



QUESTION 23

a) i) The problem is if the program doesn't read either 'EVENT' OR 'TICKET' the program shuts off when actually it is the supervisor who has to type in 'System Status = OFF'.

ii). 13 END IF

14 System Status = 'OFF'

15 READ System Date, System Time.

iii). data types of each message data are String, Real, Integer, Record.

i). - line 25 closes event so the program will shut down because there is no message header.  
- the same problem will happen at line 32. and after close ticket a line, 40.



b).

BEGIN

~~Open Ticket Array~~

~~Open~~ ~~up~~

Open Ticket file

Add number of tickets sold to Ticket Array.

IF number = 0

'close'

ELSE print in Ticket Array.

Open Event files

IF Events > 0

Print Events number <sup>to</sup> ticket array.

ELSE 'close'

SORT ticket array by event number

print total tickets sold and Event  
name for each event.



i) - Paper format of user documentation are things such as instruction manuals on how to run use and maintain the application at a ~~user~~ user level.

- online Documentation are such things as help ~~pages~~ menus Read me files and help with the understanding of the application.

- The paper format is more and highly suitable for the ticket agency over the other two because it helps users learn the application through instructions. learn the specific functions in the application and helps them understand the application and its function and purpose. It is also easily referred to and has a contents and index.