

DTV IT Operations Communications

IT OPERATIONS COMMUNICATIONS WORKFLOW

STEP 1



Receive Request

STEP 2



Review Request:
Primary Contact
Key Messaging
Deliverables
Due Date

STEP 3



Refresh Master
Calendar + Comms
Request Log

STEP 4



Setup meeting with
Requestor for
alignment:
Who has final
authority?
Secondary Contact
w/ Final Authority
Approval
Who do we need to
inform?
Review time box
metrics,
deliverables, date
+ distribution list

STEP 5



Write Drafts
Review with
Comms Mgmt.

STEP 6



Review
drafts and
sign off or
incorporate
edit requests

STEP 7



Format
distribution list in
AT&T Distribution
List Management
Tool
Format email in
Word with DTV
logo
Send email from IT
Operations
Mailbox