

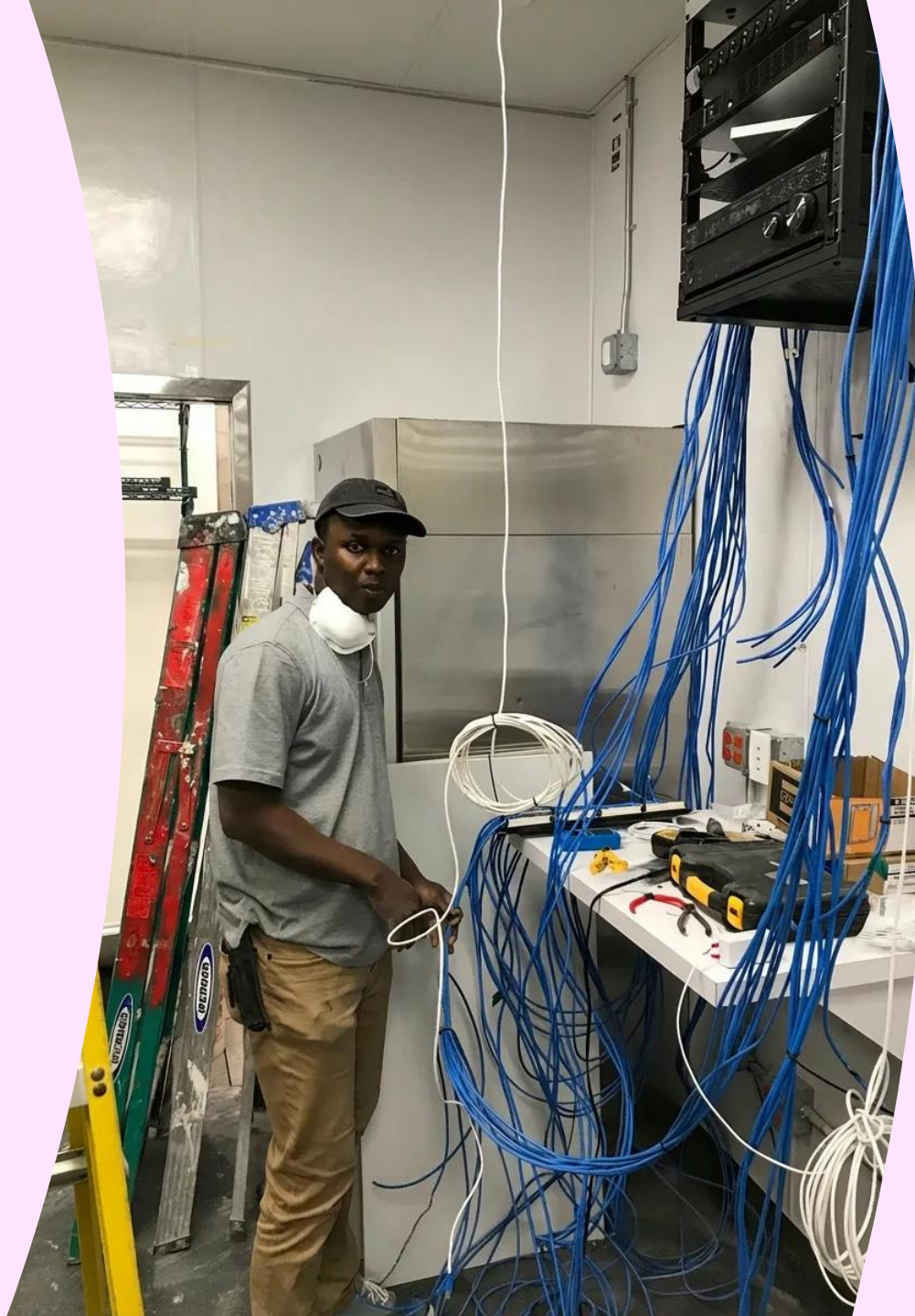
Bridging the Gap: Technical Writing in IT Management

Lessons on Status Reports and Technical Instructions

Presenter: Kawsu Sillah | Senior IT Manager &
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Why Technical Writing Matters in IT



Over 18 years managing enterprise IT infrastructure (125+ locations).

The Reality: Elite technical skills fail without clear communication.

Poor writing causes delayed projects, confused staff, and offline hardware.

Today's Agenda:

1. Designing Clear Status Reports
2. Writing Actionable Technical Instructions

Visual Design & Consistency

- *"Good visual design and legible display largely determine how and what your online document communicates."* (Textbook, pg. 149)
- *"Use consistent Design Throughout."* (Textbook, pg. 150)



The "Wrong" Way: Burying the Lead

- ❖ **Passive Voice:** "Permit to be acquired by GC" causes confusion.
- ❖ **Buried Risks:** Critical delays (power loss) hidden at the bottom.
- ❖ **Inconsistent Design:** Misaligned bullets and spacing

Status Reports

6/21/2023

Wednesday, June 21, 2023 9:41 AM

All - Here are the agenda items for this afternoon's meeting.

Projects in progress:- NROs

Chopt - Mamaroneck ***

- IT installation Date:- 5/2 - 5/3/2023 - A confirmed Return visit for one-day install - Waiting for permanent power - revisit - on hold

Dos Toros - Chinatown ***

- Low Voltage pre-wiring - 5/23/2023 - **Complete**
- Final Low Voltage Termination Date:- TBD - Matt will provide next week
- IT installation Date:- TBD - Matt will provide next week

Dos Toros - Dupont Circle

- Low Voltage pre-wiring - 6/27/2023 - Shannon will speak with Kosmo to provide the confirm date.
- Quote for the installation: Shannon will check - **Complete**
- Final Low Voltage Termination Date:- TBD
- IT installation Date:- TBD
- Confirm CAT 6 cable: Regular
- Low voltage speaker & VC:-Kawsu sending speakers to 3b2
- Permit to be acquired by:- GC will provide the permit - Complete

Risk*: All projects**

- High** - Mamaroneck: Waiting on permanent power to complete the installation
- High** - Permitting delays - DT - Chinatown - **Complete**

Note:

Other Projects

- Menu Board Upgrades Project 1--
 - Return visit is required for the Short Pump location (during the Richmond location) to realign the mounts
 - Review the plan to re-adjust to the correct dimension
 - Kickoff meeting starting: **Complete**
 - Update the Telemetry TV PC installation guide - Kawsu - **Complete**

The "Right" Way: Clear Hierarchy

✓ **Executive Summary:** Critical Risks moved to the very top.

✓ **Scannable Hierarchy:** Bold locations, clear "Complete/Pending" status.

✓ **Active Voice:** "Kawsu compiling store list" clarifies ownership.

WEEKLY NRO IT STATUS REPORT

Date: 02/07/2025 | Prepared by: Kawsu Sillah, Senior IT Manager

CRITICAL RISKS (EXECUTIVE SUMMARY)

- **Mamaroneck:** IT Installation on hold; awaiting permanent power.
- **Chinatown:** Permitting delays resolved; ready for next phase.

PROJECT STATUS: NEW RESTAURANT OPENINGS (NRO)

- **Chopt - Mamaroneck:** > * IT Install: Postponed (Awaiting permanent power)

Dos Toros - Chinatown:

- Low Voltage Wiring: **Complete**
- IT Install Date: Pending confirmation from Matt (Expected next week)

Dos Toros - Dupont Circle:

- Quotes & Permits: **Complete** (GC acquired permit)
- Low Voltage Wiring: Pending confirmation from Kosmo

OTHER IT INITIATIVES

- **Menu Board Upgrades:** Telemetry TV PC installation guide complete. Realigning mounts at Short Pump.
- **Telemetry OS Upgrades:** 3b2 hardware quote approved. Kawsu compiling store upgrade list.

Technical Instruction - Writing for the End- User



- *"Be Brief, Address Readers directly, Use the Active Voice, Write simple sentences..."* (Textbook, pages 150-151)
- **The Reality:** Busy restaurant managers do not have time to decode IT jargon.
- If instructions are dense, hardware stays offline and businesses lose money.

Printer error

Reply All

#9219

10 Feb 11:44 AM

Dos Toros IT

00:00:00

10 CONVERSATIONS

RESOLUTION

TIME ENTRY

ATTACHMENT

ACTIVITY

WD

10 Feb 01:49 PM (12 days ago)

Hi, The cable ethernet light is on, turned it off and on same with the browser but it's not printing anything on the assembly side. the expo side is working perfectly

On Tue, Feb 10, 2026 at 12:14 PM

wrote:

10 Feb 12:14 PM (responded in 25 minutes)

Please try the following steps.

- Turn off the printer and wait for 30 seconds.
- Close the browser/dash app on the device.
- Turn on the printer and wait for 1 minute.
- Open the browser/dash app back to Dash
- Test print and let us know if that works.

Please ensure the device is connected to DASH or DT Private only if the iPad is not hardwired and confirm you are connected to the correct printer set. If there is an ethernet option, please turn the Wi-Fi off. The printer continue to crash if both the Wi-Fi and ethernet are turned on.

The "Wrong" Way: Dense & Confusing

- **Information Overload:** Stringing multiple conditional statements together ("only if", "if there is").
- **Buried Warnings:** The most critical danger ("The printer will continue to crash") is hidden at the very end.
- **Result:** The user remained confused and the printer stayed broken.

The "Right" Way: Brief & Direct

- **Front-Loaded Warnings:** Critical crash risks moved to the top.
- **Simple Sentences:** Short, numbered steps for the reboot process.
- **Direct Formatting:** Bolded "IF/THEN" bullet points for Wi-Fi vs. Ethernet.

Please try the following steps to reset the printer:

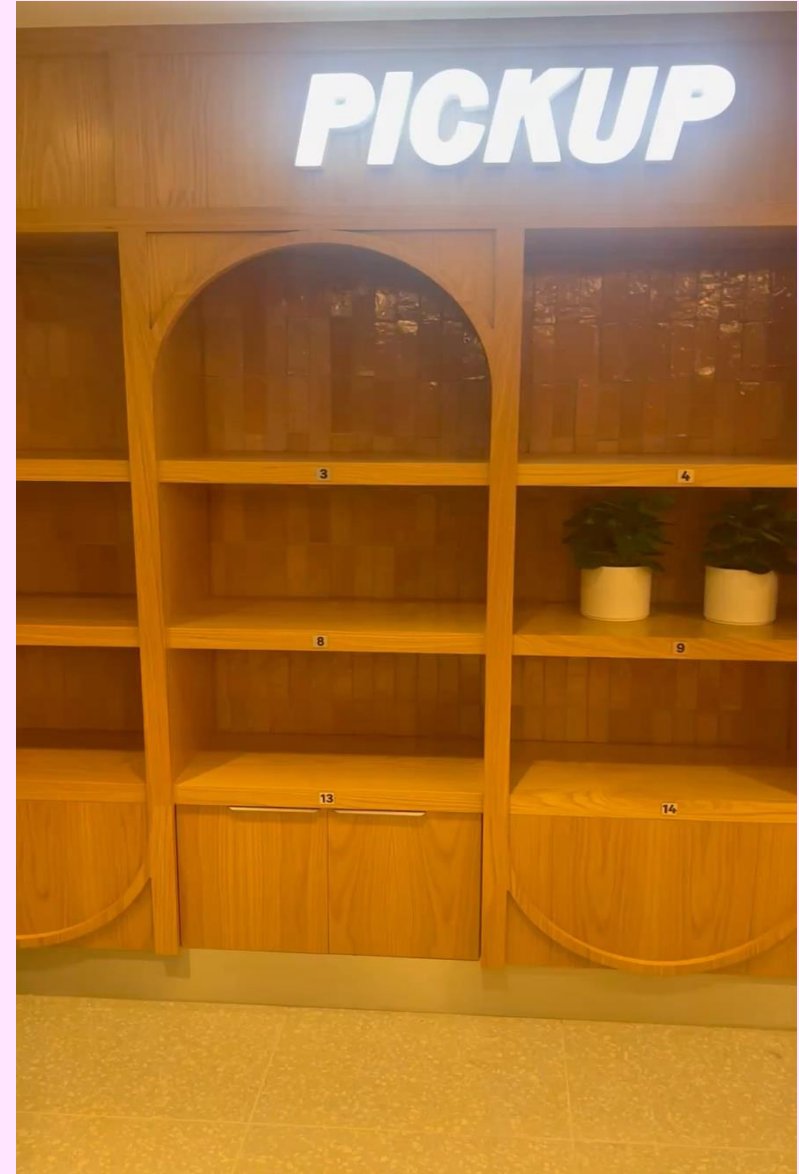
1. Turn off the printer and wait 30 seconds.
2. Close the Dash app on the iPad.
3. Turn the printer back on and wait 1 minute.
4. Open the Dash app and test print.

CRITICAL NETWORK CHECK: The printer will crash if both Wi-Fi and Ethernet are turned on at the same time. > * If using an Ethernet cable: Turn the iPad's Wi-Fi OFF.

- **If NOT using a cable (Wireless):** Ensure the iPad is connected ONLY to the "DASH" or "DT Private" Wi-Fi networks.

Bridging IT and Business

- Technical writing is a core business survival skill.
- Clear reports keep executives aligned and budgets on track.
- Clear instructions keep end-users confident and hardware operational.
- Thank you for your time.



Works Cited

Graves, Heather, & Graves, Roger. (2020). *A concise guide to technical communication* (1957th, 1958th ed.). broadviewpress.
<https://broadviewpress.com/product/a-concise-guide-to-technical-communication/#tab-key-features>

References drawn from:

- Chapter 2 & Chapter 3
- Chapter 9 & Chapter 10 (Specifically pages 148-151)