**Finding the Communication Sweet Spot:**

**Sending the Right Message, at the Right Time, to the Right Audience**

**March 17, 2014**

**Exercise #2**

In the second exercise, your table is now acting as the service desk at your university. Following scheduled network maintenance, you receive reports of a possible problem.

Here’s what you know:

* You’ve gotten calls from more than a dozen users in the last 30 minutes stating that they are unable to reach off-campus websites.
* One user reports being unable to play an online game.
* This morning, network maintenance to switch over to the new Internet provider was reported as being successful.
* You sent an incident to the network team to report the issue about 15 minutes ago.
* As of 5 minutes ago, the ticket has been acknowledged by the network team, but no other notes have been added.

Due to the number of calls you’ve received about this issue, you (as the service desk) have a responsibility to post to the campus Tech Alerts website. As a table, you should come up with the phrasing for your alert. This is a user-oriented message.

You have 10 minutes to complete this exercise. Go!