You are the IT department at a hospital The users of the main program used for registration, treatment, and billing are using shortcuts to get their job done faster but the shortcuts are circumventing the logging behavior in the system. As a result, you no longer have an audit trail on who scheduled, treated, and changed billing for the patients.

1- Compose an inappropriately phrased memo explaining to the staff why they shouldn't shortcut the steps. Once again, this should be done with an arrogant tone of "We're right and you're wrong". Feel free to fill in the blanks on the story above if you need more details. I'm interested in the memo.

“Cutting corners is the most pathetic thing you can do in the professional workplace... WE (professionals) built this to work a specific way, and how dare you try to jeopardize our art. THis has taken hours and hundreds of dollars to construct, all to be thrown out the window because sissy sally didn't want to click her mouse a few more times. There are built in short cuts, called HOTKEYs, figure them out or don't waste your time in my system. I will be taking this to the highest level of authority and make sure everyone involved is reprimanded correctly. These are the darkest days of this company and I will not stand for working with co-workers that have an IQ of a paper bag.”

2- Compose a memo the proper way.

“It has come to our attention that some data is lacking in our system. Specifically the information on “who” scheduled, treated, and changed billing for the patients. After looking into the issue, we realized some users are using their own “shortcuts” to be more efficient. Although it takes less time, this is jeopardizing our data and we are losing important information. We highly recommend not using these until we have issued our own solution to make this process smoother.”