



a) i) Exclude the construction of software from the project underway.

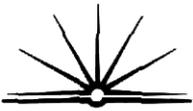
ii) Harder to use, unfamiliar programs

iii) Use documentation, trial and error (keep trying new things if what you are doing doesn't work).
Analyse your project.

b)

i) \nearrow = incoming data

\searrow = outgoing data



(i)

(ii)