + B. \overline{C}$				2Pr
8. Which of the follow	-	-		
(1) SELECT	(2) INSERT	(3) UPDATE	(4) ALTER	(5) DELETE
				XLY
9. Consider the following	-	bout operating system.		
A - Scheduling proc			~	
	U U	y required for process	ses	Y
C - Protecting comp			.1 5	
Which of the above		ions of operatinf syste		
(1) A only	(2) B only	(3) A,B only	(4) A,C only	(5) A,B,C all
			$^{\prime}$	
10. Consider the follow	-			
A - Static Random A (DRAM)	Access Memory	(SRAM) is more expe	ensive than Dynamic I	Random Access Memory
B - Dynamic Rando	om Access Memo	ory is used as a techno	ology for register	
C - Static Random	Access Memory	is more speed than Dy	ynamic Random Acces	ss Memory
Which of the above				
(1) A only	(2) B only	(3) C only	(4) A,C only	(5) A,B,C all
11. Which of the follow (1) Ada Augusta Lo		s true? ered as first computer	programmer	
	~ ~ ~	ascal reads data by pu		
(3) Pascal was able	to do calculation	is such as addition, su	btraction and multiplie	cation
(4) John Von Neum	e	• •		
(5) Difference engin	ne was develope	d by Blaise Pascal		
12. What is the value of	of Python stateme	ent 5//2^3+2 ?		
(1) 3	(2) 7	(3) 2	(4) 8	(5) 1
13. $456_{16} + 27_{16} =$				
A - 2175 ₈				
B - 10001111101 ₂				
C - 47D ₁₆				
(1) A only	(2) A,B only	(3) A,C only	(4) B,C only	
				[see page no. 3

14. Which of the following can be functional requirement of online hotel room reservation system?	
(1) Visitors shall be able to reserve the room	
(2) Users should be able to have an easy user interface to operate without further training	
(3) Availability of the room should be able to be displayed before it is reserved	
(4) System should be able to have fast response time (e.g. less than 3 seconds)	
(5) System should be able to be secure in order for members' data to be protected	
15. In computer networks, which of the following is the function of IMAP (Internet Message Access Protocol)?	
(1) Monitoring network devices in the Internet	
(2) Helping users in order to receive e-mail messages from mail server	\succ
(3) Sending e-mail messages to the mail server	• •
(4) Transferring files from one computer to another in the Internet	
(5) Routing data packets in the Internet	
16 Which of the following is characterized by a double line rectangular symbol in articly relationship (El	2)
16. Which of the following is characterized by a double line rectangular symbol in entity relationship (El diagram?	x)
(1) Strong entity	
(1) Strong entity (2) Derived attribute	
(3) Weak entity (4) Multi valued attribute	
(4) Multi-valued attribute (5) Identifier attribute	
(5) Identifier attribute	
17. Consider the followings.	
A - Amplitude	
B - Frequency	
C - Phase	
D - Wave length	
Which of the above is /are the properties of a signal?	
(1) A only (2) B only (3) B,C only (4) A,B,C only (5) A,B,C,D all	
18. Consider the followings.	
A - Latency	
B - Bandwidth	
C - Attenuation	
D - Topology	
Which of the above is /are the properties of a signal transmission media?	
(1) A only (2) B only (3) B,C only (4) A,B,C only (5) A,B,C,D all	
19. $19.625_{10} =$	
$(1) 10011.101_2$	
$(2) 11001.101_2$	
(3) 10100.1002	
(4) 11001.1112	
(5) 10011.1102	
[see page no). 4

20. Consider the fellowing state					
20. Consider the following state		• ,	1' ID	1.1	
A – DNS server maps domain		-	-	ddresses	
B – DHCP server caches rece					
C – FTP server allocates IP a			k devices	automatically	
Which of the above statement	(s) is /a	re correct?			
(1) A only (2) B or	nly	(3) C only		(4) A,B only	(5) A,C only
21. Which of the following info	rmation	is not generally	y containe	ed in the process c	ontrol block (PCB) of an
operating system?					
(1) Process number					
(2) Capacity of hard disk					
(3) Process scheduling state					
(4) Program counter					
(5) Process state					
22. In computer networks, "UDI	P (User	datagram proto	col) is fu	nctioning in	layer of
OSI network reference mod		6 1	,		
Which of the following is an		ate to fill the bla	ank in?		
(1) Physical	proprie				
(2) Transport				AY	
(3) Network				XY	
(4) Datalink					
(5) Application					
(3) Application			\sim	1	
23. Which of the following is th	o ordor	of tosting parfo	rmad dur	ing software devel	onmont from laft to right?
(1) Integration testing, user				-	iopinent nom ien to right?
(1) Integration testing, user (2) Unit testing, system testi	-		-	• •	
	•		•		
(3) Integration testing, syste					
(4) System testing, user acce			-		
(5) Unit testing, integration	testing,	system testing,	user acce	eptance testing	
24. Which of the following(s) is	lorg th	- a abara ataristia(a) of UD	D (Llear Datagram	Protocol) in comparison
				r (User Datagraffi	Flotocol) ili comparison
with TCP (Transmission Co A - Connection-oriented	nuol P	(010001)?			
B - Low overhead					
C - Guaranteed delivery					
D - Unreliable service	1				
(1) A only (2) A,B	only	(3) A,C only		(4) B,D only	(5) C,D only
		-1.1			
25. "The primary key field value			onal datab	ase do not contain	repetitive values".
What type of integrity const		this?			
(1) Entity integrity constrair					
(2) Referential integrity con					
(3) Domain integrity constra					
(4) Attribute integrity constr					
(5) Domain integrity constra	aint				
					[see page no. 5

26. "Public key encryption is also called".

Which of the following is most appropriate to fill the blank in?

- (1) Private key encryption
- (2) Texual encryption
- (3) Digital encryption
- (4) Symmetric encryption
- (5) Asymmetric encryption

27. Consider the following "Customer" data table.

CustomerID	CustomerName	Address	ContactNo
CU_01	V.Ramanan	Jaffna	0212226547
CU_02	M.N.Perera	Colombo	0112334545
CU_03	K.Nishobikha	Kandy	0776577359
CU_04	A.M.H.Asraf	Jaffna	0767837387

In this table, which of the following SQL statement can be used to change the address of a customer to "Colombo" who has the **CustomerID** 'CU_01'?

(1) UPDATE Customer SET Address='Colombo';

(2) UPDATE Customer Address='Colombo' WHERE CustomerID='CU_01';

- (3) UPDATE Customer SET Address='Colombo' WHERE CustomerID='CU_01';
- (4) INSERT Customer SET Address='Colombo' WHERE CustomerID='CU_01';
- (5) SELECT Customer UPDATE Address='Colombo' WHERE CustomerID='CU_01';

28. Which of the following is not a part of microprocessor?

- (1) Instruction register
- (2) Program counter
- (3) Cache memory
- (4) Main memory
- (5) Control unit

29. Which of the following is a logical operator in Python programming?

(1) * (2) OR (3) %

30. Consider the following statements about software process models.

Tasks are divided into time slices in order to provide specific features for a release

B – This is an iterative approach with software development being provided after each iteration. Each release has an incremental development and the final product will have all the functionalities requested by the user

(4) <=

C – Gaining user experience in software from the very beginning of the software development

Which of the above can be considered as the characteristics of the agile process model?(1) A only(2) B only(3) C only(4) A,B only(5) A,B,C all

[see page no. 6

(5) //

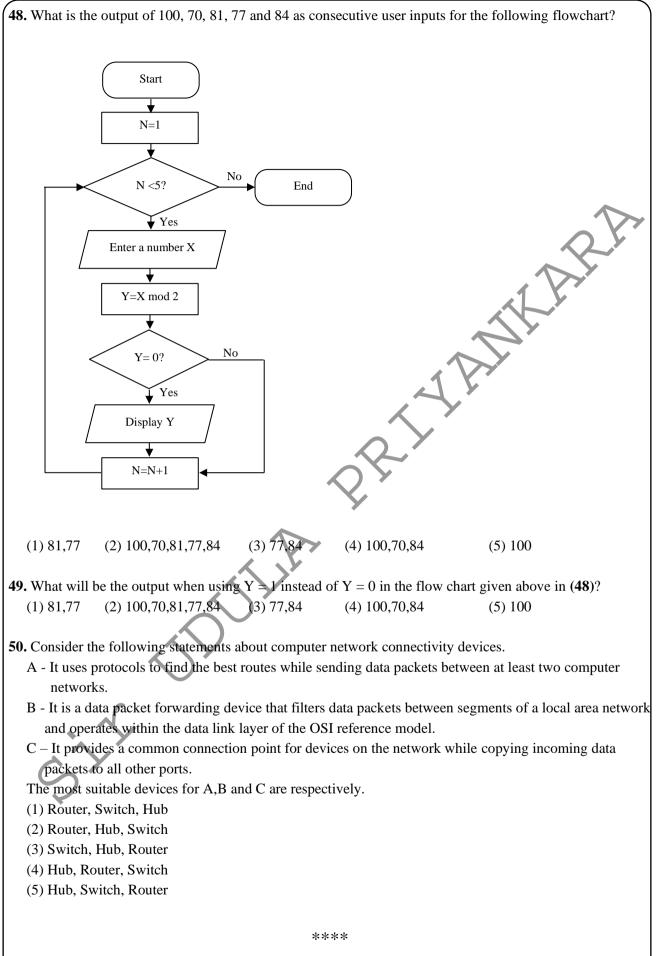
31. Consider the following Boolean function. $f(A, B, C) = A \cdot B + A \cdot C + B \cdot C$ What is the minimum number of NAND gates required if the above Boolean function is implemented by using NAND gates only? (1) 2(2) 3(3) 4(4) 5(5) 6**32.** Consider the following statements. A – Python is a fourth generation computer programming language B - Programs written in second generation computer programming language do not required translators to be executed on a computer C – Programs written in first generation computer programming language are required translators to be executed on a computer Which of the above statement(s) is /are correct? (1) A only (2) B only (3) A,B only (4) A,C only (5) A.B.C **33.** "In OSI reference model, transport layer contributes communication". Which of the following is most appropriate to fill the balnk in? (1) Process to process (2) Node to node (3) Source to destination (4) Router to switch (5) Hop to hop Consider the following "Order" table to answer the questions 34 and 35. This data table contains the order details for the items. Each order is carried out on a specific date and it contains different items in different quantities. Order Description OrderNo ItemNo Date Quantity 12 Screw 6/1/2015 100 15 Bolt 6/1/2015 50 1 2 7 2/2/2015 10 Flange 2 15 Bolt 2/2/2015 40 2 12 Screw 2/2/2015 80 34. Which of the following is correct about this table? (1) It is in zero normal form (0NF) (2) It is in first normal form (1NF)

- (3) It is in second normal form (2NF)
- (4) It is in third normal form (3NF)
- (5) Data are not enough to determine its normal form

[see page no. 7

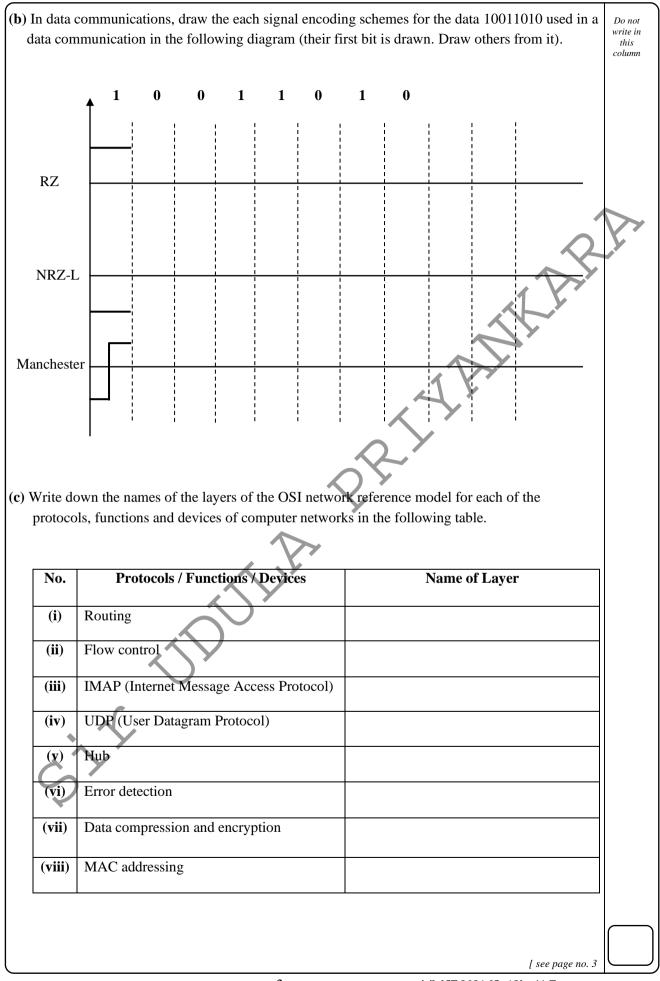
35. Which of the follow	ving group of ta	bles will be obtai	ned when the al	pove table is con	verted to the next
normal form?					
(1) Order (OrderNo		-			
(2) Order (OrderNo	o, Date), Item (It	temNo, Descripti	on,Quantity)		
(3) Order (OrderNo	o, Date,Quantity), Item (ItemNo,	Description)		
(4) Order (OrderNo	o, Date), Item (It	temNo, Descripti	on), Order_Item	n (OrdeNo, Item)	No, Quantity)
(5) Order (OrderNo	o, Date), Item (It	temNo, Descripti	on, Quantity), C	Order_Item (Orde	eNo, ItemNo)
36. In operating system	n, consider the fo	ollowing statemer	nts about SPOO	L (Simultaneous	Peripheral
Operations On Lin		showing statemen			remphora
operations on Em	0).				
A – It is a buffer th	nat holds the out	put for peripheral	s such as printe	r	\mathcal{A}
B – It is a special a	-				
C – It is accessible	-				
Which of the above	statement(s) is /	are incorrect?			
(1) A only	(2) B only	(3) A,I	3 only	(4) A,C only	(5) A,B,C all
(I) II omy	(2) b only	(3) 11,1	, only		(5) 11,D,C un
37. In software develop	oment which of	the following sta	tement about w	aterfall model ar	proach is incorrect?
(1) It is most appro					
(2) The user gets to					equitements
	-	-		ing developed	
(3) It is difficult to				•	
(4) It can be proceed		step only after co	mpleting the pr	evious step	
(5) It is an iterative	e model				
			Y		
38. In data communica	tion, consider th	e following signa	al encoding sche	eme used to be en	ncoded the data
<i>`1010000101'.</i>					
1 0 1 0	0 1 1	U 1			
Which of the follow	ving encoding so	hama is used to k	e encoded by th	nie diagram?	
	0		•	e e	(5) ND7 I
(1) NRZ	(2) NRZ-I	(3) Ma	nchester	(4) RZ	(5) NRZ-L
39. What is the simplif	ied Boolean exp	ression given the	following Karr	augh map?	
BC					
A A	00 01	11 10			
0	1 0	0 1			
1	1 1	0 1			
1	1 1	0 1			
l	I				
(1) $\overline{AB} + AC$	(2) $A\overline{R} + \overline{C}$	(3) BC + AC	(4) $AR \pm \bar{A}C$	(5) A ·	+ BC
				(J) A	
					[see page no. 8

40. Which of the following is an invalid Python variable?
(1) x_y (2) xy (3) x_y (4) $x2$ (5) $2x$
41. Consider the following statements about computer malware.
A - Computer virus replicates itself and spreads from one computer to another.
B – Trojan horse first seems to be useful to the user before it is installed on the computer and steals useful
information once installed.
C - Computer worm replicates itself and spreads from one computer to another using the computer
network without user intervention.
Which of the above is /are correct statement(s)?
(1) A only (2) B only (3) C only (4) B,C only (5) A,B,C all
Consider the following scenario to answer questions for 42 and 43.
In a computer network, If a machine is assigned an IP address of 192.248.16.132 and a subnet mask of
255.255.192:
42. What is the CIDR notation of this subnet mask?
(1) /24 (2) /32 (3) /25 (4) /16 (5) /26
43. How many maximum of IP addresses can be assigned to machines in this network?
(1) 126 (2) 14 (3) 30 (4) 62 (5) 6
44. Consider the following statements.
A – GNU / Linux is a proprietary operating system
B – MS-Windows is an open source operating system
C – Open source software offers the user greater freedom of use, modification, and sharing
Which of the above is /are correct?
(1) A only (2) B only (3) C only (4) A,B only (5) B,C only
45. Which of the following is the order of the life cycle of the data processing?
A – Input B – Collection
C – Process D – Storage and output
(1) A,B,C,D (2) B,D,C,A (3) A,C,B,D (4) B,C,D,A (5) B,A,C,D
(1) A, D, C, D (2) D, D, C, A (3) A, C, D, D (4) D, C, D, A (3) D, A, C, D
46. Consider the Uniform Resource Locator (URL) https://www.edupub.gov.lk. What is the domain name of
this URL?
(1) www
(2).lk
(3) http
(4) edupub.gov.lk
(5) https
47. Which of the following testing strategy will concern the internal implementation of the system?
(1) Blackbox testing
(2) Whitebox testing
(3) Integration testing
(4) Acceptance testing
(5) Unit testing
-
[see page no. 9

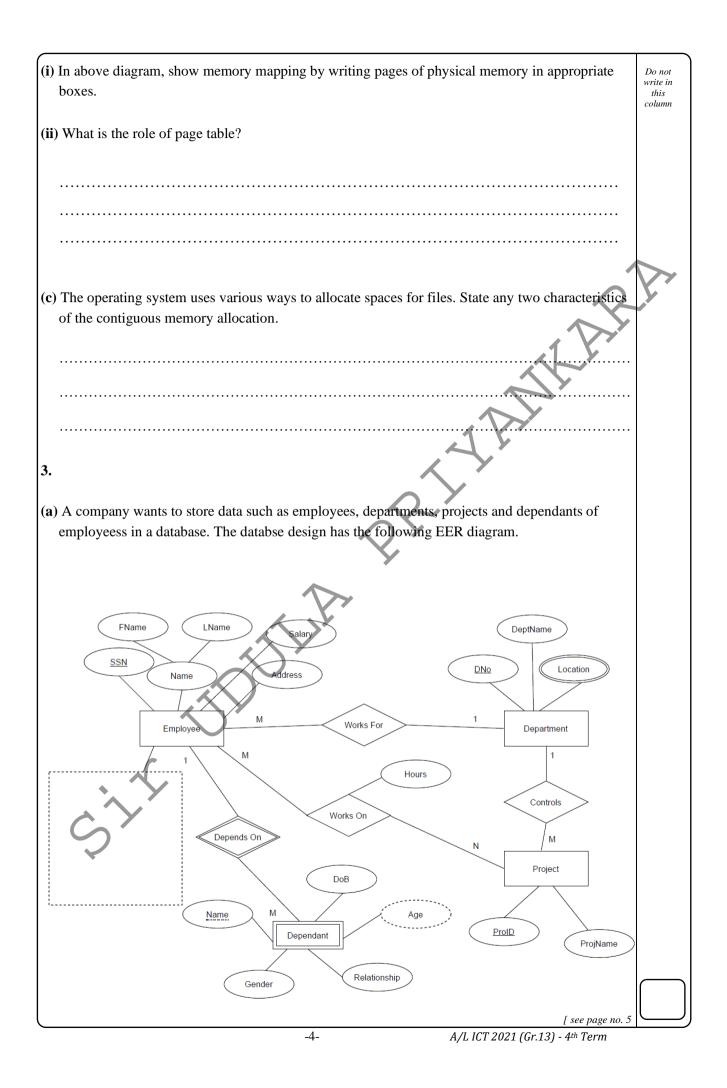


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General Certificate of Education (Adv. Level) Examination Communication Technology ICT 45600 General Communication & Communication Technology ICT 55600 General Term To 2021 Communication Technology ICT S Conducted by Field Work Center (FWC); Thondaimanaru General General Information & Communication Technology ICT 55600 General General Certificate of Education Technology ICT 55600 General Center (FWC) General Certificate of Education Center (FWC) of Thondaimanaru General Certificate of Education & Communication Technology ICT 55600 General Center (FWC) of Thondaimanaru General Certificate of Education & Communication Technology ICT 55600 General Center (FWC) of Thondaimanaru General Certificate of Education & Communication Technology ICT 55600 General Center (FWC) of Thondaimanaru	Do not write in this column
தகவல், தொடர்பாடல் தொழினுட்பவியல் II Information & Communication Technology II Gr. 13 (2021)	
Part – II A Structure Questions Write down answers for all four questions on this sheet.	
 (a) Consider the following statements about data communication and computer networks. Fill the blanks in using the words given below in the list. (i)	
 (vi)	
[see page no. 2	



2. Do not write in (a) Column A of the following table consists of the statements about software development. Write this column down suitable numbers for the words given in the list below to fill in the balnks in column B. No. Column A Column B (i) This model is suitable to start software development after the user requirements are collected fully and clearly. **(ii)** Internal structures of a software are tested. (iii) It is a technique to elicitate the user requirements. (iv) In software development, the tasks are divided to time slices to deliver specific features for a release. **(v)** Some part of the new system is installed first and executed successfully for considerable time period. When the results are found satisfactory then only other parts are implemented. [Lists : ① - Agile process model, ② - Pilot deployment, ③ - Parallel deployment, ④ - Prototype, ⑤ - Waterfall process model, ⑥ - Blackbox testing, ⑦- Whitebox testing] (b) Consider the paging model given below for the logical and physical memories in an operating system. Pages are to be mapped to physical memory. **Physical memory** Page table 0 Logical memory 2 v 1 Page 0 3 v 1 2 4 v Page 2 3 7 v 3 Page 2 4 8 v 4 5 Page 3 9 v 5 6 0 i 6 Page 4 7 0 i 7 Page 5 8 valid (v) - invalid frame number 9 (*i*) bit [see page no. 4



Do not Answer the following questions by using EER diagram given above. write in this column (i) If this diagram is converted to the tables, write down tables obtaining with corresponding attributes. (ii) Write down the primary key to uniquely identify records in DEPENDANT entity (iii) If entity EMPLOYEE can be in two types such as fulltime and parttime (but, not as both), draw those details in the box given in EER diagram. (iv) Write down a SQL statement to obtain the details such as SSN, Salary, and Address of employees by using the tables obtained in (i). (b) Consider the following Pseudocode. Begin X = 1T = 1DO WHILE T < 50PRINT(T)X = X + 1T = T + XEND WHILE End [see page no. 6

(i) Write down last three numbers of the output of this Pseudocode.	Do not write in this column
	conum
(ii) How do you change this program in order to obtain square numbers as output in the range given? You are not required to add additional lines or change the program structure.	
4.	
	ĺ
(a) Fill in the blanks of the statements given below from the following list as appropriate. Write the	
numbers in the list in the blanks.	
Lists:	
	ĺ
① Operational feasibility	
^② Cultural feasibility	
③ Technical feasibility	
Schedule feasibility	
© Economic feasibility	ĺ
© Legal feasibility	
(i) is a me asure of how a proposed system solves problems.	
(ii) is a measure of the cost-effectiveness of a project or solution.	
(iii) is to know if the system is working in a given organizational climate.	
(iv) is to know whether the enough technology is in place to develop the proposed system.	
(v) is how much reasonable time required to complete a project.	
(b) In computer networks, write down one advantage of slotted ALOHA in comparison with pure ALOHA using as multiple data channel accesss protocol.	
······	
[see page no. 7	

(c) Steps for booting process of computer are given below not in order indicating by labels from A to C.

Write down the appropriate labels in the boxes given below to order from left to right.

- A Transfer the control to the operating system.
- **B** POST or Run BIOS program.

Lists

C - Run Bootstrap program to load operating system to main memory.

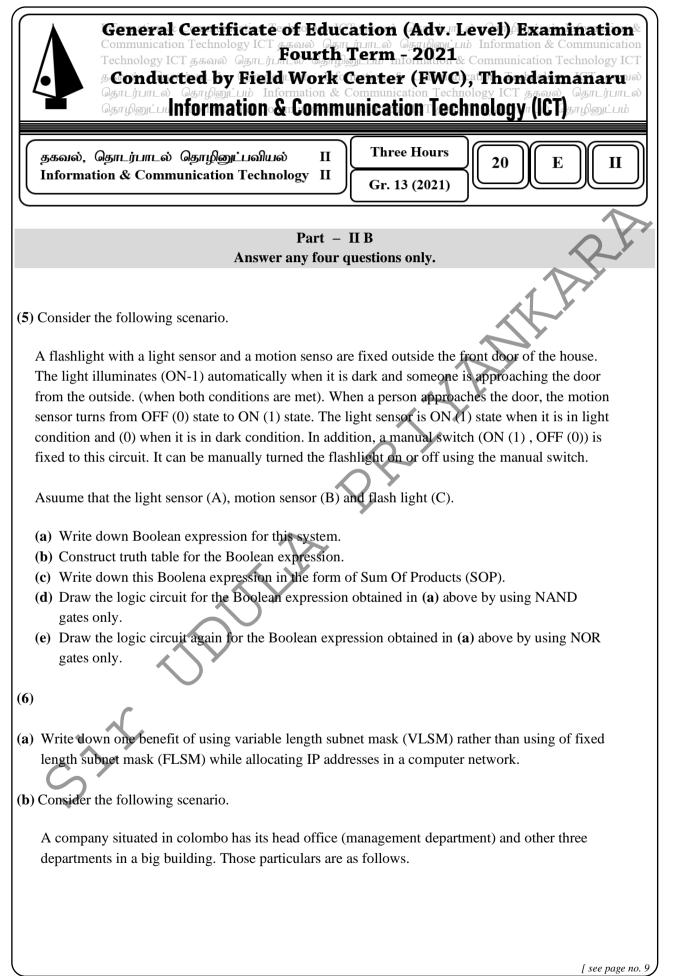


- (d) Choose the suitable words to fill the blanks in from the list given below. Write down only the appropriate numbers for the blanks.
 - (i) Memory that is not lost data and instructions when power is switched off
 - (ii) Protection of personal information in computer data bank from abuse is called data privacy
 - (iii) It refers to the use of small and portable computing devices in wireless enabled networks that provide wireless connections to a central main server
 - (iv) It is the attempt to acquire sensitive information such as usernames, passwords, and credit card details for malicious reasons, by masquerading as a trustworthy entity in an electronic communication
 - (v) contains frequently used instructions in the computer and is widely used to improve computer's performance.

[① - Cache memory, ② - Volatile memory, ③ - Non-volatile memory ④ - Mobile computing, ⑤ - Telecommuting, ⑥ - Phishing, ⑦ - Data privacy]

Do not write in

this column



120
50
26
5
_

An IP block 192.168.1.0/24 is given for this purpose. You are required to **allocate IP addresses as efficiently as possible not to waste for all computers** (hosts and servers) of head office and other departments. Four subnets are to be setup for this purpose and this network is connected to a public IP address for the Internet usage of the employees. A firewall is installed for network security and four switches, network cables, proxy server and DHCP server are given to you for this purpose. Subnet of the head office is connected directly to the Internet.

Draw a network diagram for this scenarion. Show all the IP addresses, network connectivity devices and servers clearly.

Note: Use the following table as a help to allocate IP addresses.

Subnet	Network address	Subnet mask	IP address range
Sales and purchasing			
department			
Development department			
Accounting department			
Management department			

(c) Two communication devices use single-bit even parity bit method to detect errors. While computer A is sending the bits 11011101, computer B receives the data 10011100 by causing a problem in the data channel. State whether computer B will detect error or not with a brief reason.

[see page no. 10

(7)

(a) Consider the following 'Employee' data table.

Employee

EmpNo	Name	BranchLocation	NetSalary	Position
E_01	R.R.Vimal	Jaffna	45000	Clerk
E_02	K.V.Perera	Galle	55000	Tech.Assistant
E_03	A.M.L.Hakeem	Kandy	50000	Hardware Tech.
E_04	V.Niluksha	Jaffna	70000	HR Officer
E_05	J.Jayaweera	Colombo	80000	Manager
E_06	A.M.Nathan	Colombo	60000	Asst. Manager

(i) Write down appropriate SQL statement to create 'Employee' data table.

- (ii) Write down SQL statement to change only the employee's NetSalary of an emplyee 'E_02' to 60000.
- (**b**) Consider the following scenario regarding football clubs, sports teams and matches between them.

A football club has a name, a stadium with a playground, and a team made up of players. A player can play for only one club. Each team is managed by a manager, represented by his /her name. A player has a registration number, name, and age. A club manager buys players. Each club plays against every other club in the leauge, and each match has a date, stadium venue, and score.

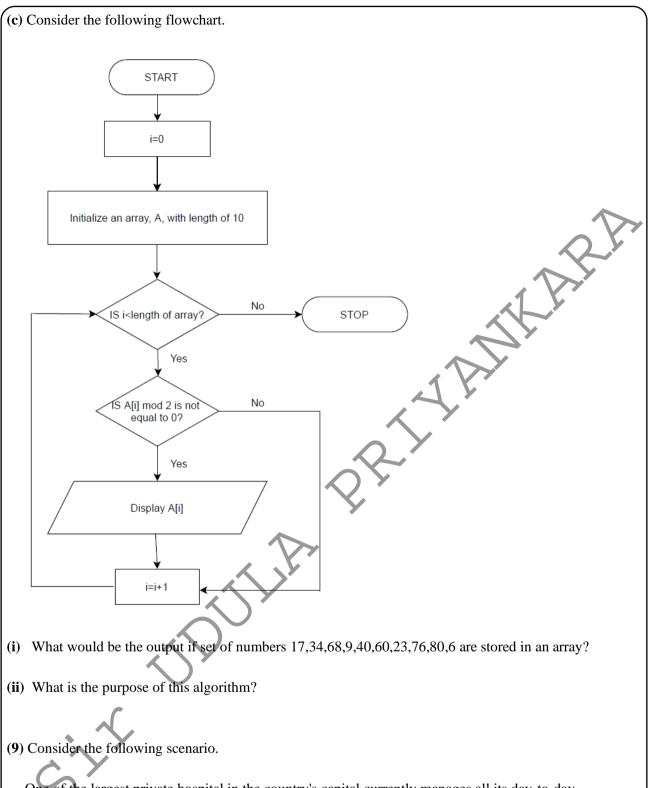
Draw ER (Entity Relationship) diagram for this scenario. State all the assumptions you have made.

(8)

- (a) Compare and contrast first generation and third generation computer programming languages (three features are sufficient to comapre).
- (b) When a user enters certain positive and negative numbers (n) one by one, each of those numbers should be displayed whether it is an "odd number" or "even number".

Construct a flowchart for this situation.

[see page no. 11



One of the largest private hospital in the country's capital currently manages all its day-to-day operations manually. These include registering patients, maintaining doctors' records, assigning doctors to patients, maintaining details of other hospital employees, paying employees' payments and maintaining stocks such as hospital drugs. The hospital management considers that there are massive errors and inefficiencies in the operation of this manual system. To address this, it decided to seek the views of the top management and convened a meeting. It was decided that it would be best to computerize all manual hospital operations.

-11-

[see page no. 12

(a) State three functional requirements of this system.

(b) State two non-functional requirements of this system.

- (c) Briefly explain one reason why COTS (commercial-off-the-shelf) software can be used when computerizing hospital operations and one reason against using it.
- (d) Briefly explain one reason why a customized software may be the best alternative to the solution mentioned above (c).
- (e) State briefly one advantage and one disadvantage of hiring other companies to implement this system.

(10)

(a) Consider the following scenario.

A hospital management system is used by a hospital to collect data from patients and then store it for future use. The main goal of the hospital management system is to accurately treat patients and reduce overtime pay for employees. In addition, various features are included in the hospital management system. Some of them are patient registration, patient testing and report generation.

Some of the functional and non-functional requirements of this system are given below.

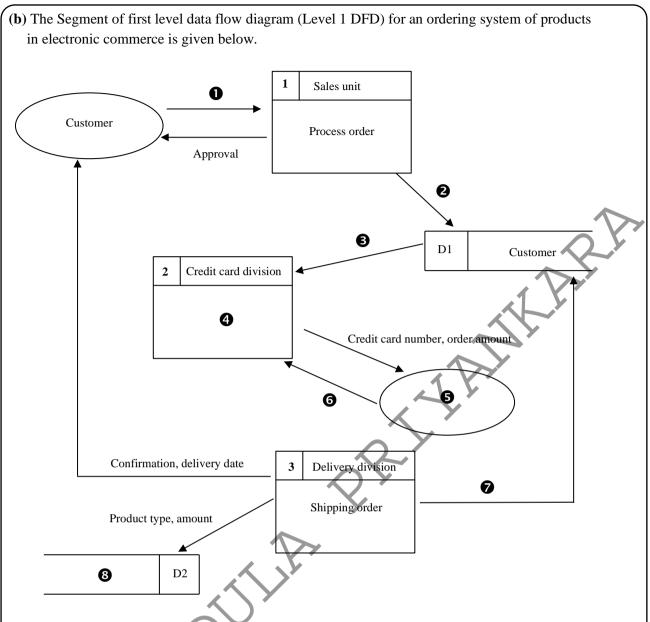
- (A) Details about patients should be able to keep recorded while they are first admitted to the hospital.
- (B) The system should be able to obtain the details of patients (name, phone number, age, date of admission, doctor's name, number of days admitted, date of discharged) as reports.

(C) The system should be able to be available 24 hours a day.

- (**D**) The system should be able to perform data backup every day in an efficient way.
- (E) The system's user interface shall be able to use easy for users after a very short training.
- (F) The system should be able to respond in approximately one second when checking patients' information.
- (G) Information about current condition of the patients should be able to be obtained from the system when they leave the hospital after treatment.

(H) The system must be able to provide access up to 10 users simultaneously over the network.

Classify the above mentioned functional and non-functional requirements separately (it is sufficient to write only their labels).



Customers can place an order for the products at an e-commerec company. The order is processed by the sales unit. Customer and order information are then sent to the customer data store. The customer's credit card details are verified by the credit card division. The credit card number is then processed by the credit card company and the credit card approval or rejection is sent to the credit card division. At the end, the delivery division carries out the process of shipping the order. Also the order information is sent to the customer file and the details such as confirmation date and delivery date are sent to the customer file. Product type and amout are stored in the stock file.

Write down the labels from ① to ③ given in the data flow diagram using appropriate words.

(c)

(i) Briefly describe two reasons why a newly developed software which is implemented in user environment should be included in the maintanance phase.

(ii) Write down briefly a major difference between black box testing and white box testing.