ITIL 4 Crossword

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|  | 4I |  N |  F |  O |  R |  M |  A |  T |  I |  O |  N |  S |  E |  C |  U |  R |  I |  T |  Y |
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|  |  |  |  |  G |  | 6C |  |  L |  |  L |  |  |  |  | 7G |  |  |  |  |
|  |  |  | 8T |  E |  C |  H |  N |  I |  C |  A |  L |  |  |  |  E |  |  |  |  |
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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) |