



To: Anita Lotta-Help

From: Ima Star

Date: Monday, September 8, 2014

Re: What's in a Memo?

Anita,

I understand you are asking about what topics should be included in the memos. Here is what I think. No need for pleasantries (although humor here is often appreciated). Make sure that Anita knows you know what question will be addressed. Remember that we all work for TRU, so this is OUR network, not Anita's.

Recommendation

This section tells Anita exactly that you think TRU needs to do to answer the question (where you say something like "I think TRU should implement x."). Do not fill this section with the justification for your recommendation. That comes in the background section. Do not list the options, just your recommendation.

Background

In this section you detail all of the possible options that you want to discuss in this memo, including all of the pros, cons and other considerations. This is the justification for why you recommended the solution above. You should make use of inline citations (Kumar, 2014). Or you can make use of footnote or endnote¹ citations. Web based citations should be clickable (so Anita can straight to the source if she wants). It doesn't matter which format you use but please be consistent within the memo.

Resources

Kumar, R "How to Write a Memo," standard citation format goes here 2014

¹ Kumar, R "Inserting Citations", retrieved 9/08/14 from http://www.depaul.edu/document_html