ONLINE SYSTEMS SOLUTIONS

your virtual company with real solutions

# Style

# Guide

## Preface

Online Systems Solutions aims to present an accessible and responsive image in the area of customer service. It is therefore important that all documents originating from Online Systems Solutions are clear, concise and use consistent styling. Maintaining a consistent look and feel to all our documents is an integral part of our corporate image – the public face of the work we do.

Good writing assists in saving time and money and helps to ensure that everyone's job is easier. It also helps to ensure that our business is portrayed in a positive light.

Always keep your audience in mind when writing to ensure that you communicate as clearly and effectively as possible.

## Purpose

This style guide aims to promote clear and concise writing and the use of consistent styles in all documents produced by Online Systems Solutions.

## Responsibility

It is the responsibility of all members of staff to ensure that documents produced by Online Systems Solutions conform to the standards given in this guide.

# Documents

### Fonts

All text should be in 12pt Arial font or similar. The use of bold or decorative fonts should be used only where it is required to add emphasis to the content.

Ensure that the font styles are consistent throughout the entire document.

### Headings

Word styles should be used for all headings so as to provide a structure to the document. Headings should be used to break the document up into ideas.

### Lists

Numbered and bulleted lists should be created using list formatting and not manually created.

### Headers / Footers

Headers and footers should be used in all documents, unless otherwise stated, and include such things as your name, page numbers and document titles.

### Table of Contents

All report style documents should contain an automatically created table of contents that includes page numbers.

### Margins

Page margins should be set appropriately - standard margins of 2.5cm top and bottom and 3cm left and right margins are recommended.

### Tables
Tables should be used wherever appropriate to present information in an easy to read format. Tables should be introduced in the text to define its relationship to the content.

### Figures, Images and Graphics
Where figures, images or other graphics are used to portray content they should be properly introduced in the text.

### Use of Logo
The Online Systems Solutions logo should be used on all documents where appropriate to identify the origin of the document.

### Filenames
When saving files ensure they are saved with a descriptive filename that clearly identifies the purpose of the document.

Eg: Online Systems Solutions requirements summary could be named as *OSS_reqs_summ.doc*

### General rules
- avoid using text boxes within documents
- avoid multi-column layouts unless specified
- all images, charts and graphs should have a description
- ensure all documents are checked for spelling, grammar and punctuation before submission
- use Word styles wherever possible as they are time saving and produce consistent results

### Letterhead
Online Systems Solutions letterhead should be used for all official external correspondence. The letterhead has our logo on the top right hand corner with contact details directly below. The letterhead should only be used on the first page when letters are longer than one page.

## Reports
As a minimum all reports should contain the following:

- A cover page
- A Table of Contents
- Executive Summary
- Introduction
- Report body
- Conclusions

- Recommendations
- References / Bibliography

Please refer to the separate document “Report Writing” for further information.

## Contracts

Contracts including service level agreements should ensure they contain a sign off area for all stakeholders to the agreement.

## Assignments

The following guidelines apply for written assignments throughout the course.

- All assignments should be word processed.
- Assignments should have a cover sheet which includes the topic name, the assignment task, your name and student number.
- A table of contents should be included where appropriate
- A bibliography or reference list should be included where necessary. All quotations and references, including websites, should be clearly identified
- Text should be one-and-a-half or double spaced.
- A font and size should be chosen that can be easily read
- Each page should contain the topic and project task in the header section, your name and the page number in the footer section.
- Headings should be used as appropriate.