

Dr.SNS RAJALAKSHMI COLLEGE OF ARTS AND SCIENCE
(Autonomous)

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Coimbatore- 49



**DEPARTMENT OF COMMERCE WITH INFORMATION
TECHNOLOGY**

21UCI507 -Business Information Technology
Software - System software and Application software

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Software refers to a set of **programs and instructions** that tell the computer what to do.

- Software is **intangible** (cannot be touched)
- Hardware is useless without software
- Software controls and manages hardware

Examples:

MS Word, Windows, Google Chrome, Tally, Photoshop

There are **two main types of software**:

1. System Software

2. Application Software

Flow:

Software



System Software → Controls the system

Application Software → Used by users

Both are essential for the working of a computer.

Operating System (OS) is the most important system software.

It performs:

- File management
- Memory management
- Process management
- Device management

Examples:

- Windows
- Linux
- Android
- macOS

Without OS, the computer **cannot work.**

In a college computer lab:

System Software:

- Windows OS
- Printer driver
- Antivirus

Application Software:

- MS Word – typing
- Excel – marks
- Chrome – research
- PowerPoint – seminar

Both work together to help students.

QUIZ (QUICK KNOWLEDGE)



1. Which of the following is a system software?

A) MS Word B) Windows C) Excel D) Tally

2. Which is application software?

A) Linux B) Chrome C) Driver D) OS

3. Which software controls hardware?

A) Application B) System C) Both D) None

Answers: 1-B, 2-B, 3-B

Scenario:

ABC Bank uses computer systems for daily operations.

The system includes:

System Software:

- Windows Operating System
- Printer and Scanner Drivers
- Antivirus Software

Application Software:

- Banking Management System
- ATM Software
- Loan Processing Software

These programs help bank employees to:

- Open accounts
- Deposit & withdraw money
- Issue ATM cards
- Maintain customer records

Empathize

Interview a bank customer or employee and identify the problems faced while using the **banking software system**.

Examples: Slow loading, difficult interface, long processing time.

Define

Write the problem statement:

“Bank users face difficulty in _____ because _____.”

Reflection Questions



Ideate

Suggest **5 improvements** to the existing banking software.

Examples:

- Simple user interface
- Fast transaction processing
- Biometric login
- Multi-language support
- 24/7 chatbot help

Prototype

Design a **simple screen layout** for an improved banking application.
(Include: Login → Dashboard → Transfer → Receipt)

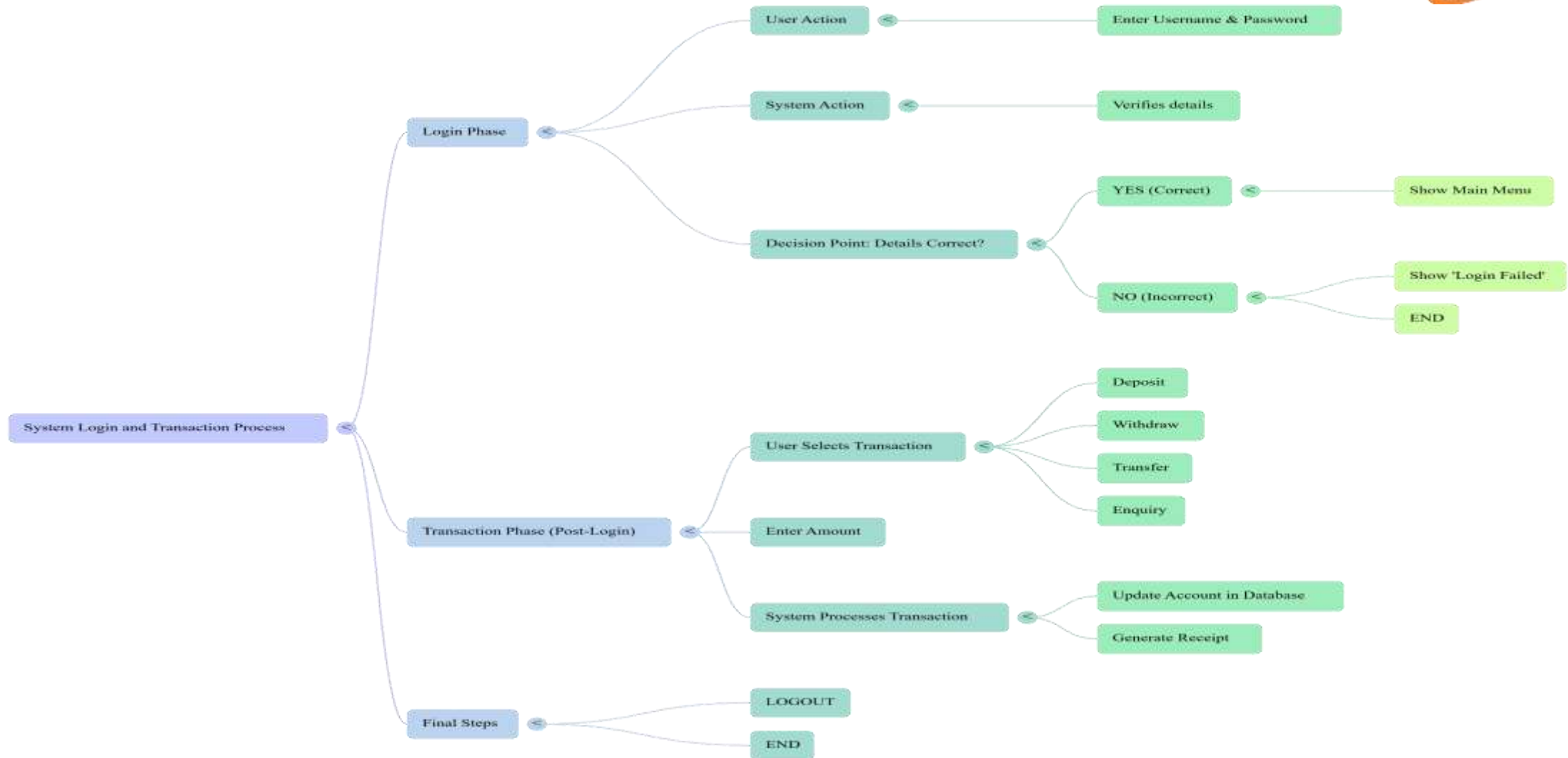
Test

Show your design to classmates and collect feedback for improvement.

Outcome:

By completing this activity, students will understand how **software design affects banking services and customer experience.**

Key Takeaways



**Next Topic:
Word processing**

