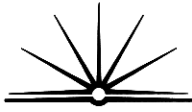Question 23

(Q) i) If the message header is not 'EVENT' or
'TICKET', then the system will turn off
by the line - System Status = 'OFF'

Also, if the System Status = 'OFF' then
the while loop will cease, since it is only
present 'while' system status = 'ON', thus
eliminating the line

READ System Date, System time.

(a) ii)

```
While   System Status = 'ON'
        Read  Message Header
        Read  System date, System time
        If Message Header = 'EVENT' THEN
                Process Event
        ENDIF
        If Message Header = 'TICKET' THEN
                Process ticket
        ENDIF
End WHILE.


iii)   Event Number      —  String
       Event Name        —  Integer
       Event Date/Time   —  String
       Event Tickets Available  —  Integer
```

	Data Value	Expected Result	Actual Output
iv)	'Event'	Process Event	Process Event.
	'Ticket'	Process Ticket	Process Ticket
	' '	System Status = OFF	System Status = OFF

```
VAR
    TICKETARRAY = ARRAY of records
```

b)
```
BEGIN REPORT

    READ Event Name

    READ Event Number

    READ NumberTickets Sold.

    WHILE Event Number <> LastEventNumber

    DO

        TICKETARRAY[EventNumber] =

        (EventName, Event Number, Number
                                    TicketsSold)
```

```
    ENDWHILE

      SORT ARRAY

      CALCULATE TICKETS SOLD

      PRINT REPORT

  END
```
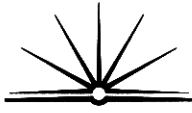
(C) Paper documentation would be necassary, since it can be placed at the ticketing machine, and can be refered upon as needed. Paper documentation should provide a contents which is easily read and understood by its users.

Online documentation should also be produced since it is one of the most appropriate means of system documentation. Online documentation has the ability to link between different resources and also has the main ability, to stay up to date with all system changes.

The online documentation would be the most suitable in this instance since it can be implemented into the ticketing software and be read by the users of the system.

Also, as stated before, an online format has the ability to be regularly updated with new information/tutorials and video material, this would be the main advantage over the paper based methods.

A video is out of the question seeing as though it does not allow for user input or direction.