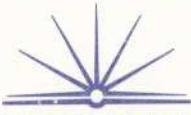(a) (i) one problem with BNF is that it would be very hard for someone who only has basic compute skills, and who are unable to obtain help from anyone who would know how to use it.

(ii) A syntax rule in BNF to define <hexadecimal> is below:

<hexadecimal>::= #

(b) Doctors may confuse information of patients due to lack of knowledge. A compute hacker may access peoples personal information. The system may be that full that a doctor dosen't recieve a patients file until later (this person may have a serious illness). And this information may be vitile.

c) i) Using a variety of data collection methods such as Interviews, survey, questionaires for the receptionists, Doctors and Patient/clients.

ii) The Development Team Should by Collecting

Analysing

Storing and Retrieving

Processing

Transmitting and Receiving

Displaying

the information for the new system using databases.