

3.2 Formatting Procedure Overviews

Section overviews provide the audience with a short explanation of the task. They also provide an introduction to the procedure steps. Use the guidelines that follow to format the overview to your procedures.

1. Insert a space between the heading and the overview.
2. Place the most important information at the beginning of the paragraph.
3. Keep paragraphs short; that is, no longer than three sentences.
4. Organize information into lists and tables when possible.
5. Tell the audience which section to go to for particular tasks or problems.
6. Repeat information, if necessary.
7. Use the same terminology as the audience.
8. Avoid elaborate and overly technical explanations.
9. Remove any unnecessary information that the audience will not need.