

TRACCE PROVA ORALE

SET

1. In alternativa
 - a. Processi di registrazione ed accreditamento studenti in ESSE3
 - b. Data Manipulation Language, Data Definition Language, commit, grant e revoke
2. In alternativa
 - a. Full text di prodotti della ricerca in IRIS IR catalogo: gestione, accesso, embargo, licenza, sfruttamento, ecc
 - b. Descrivere cosa fa il seguente codice python

```
df_cd1=pd.read_csv('cd1.csv')
ls1=[]
for row in df_cd1.itertuples():
    ls1.append(row.COD_CD1)
dir=os.scandir('/Users/fabrizio/Documents/PW/dataset/test3/')
ls2=[]
for file in dir:
    if re.search('^d',file.name):
        id_cd1=file.name.split('_')[0]
        ls2.append(int(id_cd1))
ls3=list(set(ls1) - set(ls2))
```

Brano in inglese da leggere e tradurre:

What is the definition of a user manual?

A user manual is a technical communication document intended to give assistance to people on how to use a product. A good user manual assists users on how to use a product safely, healthily and effectively.

[...]

Besides the primary goal of a user manual (to assist a user), secondary goals could be creating a better user experience and meeting legal requirements.

A user manual consists of textual visual information (illustrations, screenshots, tables etc.) to assist the user in completing specific tasks.

The user plays the central role when drawing up a user manual. A well-drafted user manual only provides that information that is relevant for the intended user of the product.

The user manual should contain both procedural information (step-by-step instructions) and conceptual information (information the user needs in order to understand procedural information).

A good user manual is concise and uses jargon-free language. A good user manual should answer HOW and WHAT questions. They should contain information about what happens if a task is not done correctly.

In some cases, a product is intended to be used by different types of users. Typical user types are the end-user, installer, maintenance engineer and operator. Each user type needs a different approach in terms of language to be used, the tone of voice and provided conceptual information.

Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un programma di fogli di calcolo

SET

1. In alternativa
 - a. Firma elettronica U-Sign: descrivere il processo di firma.
 - b. Interazione tra HTML e JavaScript

2. In alternativa
 - a. Titulus: workflow di firma delle determine direttoriali
 - b. Descrivere cosa fa la seguente istruzione SQL

```
CREATE TABLE dipendenti (cod_fis varchar(16) PK,
nome varchar(256),
cognome varchar(255),
email varchar (255));
CREATE UNIQUE INDEX i_email ON dipendenti(email);
```

Brano in inglese da leggere e tradurre:

Step 10 Have Your User Manual Reviewed

Philip has now created the draft version of his user manual, using the user manual template. We call this version the textual content design.

As Philip has a business partner and a developer with in-depth technical product knowledge, I asked Philip to let them review the work so far.

Both his business partner and the developer provided feedback. Philip used this feedback to optimize the user manual.

Action: Send the draft version of the user manual to anyone within your team who might be able to deliver feedback. Ask them to combine all feedback into one document before sending it back to you. This stimulates discussion of your team members and prevents disagreement at a later stage.

Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un programma per la videoconferenza

SET

1. In alternativa
 - a. Schede bibliografiche prodotti della ricerca: descrizioni ed esempi in IRIS
 - b. Classi (proprietà, componenti – attributi, metodi) nella programmazione ad oggetti

2. In alternativa
 - a. Gestione dell'offerta didattica in U-GOV ed ESSE3
 - b. Descrivere il funzionamento della query

```
INSERT INTO Docenti (CF, Nome, Cognome, Ruolo,
Data_assunzione)
select CF, Nome, Cognome, Ruolo, Data_assunzione
from Persone
where assunto = 1;
```

Brano in inglese da leggere e tradurre:

Step 7 Download and Prepare the User Manual Template

Now Philip can start the actual creation of his user manual.

I asked him to adjust the table of contents of the template according to his own table of contents. Without removing and mandatory elements of course...

Do you remember from step 4 that I asked to start the numbering of the sections with chapter 4? Once you download the user manual template doc yourself, you will see that a few standard chapters have been added, as well as some appendices.

Action: To adjust the user manual template:

If you want to work with the free template:

1. Download the free user manual template for MS Word.
2. Change the section headings according to your own ToC. **NOTICE** Do not adjust the Table of Contents. The table of contents can be updated automatically once you have adjusted the section headings.
3. Add the mandatory content as determined in step 6 of your manual.
4. If applicable, modify sections 1-3 and the appendices according to your own needs.

Or use one of our paid templates that contain all mandatory content, like Philip did.

Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un gestore di file condivisi (google drive, onedrive, ...)

SET

1. In alternativa
 - a. Gestione delle immatricolazioni e delle iscrizioni annuali in ESSE3
 - b. Clausole di una select nel linguaggio SQL
2. In alternativa
 - a. Valutazione dei progetti in IRIS AP
 - b. Descrivere cosa fa il seguente codice python

```
dir=os.scandir('/Users/fabrizio/Documents/PW/dataset/ingestion')
for file in dir:
    if not 'estrazione_esami' in file.name:
        continue
    else:
        f=open(file, "rt")
        data=f.read()
        data=data.replace('basi di dati;', ' basi di dati,')
        f.close()
        f = open(file, "wt")
        f.write(data)
        f.close()
```

Brano in inglese da leggere e tradurre:

Step 3 Creating Topics for Your User's Problems

Start with identifying the problems that your user(s) might encounter during the lifecycle of the product and that s/he wants to solve. Typical problems might include: installing the product, using the product, using the product safely, maintaining the product and disposing of the product.

If the problem is too complex, you could break it down into chunks.

I asked Philip to identify the problems and solutions that his user might encounter during the product lifecycle. In order to do so, I created another template for Philip. In the left column of the Lifecycle tab, the stages of a product's lifecycle are mentioned. These are derived from the international standard for user instructions, the IEC/IEEE 82079. Our user manual templates are compliant with this standard.

On the Lifecycle [ISOVOX] tab you see how Philip adjusted the lifecycle to his own product.

Action: Use this template and the instructions on the first tab to identify the problems your user might have during the lifecycle of your product and present their solutions.

Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un programma di scritture file pdf

SET

1. In alternativa
 - a. Protocollazione e conservazione in TITULUS
 - b. Web Service: API, SOAP, REST, JSON, XML, interoperabilità di sistemi complessi
2. In alternativa
 - a. Il ciclo attivo in UGOV Contabilità
 - b. Descrivere cosa fa la seguente istruzione SQL

```
UPDATE dipendenti x
set dipartimento =
(select dipartimento
from mobilità
where mobilità.cod_fis = dipendenti.cod_fis);
```

Brano in inglese da leggere e tradurre:

Step 6 Determine the Legal Content

Dependent on the market where your product is placed in or put into service, and dependent on the product group your product belongs to, specific legislation applies to your product.

In general, the legislation requires that your product is 'safe' and therefore gives general safety requirements your product should meet.

These requirements also include requirements on the content of your user manual and safety instructions. In order to sell your product in a specific market, you should make sure that your user manual complies with these requirements.

These two articles below will tell you how you can find out exactly which legislation applies to your product for the European and U.S. market and what the requirements are for your user manual. Pro tip: when there is a Declaration of Conformity available already, you can find the applicable directives in there.

- How to Create Compliant Manuals for the EU
- How to Create Compliant Manuals for the US

Philip didn't need to conduct these steps, as the template he used already contained the legal content as required by the relevant directives.

For his product, it means that the following information is required for the user manual for his product:

EU (relevant CE marking directives: LVD, EMC, RoHS, WEEE, REACH):

- The user manual should be translated to the language(s) of the country where the product is sold.
- The user manual should describe the intended use of the product.
- The user manual should describe the reasonably foreseen unintended use of the product.
- If applicable, non-compliance in residential areas should be mentioned.
- The type, batch or serial number or other element allowing the product's identification should be mentioned on the product. If the product is too small this can be placed in the user manual.
- The name, registered trade name or registered trademark and the postal address should be mentioned on the product. If the product is too small this can be placed in the user manual.
- A risk analysis should be conducted to determine the residual risks related to the use of the product. Safety information shall be provided in order to inform the user of measures to be taken.

- WEEE information shall be included
- Information on packaging waste shall be included.

Besides this legislation, there also is an international standard for user manuals, the IEC/IEEE 82079-1:2019. This standard has been harmonised in the EU. Compliance with harmonised standards provides a presumption of conformity with the corresponding legislation!

I have also created an IEC 82079 checklist that can be used to double check that your user manual complies with this standard.

Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un programma per la gestione della posta elettronica

SET

1. In alternativa
 - a. Gestione dei libretti studente in ESSE3: appelli, liste, verbalizzazione, ecc.
 - b. Uso di "group by" e "having" nel linguaggio SQL
2. In alternativa
 - a. Gestione progetti in U-GOV CO
 - b. Descrivere cosa fa il seguente codice python

```
dir = os.scandir('c:\\log\\shibb')
list_log=[]
for file in dir:
    if not '.json' in file.name:
        continue
    else:
        print(file.name)
        file_j=gzip.open(file, 'rb')
        for line in file_j:
            json_dict = js.loads(line)
            if '@' in json_dict['username'] and
json_dict['username'].split('@')[1]=="studenti.unipr.it":
                log=({'data':json_dict['Data'],
                    'ip_address':json_dict['IP remoto'],
                    'user_name':json_dict['username'],
                    'servizio':json_dict['service_provider_name']})
                list_log.append(log)
        file_j.close
```

Brano in inglese da leggere e tradurre:

What formats does a user manual have?

User manuals can be provided in either a paper format or as an electronic document (PDF or placed online or on-device in HTML). The user manual template is an MS Word document that can be printed or placed online.

User manuals can be created using a variety of tools. Each tool has its own advantages and disadvantages. I will mention the most common tools below:

	Advantages	Disadvantages
Word	Easy to learn User manual template can be set up easily	Less suitable for large documents No reuse of content possible
Indesign	High degree of design freedom	Content changes may require many extra DTP hours
CMS (technical authoring & publishing solutions)	Reuse of content All in one solution Omni-platform publications Contains default user manual templates	High learning curve

While drafting a user manual with help of the User Manual Template, it can be handy to have some good examples. Through the following links you can download a user manual sample for documentation:

Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un programma di videoscrittura

SET

1. In alternativa
 - a. Gestione delle tasse e contributi in ESSE3
 - b. Uso di Join nel linguaggio SQL: uso, tipologie, esempi, ecc.
2. In alternativa
 - a. Gestione delle attività di public engagement in IRIS
 - b. Descrivere cosa fa il seguente codice python

```
dir1=os.scandir('/Users/fabrizio/Documents/PW/dataset/test/TS/')
dir2=os.scandir('/Users/fabrizio/Documents/PW/dataset/test/TS_LAV/')
lista_1=[]
lista_2=[]
for f1 in dir1:
    if re.search('^d',f1.name):
        id_cd11=f1.name.split('_')[0]
        lista_1.append(int(id_cd11))
for f2 in dir2:
    if re.search('^d',f2.name):
        id_cd12=f2.name.split('_')[0]
        lista_2.append(int(id_cd12))
print('lista_1')
print('lista_2')
```

Brano in inglese da leggere e tradurre:

Step 2 Identify the User(s) of Your User Manual Template

Ok, so now Philip has some basic knowledge about user manuals. Let's dive into the details and actions.

When you want to write a manual that helps your user to solve problems, you first need to define who your user is. This can be done by creating a user profile, also named a persona.

With a persona, you make some reasonable assumptions about the characteristics of your user. This is not only useful for creating your user instructions, but it is an essential element at the start of the development

of any product! As an educated industrial design engineer, this is how we started all our design assignments.

When checking the ISOVOX website, I didn't even find a clear description of their intended users. That's why I asked Philip to define his users and answer questions like:

- Who is the user of your product?
- Is the product used professionally or mainly privately?
- What other technical experiences do they have? What describes the user?

I have created a template that contains the questions. I asked Philip to fill out the template.

You can use the template yourself to determine who your user is. Please note that the second tab also contains Philip's answers, so you have an example of how the sheet could be used.

Action: Use the template to describe your user(s).

I am a HUGE fan of visualizing things. So if you want to take defining your user one step further, I would suggest you visualise your user in the form of a persona. When creating a persona you are giving your user a name, age et cetera, so it becomes a real person that represents your user. Quesito in relazione all'utilizzo delle applicazioni informatiche più diffuse:

1. Descrivere funzionamento e scopo di un programma di presentazione