

**Drake University
Computer Information Systems
Communication Policy and Guidelines**

Policy

All Campus Information Systems official communication regarding service changes or problems must be communicated to the impacted constituents via a blueView targeted announcement. Communication should allow as much time as possible and feasible for users to plan for changes. In the case of problems or outages, the communication should be sent as soon as CIS personnel become aware that the problem exists.

Purpose

- To avoid user confusion over whether or not the communication is phishing or spam.
- To ensure all impacted university constituents get consistent communication regarding the applications supported by CIS.

Guidelines

All announcements should include the following:

- Include the date of the problem or change in the subject line.
- A summary of the change or problem in non-technical terms.
- How the change or problem impacts the user in non-technical terms.
- The date, time and duration of the service change or problem.
- If the communication is regarding a problem, communicate that CIS is working on it and let users know when the problem will be resolved if known.
- Information on any work-around the impacted user can use during the change or problem if a work-around exists.
- How to receive additional information if there is or will be any available. Please note that if the announcement is regarding a problem you should indicate in the announcement that you will be posting another announcement when the problem is resolved. Make sure the follow-up announcement is posted.
- Sign your name, title and contact information.

Urgent announcements may be followed up via e-mail at the discretion of the Chief Information Technology Officer, Director of Computer Information Systems or Director of Computer and Network Services however an e-mail should never be sent unless a targeted announcement has first been placed. Management will also make the determination whether an e-mail should be sent in lieu of a targeted announcement in the event that blueView is not available.