

E-mail Guidelines



Properly Presenting the Organization's Image in E-mails

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949.296.8380 • 949.756.0029 Fax • 2850 Red Hill Ave • Suite 110 • Santa Ana, CA 92705
www.picktrg.com

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Introduction

Technical Resource Group (TRG) has created this document in order to provide professional electronic mail (e-mail) guidance for organizations that have an e-mail system. As soon as an employee has an e-mail account they become an ambassador of the organization. The organization's credibility, level of professionalism and principles will be judged by how employees communicate with others via e-mail. Dismissing the impact of proper e-mail usage is to consciously make the choice to be thought of as unprofessional, impolite and/or uneducated. As an employee, if you appear to lack proper e-mail etiquette it could result in the loss of business for your organization.

E-mail Usage

Organization Property. While using an organization's e-mail system, you are using official organization property. Although you might have an individual employee e-mail account set up, it is all the property of the organization. The organization's management and e-mail administrators have the ability to read any and all e-mail messages. Usually organizations have, and will use, the right to monitor and/or restrict the use of their e-mail system if it is determined that the e-mail system is being abused by an employee or by multiple employees.

Common Sense. Do not send anything by e-mail that you do not want to be read by every other employee. If you are unsure whether or not you should send an e-mail, then trust your common sense and do not send it.

Seek Permission. Keep in mind that all organization e-mail is considered to be copyrighted by and the property of your organization. If you receive an e-mail from a fellow employee do not post it to a public list or forward it to an outside party, in whole or in part, without the permission of the organization and the author of the e-mail.

Destination Unknown. Be aware that there is a potential for people other than your intended recipient to read your e-mails. Sometimes software problems, or user errors such as inadvertently selecting the wrong recipient, can cause an e-mail intended for one person to be mistakenly sent to someone else.

Hackers. Although your organization might have security in place to prevent hackers from reading your e-mails, be aware that there is always a slim chance that the e-mail system will experience problems with hackers. Also, your outgoing e-mails may be sent to the e-mail systems that do not have security in place.

Basic E-mail Rules

To avoid being put into a potentially confrontational situation with a fellow employee, customer, vendor or outside consultant, the following basic e-mail rules should be used:

Use care when writing e-mails. Pay attention to grammar and always proofread & spell check your e-mails before sending. By doing so, you will ensure that your recipients will be able to read and comprehend the main topics of your e-mails. (See the Spell Check and Proofreading section)

Limit your use of upper-case letters. Upper-case lettering is perceived as shouting in e-mails. Never use all uppercase lettering when writing an e-mail. You only want to use upper-case lettering when stressing an important point, but always use CARE when doing so.

Never send e-mails without a comment regarding why. Indicate whether you need your recipient to respond or if you're just providing them information that requires no action on their part.

Clearly identify your recipient(s). Before sending an e-mail make sure that everyone that will need to know the information you are providing are included in the recipients list. If there is a primary recipient, be sure to list that person in the "To" section and clearly construct your e-mail for that person. Remember to use care when copying others. (See the E-mails to Groups section)

Provide specific information when requesting help. Leaving out key details when requesting help could cause undue frustration for the recipient. However, be careful to avoid being too wordy when constructing your e-mail. (See the Concise E-mails section)

Never e-mail personal information. You must avoid providing your own personal contact information as well as the personal contact information of others without their specific permission to do so.

Avoid commenting on grammar or punctuation. Although you may be providing the information with the best intentions, some people may not see your true intentions and end up feeling embarrassed or insulted. Be careful to make sure that your recipient will understand your intentions before sending comments regarding grammar or punctuation.

Use the Return Receipt (RR) function only when necessary. Save this function for important business issues. RR should be reserved for those instances where it is critical to

knowing the e-mail was opened. Remember that an opened e-mail does not mean it was read.

Abbreviations

It is recommended that you use abbreviations sparingly because you should always write your e-mails as clearly and precisely as possible. When constructing your e-mails remember to carefully choose which abbreviations to use and when to use them. Universally recognized abbreviations like FYI (For Your Information) are acceptable abbreviations to use. You should avoid using other obscure abbreviations like IMHO (In My Humble Opinion). Many organizations have established abbreviations that are recognized by their fellow employees that may not be recognized by people outside of their organization. Remember to try to avoid using internal abbreviations when writing to someone outside of your organization.

Business Tool

Your organization provides an employee an e-mail account because it is a necessary tool in today's professional working environment.

It is known that jokes and other light-hearted e-mails exist and are sometimes forwarded to your business e-mail account. While your organization strives to create a comfortable working environment for you, it is desired that you do not send or forward inappropriate non-business e-mails from your business e-mail account.

After reading, or not reading, those types of light-hearted e-mails, you should simply delete them. No response is the kindest way of telling someone to stop sending you those types of e-mails. However, a courteous request to stop sending non-business related e-mails is appropriate in cases where non-responses have not been enough of a hint.

The following three (3) reasons are just some of the reasons why an organization does not want those types of e-mails sent from organization e-mail accounts:

- By doing so you may fill up fellow employees, customers, vendors, or outside consultant's inboxes and cause other important e-mails to bounce.

- They are unprofessional.

- Some jokes or light-hearted e-mails end up offending people. There have been cases where people have chosen to end a business relationship and have sought legal action due to receiving a joke e-mail that they determined to be offensive.

Concise E-mails

Be aware that most of your business associates are the recipients of a large amount of e-mails throughout the workweek, so please be respectful of their time. Please keep your e-mails focused on a specific point and, above all, written in a business professional manner.

If you need to discuss an extremely large volume of information with a business associate, it is better to call them on the telephone or meet them in person and then write a follow up e-mail recapping the main topics covered in the meeting. Remember, e-mail is a tool to enhance overall communication and not the replacement for the telephone or a face-to-face meeting.

Contact Information

Employees should include their business contact information in their e-mail messages. Information such as your title, organization name, and the organization website address should be provided. You may also want to consider including your e-mail address as a courtesy to your recipients.

Please consider creating a standard signature file. Signature files created in your e-mail account automatically appear at the end of every e-mail you send. Remember that providing contact information or signatures that are too long is considered unprofessional, so limit the number of lines to five lines. Good judgment must be used when adding quotes like, "Always look on the bright side of life" to your contact information or signature. Take care to ensure that the quote will not potentially be viewed as offensive due to different political views, ideologies, beliefs, philosophical views, sense of humor or any other reasons. If you are unsure if your quote may be found as offensive, then use common sense and do not add it to your contact information. If you wish to add a quote, remember to keep it as brief as possible.

E-mail Conflicts

Usually organizations urge their employees to AVOID participating in negative e-mail exchanges (flames) that go outside the ethical business principles expected from employees. Responding to flames does nothing to help your organization promote its professionalism.

If you receive a rude e-mail and a response is necessary, feel free to seek the advice of the organization's management to help you decide on an appropriate response or other course of action.

Never get involved in personal conflicts with a business associate and always construct your e-mails as proper business etiquette would dictate.

If you ever mistakenly offend someone, provide a sincere apology to the offended person as soon as you realize your mistake. It is imperative that you learn from your mistake to ensure that you do not make the same mistake again.

E-mail Folders

Try to break the habit of printing e-mails before you read them and instead give yourself enough time to read and sort your e-mails accordingly. Then simply place your e-mails into your outlook folders and store them there until you need them. By doing this simple step you will be saving the cost of paper and printer maintenance. Remember that e-mail usage should lessen the need for paper and not increase the need for it.

E-mails to Groups

In most cases the e-mails that you send from your organization's e-mail account will be to a select group of individuals that are working together on a specific project. Those group members will most likely already know each other's e-mail addresses. Those individuals will also understand and authorize the listing of their e-mail addresses in the projects e-mail recipient list so the other members, that do not already know their e-mail address, will be able to view it.

But there are rare occasions when you will send an e-mail to a group of people that are not working together on a specific project. In those situations, organizations usually recommend that you list all of the recipients e-mail addresses in the Blind Carbon Copy (BCC) field. This will allow for each recipient to get a copy of the e-mail and the other e-mail addresses will not be seen. Your organization and you are to always respect the privacy rights of your business associates.

If it is necessary to list every e-mail addresses in the Copy field to be seen by all the other recipients, then you must seek authorization before you do so. Allow your business associates to decide for themselves whom they want to have their e-mail address and you should never make that decision for them.

Emoticons and Punctuation

Emoticons are attempts to show facial expressions in e-mails by using different keys on the keypad. Some more familiar emoticons are J L :-p :-D, etc. Most organizations PROHIBIT the use of emoticons in e-mails sent from the employees e-mail account because they are not recognized or accepted as proper business writing tools.

Usually organizations request that you follow standard grammar principles when writing e-mails and avoid using unnecessary punctuation. Emphasizing a point should be clearly read in what you have written. Do NOT attempt to add emphasis by putting an excessive number of exclamation points or other keyboard characters at the end of a sentence. To do so is unnecessary & unprofessional.

Formatting

Use caution when formatting your e-mails. Bolding text or adding colors to text may make your e-mail hard to read. Customers, vendors and outside consultants that are on older e-mail software may not be able to read overly formatted e-mails.

If you feel the need to use any type of formatting, please do so cautiously.

Most organizations recommend the use of plain text for e-mails. Most organizations PROHIBIT the use of background colors and patterns.

Greetings

Most organizations understand that when our business associates read an employee's e-mails perception is reality. Always remember to care about how you will be perceived before you send an e-mail because you are representing your organization and its professional appearance.

Understand that your organization's e-mail account is a serious communication tool, so you should never forget about being courteous or friendly. Your e-mails must always show respect for the human being you are communicating with.

To just blurt out demands or questions in an e-mail to a fellow employee or business associate without a simple greeting is considered an absolutely rude act. You must start your e-mail with a cordial and business professional greeting. Know that it is never trivial to open your e-mail properly and cordially when writing to a business associate.

Proper Requests

Your organization might recommend that if you send an e-mail requesting assistance or asking a question of a business associate, that you always show the common courtesy to thank them in advance and end your e-mail appropriately. Forgetting to do so may cause you to be viewed as impolite and domineering.

Try to include statements such as, "I always appreciate your assistance," when requesting help from someone. By including appreciative statements in your request you will most

likely inspire the person receiving your request to respond a little faster and to look forward to working with you and your organization again.

Always sign your name at the closing of your e-mail. Never send an e-mail without typing your name because it will be viewed as impersonal. (See the Signatures section)

When you receive a response e-mail from the person that has taken time to help you, take a moment and send a reply e-mail thanking them for their assistance. A simple, "Thank you very much for helping me," is a professional act and is always appreciated.

Replying

Most organizations require prompt replies to e-mails because that is the proper professional action. You do not want business partners to ever wonder if you have received their e-mails or if you are ever going to respond to them. Make it your responsibility to always reply to your e-mails in a timely manner.

If you are sent a complicated e-mail, or one that will take more time than usual to reply to, it is appropriate to send a simple response acknowledging your receipt of the e-mail and that it is your intention to respond in greater detail as soon as you can.

Never send a one-word reply to an e-mail. That type of reply is always viewed as rude. The recipient will see you as believing that your time is more important than theirs and that could lead to the loss of a business associate and a friend. Please remember to make communicating with you a pleasant experience for your fellow employees, customers, vendors and outside consultants.

Most organizations recommend that you always edit your replies. Never just hit reply and then start typing. Instead, focus on only responding to the main points of the original e-mail so the recipient will not have to look for your response amid a large volume of text.

When you reply to an e-mail, remember that you always provide enough information in your edited responses so your recipient will have a complete understanding of your reply.

The following example can be used as a guideline to properly edit replies:

...causing our sales process to be out-dated.

I agree and will begin developing a new sales process this week.

...found the list of addresses for our prospects.

That's great because I have been looking for that list for some time. May I have a copy?

Sending Large Files

When sending large business files that are over 100,000 bytes, most organizations recommend that you compress or "zip" those files and have the recipient's permission before sending. Be sure that they have the right software to view the file you are sending. Large files can quickly fill up inboxes and cause other e-mail to bounce. They also take quite a long time to download, so use care when sending them. You do not want your business associates to have to wait several minutes to open files sent from you. If you are unsure how to properly compress your file, contact the e-mail administrator to assist you.

SPAM E-mail

You may get a SPAM (non-business related / junk) e-mail sent to your organization's e-mail account trying to sell you a product or service. If you get a SPAM e-mail, delete it and do NOT reply to it. Some SPAM e-mail will tell you that you can remove your e-mail address from their list by requesting your removal. Do NOT follow those instructions. Remove lists are not real and if you reply to a SPAM it will result in the number of SPAM e-mails increasing as your e-mail address will be resold to other companies.

Spell Check and Proofreading

Most organizations require that you spell check your e-mails and proofread for errors before you send it to a customer, vendor or outside consultant. You may even want to seek out a fellow employee to proofread critical e-mails you are intending to send outside of your organization. Understand that proper e-mail communication is crucial to establishing and continuing your business relationships. It is also a direct reflection of your credibility as an organization and you as a business professional.

Your e-mails must be readable and written in complete sentences, regardless of who the intended recipient is. Always write clearly, properly and without errors. Capitalize your sentences and use appropriate punctuation.

Never send an e-mail to a business associate without spell checking and proofreading it first, even if you have an established relationship with them. You should NEVER feel that because a business relationship has developed over a long period of time that you do not have to care about your grammar. If you take that attitude, and send out a poorly written e-mail, you will have insulted them by deciding that they are not worth the time to

communicate properly with. This would be a strong indication of your lack of professionalism and a very poor reflection of your organization.

Telephone vs. E-mail

You should never expect to get an immediate response to your questions or issues when you send an e-mail because unlike a telephone conversation, e-mail is NOT an interactive means of communication. When you send an e-mail you will sometimes get a quick response but most often it takes some time before you get a response.

Most organizations recommend that if you need an immediate response to something, do not solely rely on e-mail. Instead, you should pick up the telephone and try to speak with that person directly whether it is a fellow employee, customer, vendor or outside consultant.

Remember that although your organization stresses the importance of prompt replies to e-mails, as discussed in the Replying section of this document, it is important to understand that not all of your business associates adhere to the same standards as you do.

Threads

A good definition of an e-mail "Thread" is that it is the continuing subject line that connects different e-mail messages together. When you send an e-mail and your recipient responds by commenting on the subject contained in your e-mail, their response will have begun to establish the thread for every subsequent e-mail to follow.

Remember that maintaining a thread is important because it makes it easy for the e-mail participants to have a clear understanding of what the subject line is. Once a thread has been established you should keep that thread going until a final resolution has been obtained. NEVER create a new e-mail, if a thread is ongoing, because it will end the connection by eliminating the previous e-mail entries. Instead, use the reply or reply all option to continue the thread.

Titles

Choosing the right greeting when constructing an e-mail can sometimes be complicated and each situation should be tailored to the individual you are writing to. At the very least you should always open your e-mail with a basic warm greeting such as Greetings, Dear, Hello or Hi, before you address the person.

Choosing a proper title to address your e-mail recipient by (Mrs. Miss. or Jane) is also very important. To help you determine a proper title, please use the following options as a guideline:

If you always formally address a person (Miss/Mrs./Ms./Mr.), then you must address them in the same manner in your e-mail.

If you always address a person by their first name then it is appropriate to leave off the formal title.

Whenever you are unsure, use the formal title.

Virus Warnings and Protection

Your organization should PROHIBIT the forwarding of virus warnings unless instructed by your e-mail administrator to do so. Most e-mail virus warnings are not real so please delete those e-mails and do not forward them.

E-mails that recommend that you delete files on your computer need to be brought to the attention of the e-mail administrator immediately.

Never open .exe files attached to e-mails without checking with the e-mail administrator, even if the e-mail comes from someone you know. That person may not know that their system is infected with a virus. Also, an e-mail may look like it is from an associate but it is an e-mail created by a virus.

If you believe you have an e-mail containing a virus, immediately contact the e-mail administrator. Only warn associates after your administrator has confirmed that you have a virus on your system and you have inadvertently passed it on.

Unfortunately, it is possible to get a virus without opening an e-mail. You may want to consider turning off the preview option in your e-mail account to avoid certain e-mail viruses from infecting your system.

Your organization probably has taken the following steps to insure virus protection:

The active virus protection program is always "ON". This will catch any viruses as they are being downloaded so they can be quarantined and cannot infect your system. The virus patterns are automatically updated daily. The virus software has a scheduler that tells your computer to do this automatically. Insure your system is protected from the latest viruses as soon as they have been discovered.

Warning

E-mails sent from your e-mail account that include slanderous wording, vulgar wording, verbal harassments, extremely foul language, obscenities, threatening or abusive language and statements that are deemed offensive based on race, religion, or sexual orientation are strictly prohibited and may result in disciplinary action up to and including immediate termination of employment.

Who can help?

Not all organizations can implement e-mail guidelines on their own. Therefore, a knowledgeable, responsible company should be used. Selecting the best company for instructing the use of e-mail is an important decision for your organization. It should be someone you trust, is agreeable to work with, and is experienced.

Conclusion

E-mail is a mission critical area for most organizations. E-mail from your organization is how most outsiders, such as customers, vendors, partners, prospects, etc., see your organization. Guidelines should be established on how e-mails are to be sent from an organization. Hopefully this document assisted in creating those guidelines.

TRG's Approach to E-mail Etiquette

TRG's approach to improving your company's email etiquette and insuring that your company projects the proper image starts with a review of your existing email usage philosophies, guidelines and policies. The process consists of the following:

- Formal Assessment
- During this phase of the effort TRG meets with top management and other key personnel to identify the gaps between existing email practices and those needed to insure the company presents a consistent and positive image to their employees, customers and other stakeholders. Specific improvement recommendations are formulated and formalized in a report as summarized below.
- Creation of a Report & Plan Detailing
 - Assessment Current Email environment (culture, policies and practices)
 - Associated Challenges and Risks
 - Evaluation of Alternatives,
 - Costs
 - Benefits
 - Technology Required
 - Software Required
 - Management Processes
 - Recommended Approach
 - Work Plan for Deployment
 - Training, and

TRG works closely with the client to schedule and implement each step of the plan. Throughout the process TRG insures that the implementation goes smooth and without disruption of client's workforce.

Appendix A: About TRG

Why Choose TRG

Technical Resource Group (TRG), headquartered in Santa Ana, California, was formed in 1995. TRG has a group of dedicated expert consultants who work together to align information technology with the business needs of its clients. TRG is highly respected in the business technology arena as well as being known for their service and support integration expertise. TRG has a long and successful proven track record. TRG's growing team of professional, high technology experts includes individuals that work together to solve business needs in today's ever-changing marketplace. TRG also has an outside team of nationally recognized experts in areas of strategic planning, business process improvement and key industry consultants that are available when their individual expertise and knowledge is required to assist the TRG team to solve client business challenges. Over the years, TRG has successfully partnered with its clients to deliver solutions in the areas of

- Strategic IT Planning and Deployment
- Business Process Improvement
- Application Evaluation, Selection & Implementation
- Custom Application Design and Development
- Infrastructure and Network Planning, Implementation & Management
- IT Facilities Management
- IT Security Administration
- Business Intelligence and Data Warehousing
- Document & Workflow Management
- Implement Employee Monitoring Solutions

TRG has over 400 clients throughout the United States with a majority in the Southern California area. The company's loyal client base ranges from single user installations to the Los Angeles Unified School District that has a 1000-user installation. Talent, variety, size and stability—TRG has all the qualities and expertise that create a successful IT service company.

Philosophy

TRG's philosophy is to give its clients a personal touch; however, still have a company structure and strength behind that personal touch.

Goal

TRG's goal is to be the company our clients and prospects call for all their information technology and computing needs. TRG wants leverage its client's growth and sustained prosperity. TRG's team strives to deliver the best services, products and information possible to their clients and to provide them with in-depth insight, technical knowledge and solutions for the success of the organization.

Technology Partners

TRG is proud to offer excellent powerful and high performance products and specialized services from these industry-leading technology companies:

Software Products

- **Microsoft**—Windows Operating Systems: 2000/2003/XP and related products such as Office, Exchange, IIS, VB & SQL Server
- **IBM**—Database Products & Tools such as UniVerse, UniData, wIntegrate & SB+
- **SurfControl**—E-mail and Web Filtering
- **Raining Data** (formally Pick Systems)—Database Products & Tools such as D3, mv.BASE, mv. ENTERPRISE & FlashCONNECT
- **jBASE**—Database Products & Tools
- **MITS**—Business Intelligence Products
- **Accusoft**—AccuTerm Terminal Emulator
- **Esker Software**—VSI-FAX Fax Server
- **Keynet**—Imaging Solutions
- **Symantec**—pcAnywhere & Norton AntiVirus
- **Veritas**—Backup Exec
- **Via Systems**—Viaduct Terminal Emulator
- **AcuPrint**—Secure Printing

Hardware Products

- Hewlett-Packard/Compaq—Intel-based Servers
- IBM—RS/6000 (pSeries) Servers
- Wyse—Wintems/Thin Clients
- APC—Uninterruptible Power Supplies
- PF Micro— Intel-based Servers

Business Partners

- **The Natural Intelligence Group (TNIG)**—Management Consultancy for business process improvement and reengineering

- **Hartley & Associates**—Professional Services include Interim Management, Organization Building, Recruiting, Sales, Marketing & Advertising

TRG's account managers, technicians and consultants work closely with its partners to develop solutions for specific clients' needs and to assist with every challenge for all types and sizes of organizations.

TRG Qualifications

- Windows Terminal Server professionals on staff. At trade shows, TRG has given presentations on the benefits of Citrix, Windows Terminal Services and Thin Clients. Internally, TRG uses Thin Clients and Windows Terminal Services.
- Microsoft Certified Partner that has expertise in supporting Windows NT/2000/2003/XP, Exchange Server, Proxy Server, IIS and Excel. TRG has full-time Microsoft certified staff members (MCSE, MCP, MOUS).
- Authorized IBM reseller including UniVerse and UniData database products and tools and MITS business intelligence product and have on staff AIX operating system experts.
- Over 175 years of MultiValue/Pick application design, programming and support.
- Single Source for Hardware, Software and Services, if client desires a single source. Or, if client chooses, TRG can provide one piece of the puzzle if the client has coverage in other areas.
- Authorized Hewlett-Packard/Compaq Reseller (VAR) with certified professionals (ASE) on staff.
- Value Added Reseller for all Raining Data products and tools including D3, mv.BASE, mv.ENTERPRISE and FlashCONNECT.
- Reseller of numerous supplementary products such as APC uninterruptible power supplies (UPS), Esker VSI-FAX faxing software, Keynet Imaging, AccuTerm terminal emulator, print servers, etc. that are important and necessary for TRG clients' IT requirements.
- Windows application and Web development teams that are knowledgeable in Visual Basic, SQL Server, FrontPage, HTML, etc.
- Professional Service employee consulting staff, in addition to specialized outside consultants to assist TRG employees when appropriate to solve the business needs of TRG's Clients.

TRG meets all the necessary qualifications for implementing e-mail guidelines and employee monitoring technology in an organization and has excellent references. In addition to referenceable clients such as Aloha Freight Forwarders and Pindler & Pindler, TRG has implemented e-mail guidelines internally for all the same reasons mentioned in this paper.

TRG has dedicated and experienced resources to work with an organization to define needs, costs, options, and possible cost savings. TRG has experts in solving interoperability issues between existing desktop hardware, operating system platforms and Windows NT/2000/2003-based applications. Additionally, TRG has a proven track record after years of innovation and achievement and, as a technology leader, can bring more overall market understanding to e-mail guidelines and employee monitoring technology. With TRG's unparalleled experts in business solutions, TRG can assure organizations guidance in implementing e-mail guidelines. For more information on e-mail guidelines, visit www.picktrg.com.

Technology Marketplace

Organizations can choose a large and expensive consulting company that may not take the time to know the organization or their current technology. Organizations can choose a one-man shop that does not have the technology expertise in all the areas the organization needs and cannot keep pace with the ever-changing technology. A single person cannot possibly be knowledgeable in all areas of Information Technology (IT). There is also the high probability that the one-man shop might be out of business tomorrow.

TRG's team specializes in emerging technology solutions. TRG's service offerings include advisory, consulting and assessment services. TRG's close-knit team can bridge the gap between complex non-Windows based IT infrastructures such as UNIX and Windows NT/2000/2003-based environments. TRG has the expertise that can provide cost-effective solutions that are specific to organizations in all their IT needs and business-critical applications.

Contact Information

Technical Resource Group (TRG)
2850 Red Hill Ave. Suite 110
Santa Ana, CA 92705
949.296.8380— Fax 949.756.0029
Email: sales@picktrg.com
Web Site: www.picktrg.com

More Information

For the latest information about our products and services, please see the following:

www.picktrg.com

References/Additional Resources

[Effective use of email](#)

<http://www.bath.ac.uk/bucs/email/howto/effective-email.shtml>

Email Etiquette - Queens University

<http://www.cs.queensu.ca/FAQs/email/etiquette.html>

[Email Etiquette](#) - Yale University

<http://www.library.yale.edu/training/netiquette/>

[Email Etiquette](#) - Learn the Net

<http://www.learnthenet.com/english/html/65mailet.htm>

[How to avoid sending Flame Mail](#) (PDF)

<http://www.usenix.org/publications/login/2002-02/pdfs/russo.pdf>

[General Guidelines for Electronic Communication](#) (RFC 1855)

<http://www.dtcc.edu/cs/rfc1855.html>

[Ten Tips of Effective Email](#)

<http://www.mindtools.com/email.html>

[Rules and Guidelines for effective use of email](#)

<http://www.bris.ac.uk/is/services/computers/nwservices/mail/guidelines.ht>

E-mail Format and Style

<http://sll.stanford.edu/projects/tomprof/newtomprof/postings/339.html>