

**INFORMATION TECHNOLOGY EXCEPTION MESSAGES – A
PRELIMINARY INVESTIGATION OF COMPLIANCE WITH THE
NORMATIVE STANDARDS OF WARNINGS**

*T. S. Amer, College of Business Administration, Northern Arizona University, P.O. Box 15066,
Flagstaff, AZ 86011, 928-523-7370, tsamer@nau.edu*

*Jo-Mae B. Maris, College of Business Administration, Northern Arizona University, P.O. Box 15066,
Flagstaff, AZ 86011, 928-523-7403, jomae.maris@nau.edu*

ABSTRACT

Users of information technology (IT) frequently encounter “exception messages.” Little research has been carried out to examine the content of these messages. This study investigates a sample of exception messages with results indicating that, relative to normative prescriptions established in the literature on warnings, IT exception messages lack descriptive content.