



HOW & WHEN TO USE A MEMO

Standards and best practices for writing memos for ITS staff and faculty

WHEN TO WRITE A MEMO

Use a memo to communicate important official messages to mass groups within an organization. Examples include:

- Informing employees about organizational, policy or process changes
- Providing an update on key projects or goals
- Announcing staffing updates such as new hires and retirements

WHAT TO INCLUDE IN A MEMO



Memorandum

To: All ITS staff
From: Jane Doe
Subject: Staff update
Date: Oct. 3, 2022

Dear ITS staff,

I'm very pleased to announce that John Smith is joining the Information Technology Services team as Project Manager of Information Technology. His first day will be Nov. 7, 2022.

As Project Manager, John's responsibilities will include planning and developing project ideas, monitoring progress and ensuring stakeholder satisfaction for the ITS division.

John comes to us with more than 10 years of experience, having expertise in the IT and information security fields.

Please join me in extending a heartfelt welcome to John Smith as he begins his journey at ITS.

Jane Doe, Manager
 Information Technology Services
 University of Toronto

Information Technology Services
 University of Toronto

A header with the official ITS logo.

Indicate that the message is a memorandum (memo).

Identify the memo details including who is receiving it.

Include all relevant information and a call to action.

Address your audience and include a descriptive introduction.

Sign off with your name, title, department and email address.