SAMPLE NO. 2

Delivering information

This type of email *notifies* readers; no specific action is sought.

Most common blunders

- Not factoring into your approach how busy the reader is.
- Delivering too much (or unnecessary) information.
- Making the information difficult to read, difficult to skim.

ORIGINAL EMAIL

SUBJECT: System Service Release — Key milestones

Please be advised that the next Systems Services Release for Legacy is scheduled for June 9. U9 test region testing will begin on Monday, May 5. A4 acceptance region testing will begin on Monday, May 19. Roll into production is scheduled for the weekend of Saturday, June 7.

Should you have any questions and/or concerns, please contact me. Within the next two weeks, you will begin to receive meeting invitations and supporting documentation for this release.

Thank you for your time and attention.

REVISION

SUBJECT: System Service Release — Key milestones (FYI)

I'm writing to alert you to the milestones for the next Systems Services Release for Legacy, which is scheduled for June 9.

Within the next two weeks, you will begin to receive meeting invitations and supporting documentation for this release.

The key milestones:

- **U9 test region** - Testing begins Monday, May 5.
- **A4 acceptance region** - Testing begins Monday, May 19.
- **Roll into production** - Scheduled for the weekend of Saturday, June 7.

Should you have any questions or concerns, please contact me.

Thank you for your time.

Include in your "SUBJECT:" line the initials "FYI," which signal to your reader the informational nature of the message, i.e., that no action is being sought.

*State the **purpose** of your message simply and directly.*

Never bog down your opening with technical detail. Save the details for the body of your message, where they can be properly structured for easy digestion.

*Structure the details of your information for easy scanning. Here readers can **skim** the topics, pausing only on items they need to be aware of and skipping the rest.*

*Make certain your information follows a **logical sequence.** Notice that the sentence Should you have any questions... is best positioned at the **close** of the message, which looks toward the future, next steps.*

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