ITIL 4 Crossword

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| **Across**  **3.** A problem that has been analysed and has not been resolved is called a \_\_\_\_\_ \_\_\_\_\_ (5, 5)  **4.** The General Data Protection Regulations mean we need to use the Practice of \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ management. (11, 8)  **8.** There are three types of practices: General, Service and \_\_\_\_\_\_\_\_\_ (9)  **9.** A management practice is regarded as an organisation \_\_\_\_\_\_\_\_ (9)  **10.** End to end visibility of the organization’s services is provided by the practice of Service \_\_\_\_\_ Management (5)  **11.** Which practice provides a framework for building organisation resilience? (7, 10) | **Down**  **1.** Progressing Iteratively is a guiding principle that matches the practice of \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ (9, 11)  **2.** \_\_\_\_\_\_\_\_\_ management increases the speed and accuracy of answers we provide customers. (9)  **5.** We need to promote visibility if we are to work together and \_\_\_\_\_\_\_\_\_\_\_ (11)  **6.** Which is the practice that requires 'control'? (6)  **7.** Relationship Management is what type of practice? (7) |