

Chapter 3

Basic Application Software

Competencies (Page 1 of 2)

- **Discuss common features of most software applications**
- **Discuss **word processors** and word processing features**
- **Describe **spreadsheets** and spreadsheet features**
- **Discuss **database management systems** and database management features**

Competencies (Page 2 of 2)

- Describe **presentation graphics** and presentation graphics features
- Discuss integrated software and **software suites**
- Describe ways to share data between applications


Introduction

- **Tasks such as business correspondence, sales projections, graphic design, and data processing used to require trained specialists.**
- **All these tasks, and many more, can be accomplished using microcomputers and application software.**
- **Competent end users in today's world need to understand the capabilities of basic application software including word processors, spreadsheets, database management systems, and presentation programs.**

Application Software

- **Application software** is end user software that is used to accomplish a variety of tasks
- **Two categories**
 - Basic applications (focus of this chapter)
 - Specialized applications

Announcing
New Adventure Travel Trips



Attend an Adventure Travel presentation to learn about some of the earth's greatest unspoiled habitats and find out how you can experience the adventure of a lifetime. This year we are introducing four new tours and offering you a unique opportunity to combine many different outdoor activities while exploring the world.

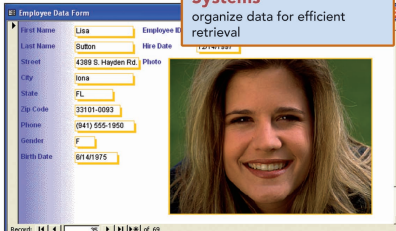
Hike the Inca trail to Machu Picchu
Camp on safari in Tanzania
Climb Mt. Kilimanjaro
Explore the Costa Rican rain forests

Presentation dates and times are January 5 at 7 PM, February 3 at 7:30 PM, and March 8 at 7 PM. All presentations are held at convenient hotel locations. The hotels are located in downtown Los Angeles, Santa Clara and at the airport.

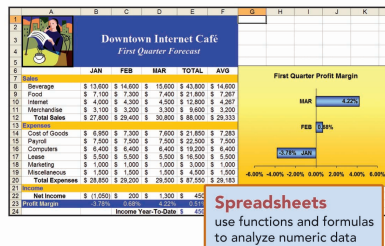
Call 1-800-777-0004 for presentation locations, a full color brochure, and itinerary information, costs, and trip dates.

Word Processing Software
create text-based documents

Database Management Systems
organize data for efficient retrieval



Spreadsheets
use functions and formulas to analyze numeric data



Basic Applications

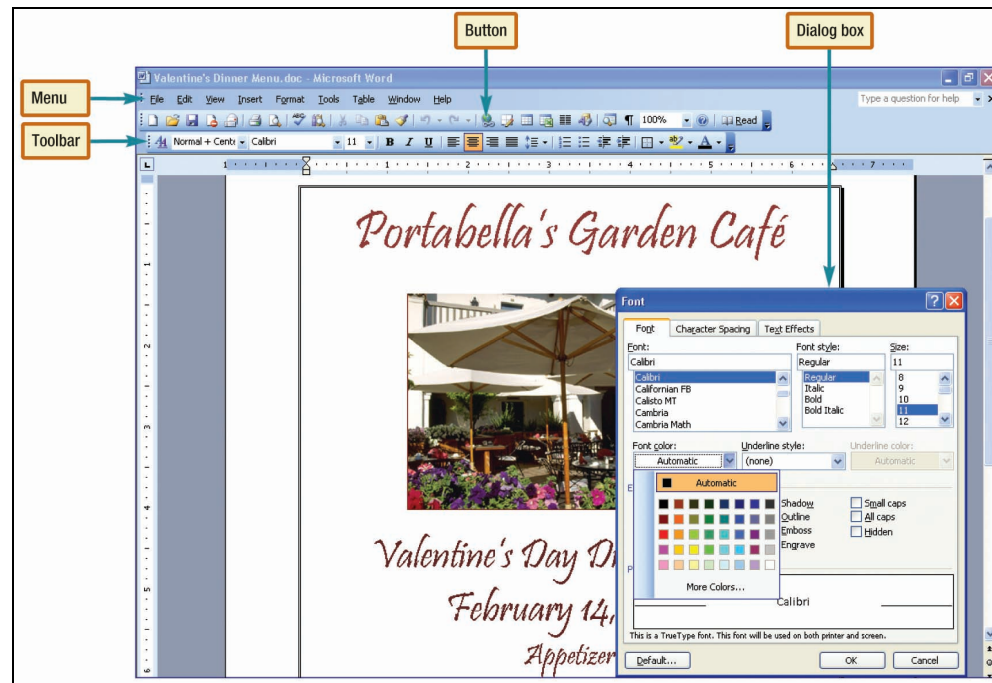
- **Basic applications** are also called **general-purpose**
- **Common types**
 - Word processors
 - Spreadsheets
 - Database management systems
 - Presentation graphics

Specialized Applications

- Also known as special-purpose applications
- Includes thousands of other programs that are more narrowly focused on specific disciplines and occupations
- Best known
 - Graphic programs
 - Audio and video editors
 - Multimedia creation programs
 - Web authoring
 - Virtual reality programs

Common Features

- Graphical User Interface (GUI)
- Icons
- Windows
- Menus
- Toolbars



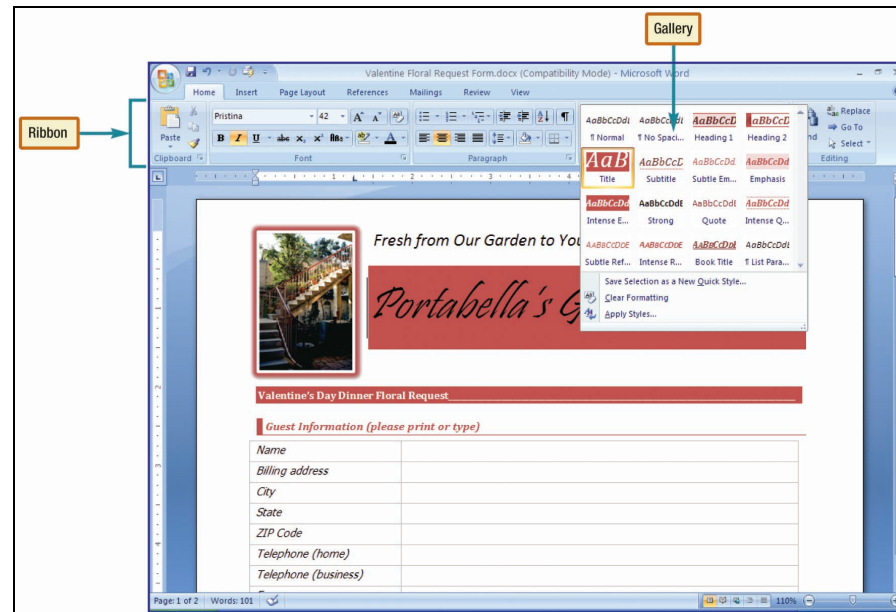
Toolbars

- Quick access to commonly used commands
- Contain **buttons** that provide shortcuts
- Examples
 - Standard Toolbar
 - **Speech Recognition**



Microsoft Office 2007

- **Newest version of Microsoft Office**
- **New Interface**
 - **Ribbons**
 - **Contextual Tabs**
 - **Galleries**



Web-Based Applications

- Access to applications stored on Web sites
- **Application service providers (ASP)**
 - Special sites
 - Allows access to **Web-based applications**



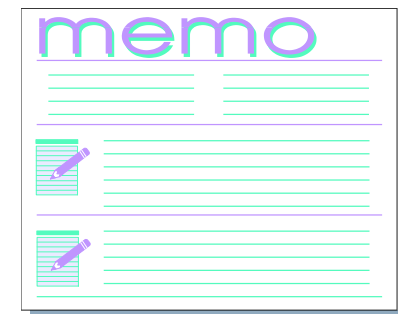
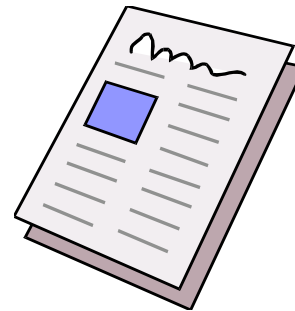
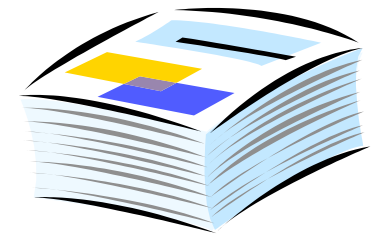
Speech Recognition

- **Allows your voice to control application software**
- **For best results, use your voice and mouse or keyboard**
 - Train the software
 - Control a program
 - Dictate a **document**



Word Processors

- **Used to create text-based documents**
 - Memos, letters, and faxes
 - Newsletters, manuals, and brochures
- **Word processing programs**
 - Microsoft Word
 - Corel WordPerfect
 - Lotus Word Pro
 - Mac: Pages
 - Mac: SimpleText



Word Processor Features

- **Word Wrap**
- **Editing**
 - **Thesaurus**
 - **Find and Replace**
 - **Spelling and grammar checkers**
- **Formatting**
 - **Font and font sizing**
 - **Character effects**
 - **Bulleted and numbered lists**

Font	Sample
Arial	A B C a b c
Impact	A B C a b c
Times New Roman	A B C a b c
Broadway	A B C a b c

Word Processor Examples

- [Creating a Flyer](#)
- [Creating a Report](#)

Creating a Flyer

Spelling Checker

Correcting spelling and typing errors identified by the spelling checker creates an error-free and professional-looking document.

Fonts and Font Size

Using interesting fonts and a large font size in the flyer's title grabs the reader's attention.

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Call 1-800-777-0004 for presentation locations, a full color brochure, and itinerary information, costs, and trip dates.

Center Aligning

Center aligning all of the text in the flyer creates a comfortable, balanced appearance.

Word Wrap

The automatic word wrap feature frees you to focus your attention on the content of the flyer.

Character Effects

Adding character effects such as bold and color makes important information stand out and makes the flyer more visually interesting.

Grammar Checker

Incomplete sentences, awkward wording, and incorrect punctuation are identified and corrections are offered by the grammar checker.

Creating a Report

AutoCorrect
As you enter text, you occasionally forget to capitalize the first word in a sentence. Fortunately, AutoCorrect recognizes the error and automatically capitalizes the word.

Header or Footer
Page numbers and other document-related information can be included in a header or footer.

Footnote
To include a note about Lake Titicaca, you use the footnote feature. This feature inserts the footnote superscript number and automatically formats the bottom of the page to contain the footnote text.

Captions and Cross References
Identifying figures with captions and using cross references in a report makes the report easier to read and more professional.

Table
To concisely present and organize the weather information, you use a table.

Peru
Geography and Climate
Peru, located in South America, borders the Pacific Ocean on its west and shares common borders with the countries of Ecuador, Colombia, Brazil, and Bolivia. Peru is subdivided into three regions — La Costa, La Sierra, and La Selva — based on differing climate and geographical features. Though entirely within the tropics, Peru's climate varies from region to region, ranging from tropical to arctic. Its varied climate corresponds to the sharply contrasting geographical features of seafloor, mountains, and rainforests.

La Costa
Occupying the slender area along Peru's western coastline, La Costa, provides a division between the mountains and sea. Although some of this area is fertile, mostly it is extremely dry and arid. The Andes Mountains prevent greater annual precipitation coming from the east. Some areas in the south are considered drier than the Sahara. Conversely, there are a few areas in this region where mountain rivers meet the ocean that are green with life and do not give the impression of being in a desert at all.

La Sierra
Inland and to the east is the mountainous region called La Sierra, encompassing Peru's share of the Andes mountain range. The southern portion of this region is prone to volcanic activity, and some volcanoes are active today. La Sierra is subject to a dry season from May to September, which is wetter in that part of the world. The weather is typically sunny, with moderate annual precipitation. The former Incan capital Cuzco is in this region, as well as the Sacred Valley of the Incas. This region also contains Lake Titicaca, the world's highest navigable lake.¹




Figure 1-Sacred Valley

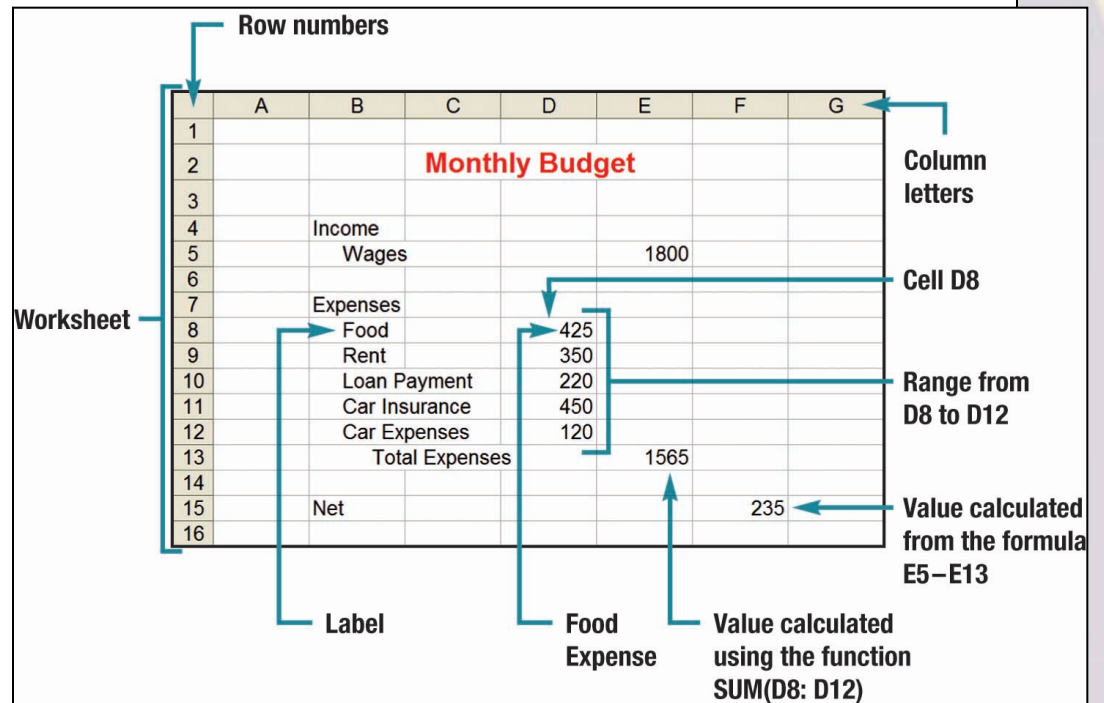
La Selva
La Selva, a region of tropical rainforest, is the easternmost region in Peru. This region, with the eastern foot of the Andes Mountains, forms the Amazon Basin, into which numerous rivers flow. La Selva is extremely wet, with some areas exceeding an annual precipitation of 137 inches. Its wettest season occurs from November to April. The weather here is humid and extremely hot.

Region	Annual Rainfall (Inches)	Average Temperature (Fahrenheit)
La Costa	2	68
La Sierra	35	54
La Selva	137	80

¹ Lake Titicaca is 12,507 feet above sea level.

Spreadsheets

- Programs that manipulate numeric data
- Spreadsheet programs
 - Microsoft Excel
 - Corel Quattro Pro
 - Lotus 1-2-3
 - Mac: Numbers



Spreadsheet Features

- **Workbook files**
- **Worksheet or spreadsheet or sheet**
- **Formulas**
- **Functions**
- **Analytical graphs or charts**
- **What-if Analysis**

Type	Function	Calculates
Financial	PMT	Size of loan payments
	PV	Present value for an investment
Mathematical	SUM	Sum of the numbers in a range of cells
	ABS	Absolute value of a number
Statistical	AVERAGE	Average or mean of the numbers in a range of cells
	MAX	Largest number in a range of cells
Logical	IF	Whether a condition is true; if true, a specified value is displayed; if not true, then a different specified value is displayed
	AND	Whether two conditions are true; if both are true, then a specified value is displayed, if either one or both are not true, then a different specified value is displayed

Spreadsheet Case

- [Creating a Sales Forecast](#)
- [Creating a Chart](#)
- [Analyzing Your Data](#)


Creating a Sales Forecast

Worksheets

Worksheets are used for a wide range of different applications. One of the most common uses is to create, analyze, and forecast budgets.

Text Entries

Text entries provide meaning to the values in the worksheet. The rows are labeled to identify the various sales and expense items. The columns are labeled to specify the months.

	A	B	C	D	E	F
1		 <p style="text-align: center;">Downtown Internet Café <i>First Quarter Forecast</i></p>				
2						
3						
4						
5						
6						
7		JAN	FEB	MAR	TOTAL	AVG
8	Sales					
9	Beverage	\$ 13,600	\$ 14,600	\$ 15,600	\$ 43,800	\$ 14,600
10	Food	\$ 7,100	\$ 7,300	\$ 7,400	\$ 21,800	\$ 7,267
11	Internet	\$ 4,000	\$ 4,300	\$ 4,500	\$ 12,800	\$ 4,267
12	Merchandise	\$ 3,100	\$ 3,200	\$ 3,300	\$ 9,600	\$ 3,200
13	Total Sales	\$ 27,800	\$ 29,400	\$ 30,800	\$ 88,000	\$ 29,333
14	Expenses					
15	Cost of Goods	\$ 6,950	\$ 7,300	\$ 7,600	\$ 21,850	\$ 7,283
16	Payroll	\$ 7,500	\$ 7,500	\$ 7,500	\$ 22,500	\$ 7,500
17	Computers	\$ 6,400	\$ 6,400	\$ 6,400	\$ 19,200	\$ 6,400
18	Lease	\$ 5,500	\$ 5,500	\$ 5,500	\$ 16,500	\$ 5,500
19	Marketing	\$ 1,000	\$ 1,000	\$ 1,000	\$ 3,000	\$ 1,000
20	Miscellaneous	\$ 1,500	\$ 1,500	\$ 1,500	\$ 4,500	\$ 1,500
21	Total Expenses	\$ 28,850	\$ 29,200	\$ 29,500	\$ 87,550	\$ 29,183
22	Income					
23	Net Income	\$ (1,050)	\$ 200	\$ 1,300	\$ 450	\$ 150
24	Profit Margin	-3.73%	0.68%	4.22%	0.51%	
25					Income Year-To-Date	\$ 450

Cells

Cells can contain labels, numbers, formulas, and functions. A cell's content is indicated by the row and column labels. For example, cell D15 contains a number for the Payroll expense expected for March.

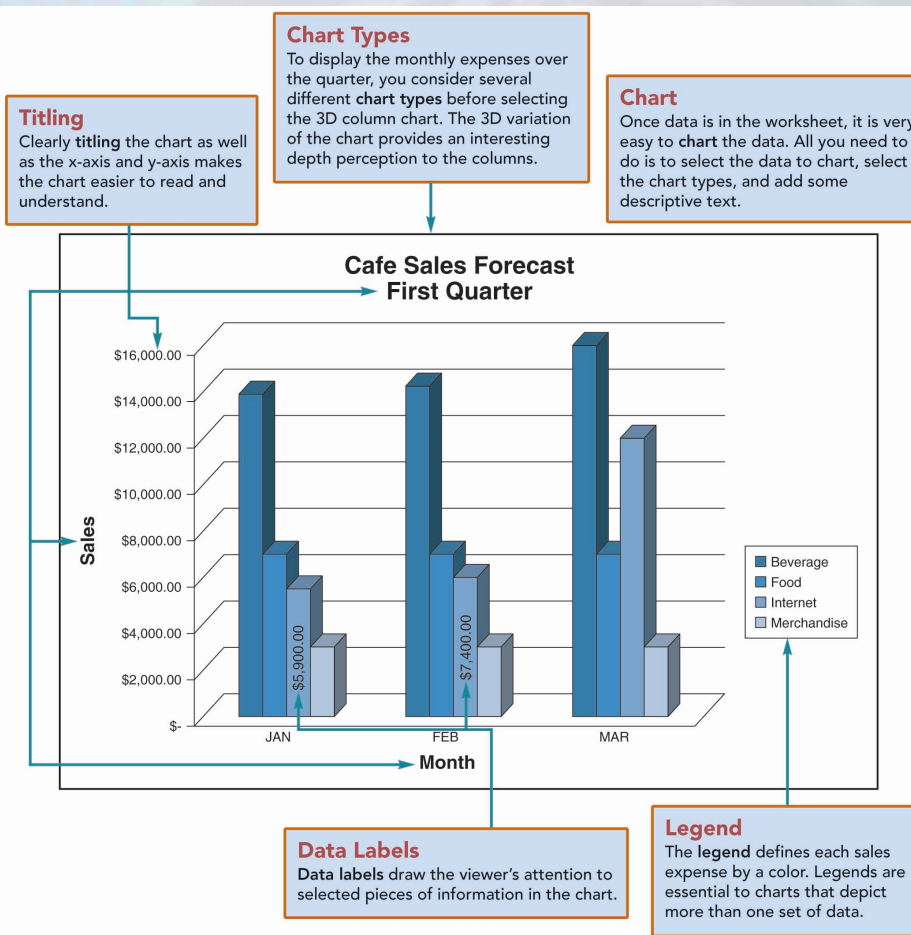
Functions

One advantage of using functions rather than entering formulas is that they are easier to enter. In this case, cell C20 (Total Expenses for February) contains the function SUM(C14:C19) rather than the formula = C14+C15+C16+C17+C18+C19.

Formulas

Formulas provide a way to perform calculations in the worksheet. In this case, Cell B22 (Net Income for January) contains the formula = B12 (Total Sales for January) - B20 (Total Expenses for January).

Creating a Chart



Analyzing Your Data

Workbook

The first worksheet in a workbook is often a summary of the following worksheets. In this case, the first worksheet presents the entire year's forecast. The subsequent worksheets provide the details.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Sales									
Beverage	\$18,000	\$17,500	\$17,200	\$18,039	\$17,940	\$19,074	\$10,993	\$9,059	\$12,909
Food	\$8,500	\$8,200	\$8,000	\$8,123	\$9,231	\$7,001	\$6,912	\$5,500	\$8,700
Internet	\$5,700	\$7,400	\$7,200	\$8,021	\$6,751	\$5,781	\$4,510	\$8,233	\$7,811
Merchandise	\$3,600	\$3,500	\$3,300	\$2,390	\$1,290	\$1,592	\$1,677	\$3,008	\$2,987
Total Sales	\$35,800	\$36,600	\$35,700	\$36,573	\$35,212	\$33,448	\$24,092	\$26,840	\$32,407
Expenses									
Cost of Goods	\$8,750	\$8,475	\$8,300	\$8,750	\$8,475	\$8,300	\$8,750	\$8,475	\$8,300
Payroll	\$9,398	\$8,700	\$8,100	\$9,398	\$8,700	\$8,100	\$9,398	\$8,700	\$8,100
Computers	\$6,400	\$6,400	\$6,400	\$6,400	\$6,400	\$6,400	\$6,400	\$6,400	\$6,400
Lease	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
Advertising	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Miscellaneous	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500
Total Expenses	\$33,048	\$32,075	\$31,300	\$33,048	\$32,075	\$31,300	\$33,048	\$32,075	\$31,300
Income									
Net Income	\$2,752	\$4,525	\$4,400	\$2,752	\$4,525	\$4,400	\$2,752	\$4,525	\$4,400
Profit Margin	7.69%	12.36%	12.32%	7.69%	12.36%	12.32%	7.69%	12.36%	12.32%
Quarter Profit Margin									
Income Year-To-Date									

Sheet Name

Each worksheet has a unique sheet name. To make the workbook easy to navigate, it is a good practice to always use simple yet descriptive names for each worksheet.

What-If Analysis

What-if analysis is a very powerful and simple tool to test the effects of different assumptions in a spreadsheet.

	JAN	FEB	MAR	TOTAL	AVG
Sales					
Beverage	\$18,000	\$17,500	\$17,200	\$52,700	\$17,567
Food	\$8,500	\$8,200	\$8,000	\$24,700	\$8,233
Internet	\$5,700	\$7,400	\$7,200	\$20,300	\$6,767
Merchandise	\$3,600	\$3,500	\$3,300	\$10,400	\$3,467
Total Sales	\$35,800	\$36,600	\$35,700	\$108,100	\$36,033
Expenses					
Cost of Goods	\$8,750	\$8,475	\$8,300	\$25,525	\$8,508
Payroll	\$9,398	\$8,700	\$8,100	\$26,198	\$8,733
Computers	\$6,400	\$6,400	\$6,400	\$19,200	\$6,400
Lease	\$6,000	\$6,000	\$6,000	\$18,000	\$6,000
Marketing	\$1,000	\$1,000	\$1,000	\$3,000	\$1,000
Miscellaneous	\$1,500	\$1,500	\$1,500	\$4,500	\$1,500
Total Expenses	\$33,048	\$32,075	\$31,300	\$96,423	\$32,141
Income					
Net Income	\$2,752	\$4,525	\$4,400	\$11,677	\$3,892
Profit Margin	7.69%	12.36%	12.32%	10.80%	
Income Year-To-Date				\$11,677	

Goal Seek

A common goal in many financial workbooks is to achieve a certain level of profit. Goal seek allows you to set a goal and then will analyze other parts of the workbook that would need to be adjusted to meet that goal.

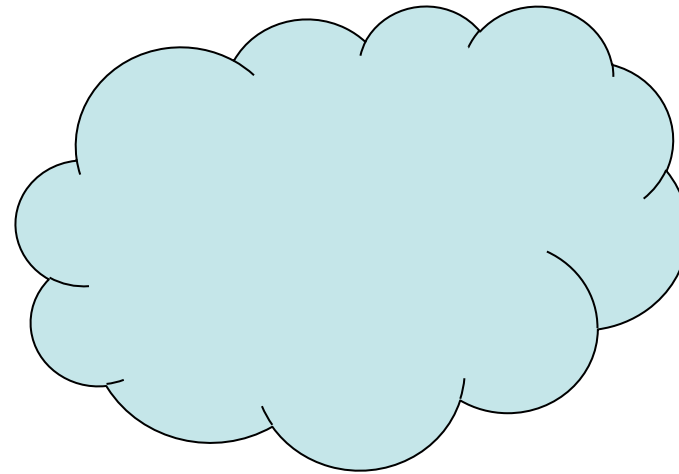
Database Management Systems (DBMS)

- A collection of related data
- Sets up a structure for data storage
- Database programs
 - Microsoft Access
 - Corel Paradox
 - Lotus Approach

ID	Last Name	First Name	Street Address	City	State	Zip Code	Phone Number	Photo
1125	James	Andy	240 S. Sea Dr.	Fort Myers	FL	33901-1500	(941) 555-9570	Okmap Image
1145	Montgomery	Tony	34 S. Ocean Ave.	Cypress Lake	FL	33505-0911	(941) 555-0572	Okmap Image
1154	Pate	Jan	360 E. Terrace Ln.	Fort Myers	FL	33901-1500	(941) 555-2211	Okmap Image
1195	Emery	Dorlene	1150 S. Wilson	San Carlos	FL	33894-1005	(941) 555-3211	Okmap Image
1199	Lynn	Chris	362 E. Ludlow Dr.	Lea	FL	33901-1400	(941) 555-0032	Okmap Image
1200	Rice	Ernaue	35 Palm St.	Cypress Lake	FL	33505-0911	(941) 555-0001	Okmap Image
1242	Smith	Steve	402 Taylor St.	San Carlos	FL	33894-1005	(941) 555-6864	Okmap Image
1243	Robson	David	890A Bryan Dr.	San Carlos	FL	33894-1005	(941) 555-6866	Okmap Image
1118	Sutton	Lisa	4380 S. Hayden Rd.	Lea	FL	33901-0000	(941) 555-1900	Okmap Image
1200	Latimer	Plym	380 Maple Dr.	Fort Myers	FL	33901-1500	(941) 555-3805	Okmap Image
1219	Potorsky	Mico	872 E. Sherrin	Fort Myers	FL	33901-1500	(941) 555-9178	Okmap Image
1220	Reddie	Suzanne	302 S. Parkway Dr.	Lea	FL	33901-1800	(941) 555-1191	Okmap Image
1234	Rail	Folly	87 E. Aurora Ave.	Cypress Lake	FL	33505-0900	(941) 555-9797	Okmap Image
1238	Delano	Charles	3902 W. Southern Ave.	Lea	FL	33901-1800	(941) 555-6351	Okmap Image
1239	Walker	Aaron	78 Thomas Rd.	San Carlos	FL	33891-1000	(941) 555-2222	Okmap Image
1280	Sherry	David	727 S. College Rd.	Cypress Lake	FL	33505-0900	(941) 555-7794	Okmap Image
1289	Thomas	Jennifer	773 S. Laurel St.	San Carlos	FL	33891-1000	(941) 555-8986	Okmap Image
1282	Flynn	Alicia	208 S. Spycamore	Lea	FL	33901-0000	(941) 555-9832	Okmap Image
1248	Hambrecht	Yvonne	889 Solana Dr.	San Carlos	FL	33891-1000	(941) 555-6226	Okmap Image
1218	Reddie	Miah	800 W. Campus Dr.	Fort Myers	FL	33901-1500	(941) 555-1128	Okmap Image
1219	Baker	Ellen	208 N. Pal St.	San Carlos	FL	33891-1000	(941) 555-7788	Okmap Image
1286	Stewart	Valerie	30 University Dr.	Fort Myers	FL	33901-1500	(941) 555-1846	Okmap Image
1270	Baker	Jeff	847 S. Forest St.	Fort Myers	FL	33901-1500	(941) 555-7788	Okmap Image
1276	Baker	Greg	80 E. Riverside Ave.	Cypress Lake	FL	33505-0911	(941) 555-4486	Okmap Image
1277	Th	Eggs	7907 Forest Ave.	San Carlos	FL	33891-1000	(941) 555-1089	Okmap Image

Database Features

- **Relational**
- **Tables**
 - **Records**
 - **Fields**
- **Record sorting**
- **Queries**
- **Forms**
- **Reports**



Database Case

- Creating a Database
- Creating a Query

Creating a Database

Primary Key

The **primary key** is the unique employee identification number. You considered using the last name field as the primary key but realized that more than one employee could have the same last name. Primary keys are often used to link tables.

Fields

Fields are given field names that are displayed at the top of each table. You select the field names to describe their contents.

Table

Tables make up the basic structure of a relational database with columns containing field data and rows containing record information. This table records basic information about each employee, including name, address, and telephone number.

Record

Each **record** contains information about one employee. A record often includes a combination of numeric, text, and object data types.

ID	Last Name	g Code	Phone Number	Photo	
0728	Roman	01-1555	(941) 555-9870	Bitmap Image	
0745	Matsumoto	05-6911	(941) 555-8372	Bitmap Image	
0754	Pario	01-1555	(941) 555-2321	Bitmap Image	
0755	Ernster	91-1605	(941) 555-3211	Bitmap Image	
0765	Lamm	01-7468	(941) 555-8332	Bitmap Image	
0839	Ruiz	05-6911	(941) 555-0091	Bitmap Image	
0843	Smith	Brent	4321 Toledo St.	San Carlos FL 33891-1605 (941) 555-6464	Bitmap Image
0943	Robson	David	8584 Bryan Dr.	San Carlos FL 33891-1605 (941) 555-6666	Bitmap Image
1151	Sutton	Lisa	4389 S. Hayden Rd.	Iona FL 33101-0093 (941) 555-1950	Bitmap Image
1200	Lettow	Ryan	368 Maple Dr.	Fort Myers FL 33301-1555 (941) 555-2805	Bitmap Image
1219	Polonsky	Mitch	8701 E. Sheridan	Fort Myers FL 33301-1555 (941) 555-1018	Bitmap Image
1223	Reddie	Suzanne	932 E. Parkway Dr.	Iona FL 33101-7468 (941) 555-1191	Bitmap Image
1224	Rath	Kathy	87 E. Aurora Ave.	Cypress Lake FL 33205-0093 (941) 555-9797	Bitmap Image
1234	Delano	Gordon	8943 W. Southern Ave.	Iona FL 33101-7468 (941) 555-8201	Bitmap Image
1235	Walker	Aaron	76 Thomas Rd.	San Carlos FL 33891-1605 (941) 555-2222	Bitmap Image
1236	Stacey	David	737 S. College Rd.	Cypress Lake FL 33205-0093 (941) 555-7784	Bitmap Image
1238	Thomas	Jennifer	773 E. Laurel St.	San Carlos FL 33891-1605 (941) 555-4956	Bitmap Image
1242	Player	Allison	234 S. Sycamore	Iona FL 33101-0093 (941) 555-5532	Bitmap Image
1244	Hemstreet	Karen	999 Solano Dr.	San Carlos FL 33891-1605 (941) 555-6325	Bitmap Image
1251	Reddie	Mark	900 W. Campus Dr.	Fort Myers FL 33301-1555 (941) 555-1139	Bitmap Image
1261	Burke	Ellen	234 N. 1st St.		
1266	Stueland	Valerie	34 University Dr.		
1270	Bader	Jeff	947 S. Forest St.		
1273	Sabin	Greg	90 E. Rawhide Ave.		
1277	Thi	Erona	7867 Forest Ave.		


Form

Like printed paper forms, electronic **forms** should be designed to be easy to read and use. This form makes it easy to enter and view all employees' data, including their photographs.

Employee Data Form

First Name: Employee ID:

Last Name: Hire Date:

Street: Photo: 

City:

State:

Zip Code:

Phone:

Gender:

Birth Date:

Record: 35 of 69

Creating a Query

Query

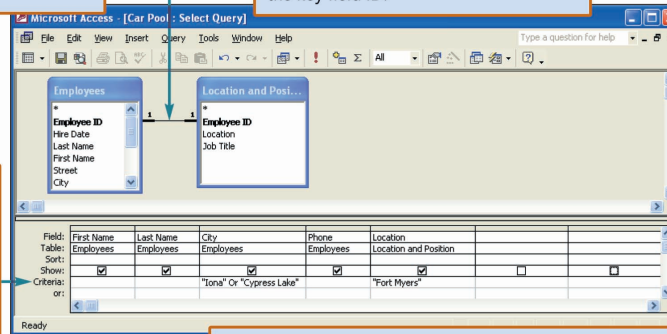
Your **query** requests the names, addresses, and telephone numbers of all employees living in Iona or Cypress Lake who work in Fort Myers.

Joined

Since the query involves two tables, they must be linked or **joined** by common fields. You chose to link the tables by the key field ID.

Criteria

The query **criteria** to produce the car pool list require that both the Employees table and the Location and Position table be consulted. The criteria identify all employees who work at Fort Myers and live either in Iona or Cypress Lake.



Report

From a variety of different **report** formats, you selected this format to display the names, addresses, and telephone numbers of all employees who might commute from either Cypress Lake or Iona to Fort Myers.

Iona to Fort Myers Car Pool Report

Sorted

To make the report easier for employees to locate their name and the names of others, you **sorted** the query results alphabetically by last name.

Last Name	First Name	Street Address	City	Phone
Delucchi	William	950 S. Terrace Dr.	Cypress Lake	(941) 555-8195
Fromback	Lisa	320 Redcoat Dr.	Cypress Lake	(941) 555-0110
Lawrence	Nicole	433 S. Gaucho Dr.	Iona	(941) 555-7656
Lopez	Nina	4290 S. Alameda Dr.	Cypress Lake	(941) 555-1746
Martin	Cathy	75 Brook Lane Dr.	Iona	(941) 555-7893
Schiff	Mark	2365 Cliff Ave.	Cypress Lake	(941) 555-8795
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Presentation Graphics

- Programs that create visually interesting presentations
- Presentation programs
 - Microsoft PowerPoint
 - Corel Presentations
 - Lotus Freelance Graphics

Become an Animal Angel



Animal Rescue Foundation

Topics of Discussion

- How Does the Foundation Help?
- Foundation History
- Why animals are abandoned
- Who are Animal Angels
- How Animal Angels help
- How you can help



Presentation Graphics Features

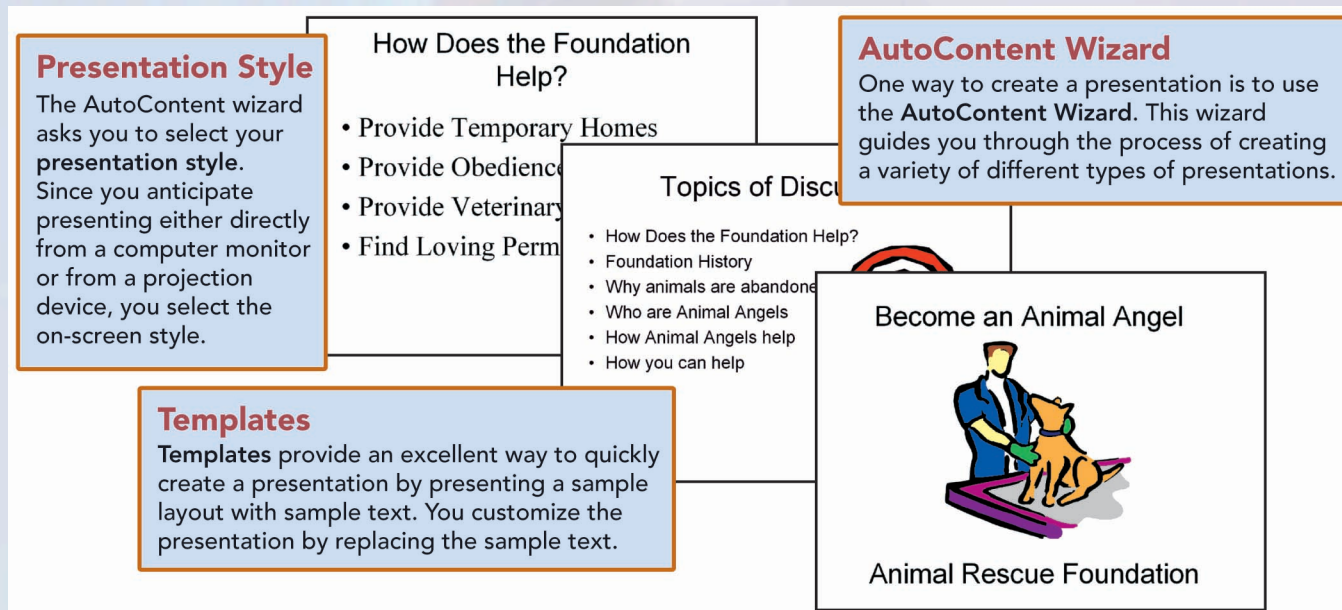
- **Slides**
- **AutoContent wizard**
- **Design templates**
- **Master slide**



Presentation Graphics Case

- Creating a Presentation
- Updating a Presentation

Creating a Presentation



Updating a Presentation

Design Templates

To make your presentation more professional and eye-catching, you select a **design template** and apply that template to your entire presentation.

Master Slide

The **master slide** helps to compare different design templates quickly. By making a single change to this slide, all slides in the presentation are changed.



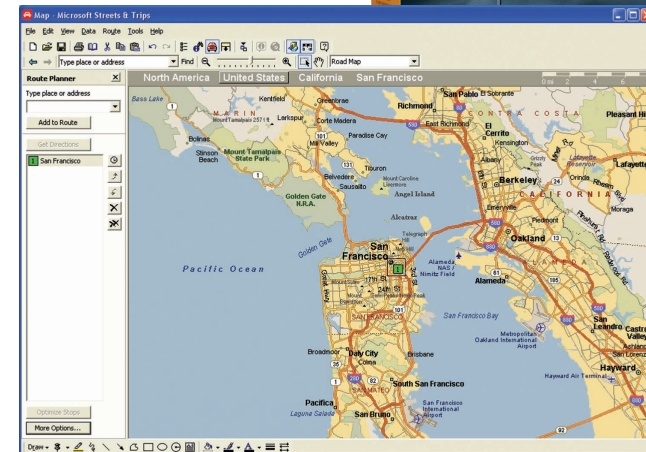
Integrated Packages

- **A single program that provides the functionality of several widely used programs**
 - Popular with many home users
 - Classified as personal or **home software**
- **Advantages: cost, simplicity**
- **Disadvantage: limited functions**
- **Popular packages are Microsoft Works & Apple iWork**



Software Suites

- **Collection of separate application programs sold as a group**
- **Four types of suites**
 - **Productivity suite or Business suite**
 - **Personal suite or Home suite**
 - **Specialized suite**
 - **Utility suite**



Careers In IT

- **Computer trainers instruct new users on the latest software or hardware**
- **Attributes**
 - **Good communication skills**
 - **Teaching experience**
 - **Detail oriented**
 - **IT Experience**
 - **Comfort speaking to groups is a plus**
- **Earning potential of \$26,000 to \$54,000 annually**



A Look to the Future

- **Agents will help write papers, pay bills, and shop on the internet**
 - Intelligent programs
 - Primitive agents currently exist
 - Microsoft and “Clippy”
 - Next Generation



Discussion Questions (Page 1 of 2)

- **Explain the difference between general-purpose and special-purpose applications.**
- **Discuss the common features of most software programs. Describe the new interface introduced with 2007 Microsoft Office.**
- **What is the difference between a function and a formula? How is a formula related to what-if analysis?**

Discussion Questions (Page 2 of 2)

- **What are presentation graphics programs? How are they used?**
- **What is the difference between an integrated package and a software suite? What are the advantages and disadvantages of each?**