

23/06/2021

**J C BOSE UNIVERSITY OF SCIENCE AND TECHNOLOGY, YMCA
FARIDABAD**

Effective Technical Communication

(Sessional 2 – CE31)

MM: 30

Part-A

Attempt all questions in Part A. (10 Marks)

Q1. Write short notes on the following:

- I) Executive Summary in a Report
- II) Managing Time
- III) Request Memo
- IV) Index
- V) Difference between Event and Incident Reports

Part -B

Attempt any two of the following. Each carries 10 marks.

- Q1.** Discuss the importance of email and telephone etiquettes in professional communication.
- Q2.** Discuss the concepts of awareness, perception, and attitude and their importance in ETC.
- Q3.** What is the (IDLC) Information Development Life Cycle? Explain its key stages.

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