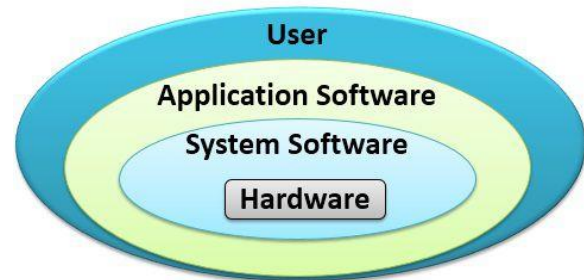# Programming and Application Packages

Software

Software is basically classified into two categories, System Software and Application Software.

System Software is designed to manage the system resources and it also provides a platform for Application Software to run. The main purpose of System Software is to **manage and control the resources of the system** such as memory management, process management, protection and security of the system. Another important job of the

System Software is **to create an interface** between the hardware of the system and the user. It makes the systems understand the commands entered by the user. The best example for the System Software is Operating System.

Application Software are designed for the users to perform their specific tasks such as creating documents, editing photos, creating presentations, designing plans etc. That means each Application Software is designed for a **specific purpose**. Examples for Application Software are word processing, spreadsheets, photo editor, web browser etc.

Obtaining Application Software

Nowadays, almost all businesses use software to help them out in their day-to-day running of their operations. When looking for a software, one has two options: buying an off-the-shelf software or have a tailor-made software designed and developed for the business. The choice depends on type of business, specifications, budget and many other factors.

Off-the-shelf

As the name suggests, an off-the-shelf software is ready to use. The user just needs to obtain the software – most probably through the internet – install it and start using it.

- Off-the-shelf software is quicker to obtain and one can start using the software right-away
- It is also cheaper than a tailor-made software as the development costs are divided among many buyers
- Community support - If an employee encounters a problem, one can easily ask others for help as there are any people using the same software. This could mainly be done over the internet.
- Off-the-shelf software is not designed specifically for the needs of a particular business. Therefore, it is not possible to find all of the features one needs in a single package, especially if the business is rather unique.
- A business cannot make changes to an off-the-shelf software

Tailor-made

Also known as *custom-made or bespoke software,* tailor-made is a product developed especially for a particular company. A software development company is a group of specialists who make sure what one receives is exactly what one needs – nothing less and nothing more.

- Tailor-made is expensive. All the design and development put into the new system has to be paid by one specific customer
- It takes a lot of time – months or even years - to develop a custom-made software in order to satisfy the needs of the company as well as possible
- A tailor-made software is built specifically for the business and therefore it has all the features required
- A tailor-made system is also very flexible – it gives the company the possibility to change the specifications over time

Installation

After obtaining the software, especially if it is an off-the-shelf system, the user must install the software. During installation some or all of the following steps are carried out:

1. CD is placed into the PC/laptop tray if the new software is obtained on a CD.
2. Installation file (exe file) is run.
3. User may be asked to enter an administrator password to install software.
4. Installation wizard starts to guide user through the installation steps.
5. User is asked to choose folder located on the harddrive where the files are to be installed.
6. User has to accept the EULA – End user licence agreement.
7. Files are copied to the folder on the harddrive.
8. Desktop and main menu shortcuts are created as required by the user.

Software Support

Off-the-shelf software used to be obtained on a CD or DVD. In that case, a hard-copy of the user-manual used to be included with the software. However, nowadays, user support is available as a softcopy online. This makes it much more convenient as it is quicker to search for a particular topic and browse the software help. However, the user has to have an internet connection to obtain help with regards to the software s/he is using.