

Injects

Monday, February 12, 2024 7:47 PM

Print ng:

- Refer directly to the person the inject addresses –like CIO or CEO, Executive

Team

- Only use 'to whom it may concern' when no one is specified
 - We DO NOT need an opening line that says 'to...' Because we have the 'To: ' in the header
- Subject should be 'response to (inject name)' 'This memo shall serve as a response to ...' or 'this memo shall document the teams process to ...'
- DO NOT say 'below, see ...' INSTEAD say 'please see image (num) below ...'
- If you are providing examples, show **important, front-facing** services
- Explain the steps you took to meet requirement Ex- 'to improve QoS, we began by adding IP tables with specific rules...'
- Provide validation for why you chose something –Ex why we use MD 5 encryption- when possible
- Don't use acronyms unless you must AND ensure you explain what they mean –Ex. QoS, SASE, SSO
- When referring to Controls say something like
 - 'based on our business, we assed the **likelihood** of **risk** to be x, and **impact** to be y...'
 - 'We have selected x **controls** from y **families**
 - Ex. - if we are putting in 2fa were hitting IA family
- ! • Use spell check
- Signoff = 'Please contact us if you have any questions. Thank you, (enter) Team xx'
- DO NOT use acronyms **unless** you will refer to them multiple times
 - Acronyms should be written as follows: Ex. Quality of Service (QoS)

- **Minimize** use of technical terms, use simplest technical terms -Ex. Say

network traffic not packets

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Remember that you are writing to BUSINESS people, write like these

people know nothing about technology

Images:

- ! • When you send photos for evidence to Carolina WRITE OUT WHAT YOU DID
SO SHE CAN COPY/PASTE IT
- Caption your images
- DO NOT say 'below, see ...' say 'see below for ...' or 'find attached ...'

Structure:

- ! • NO SINGLE-LINE PARAGRAPHS
- Start with background Make bullets one line if at all possible
- End with a summary of what you did and why –Ex, 'we believe we (met requirement xxx) by implementing (xxx) '
- Be consistent, pick a lane and stay in it –Ex. Commit to bullets beginning with verbs
- ! • Have someone review the memo outside of people working on inject
- White space!!

Template:

To:

From:

Date:

Subject: This memo shall...

Background

The thing we did

Conclusion

Sign-off

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