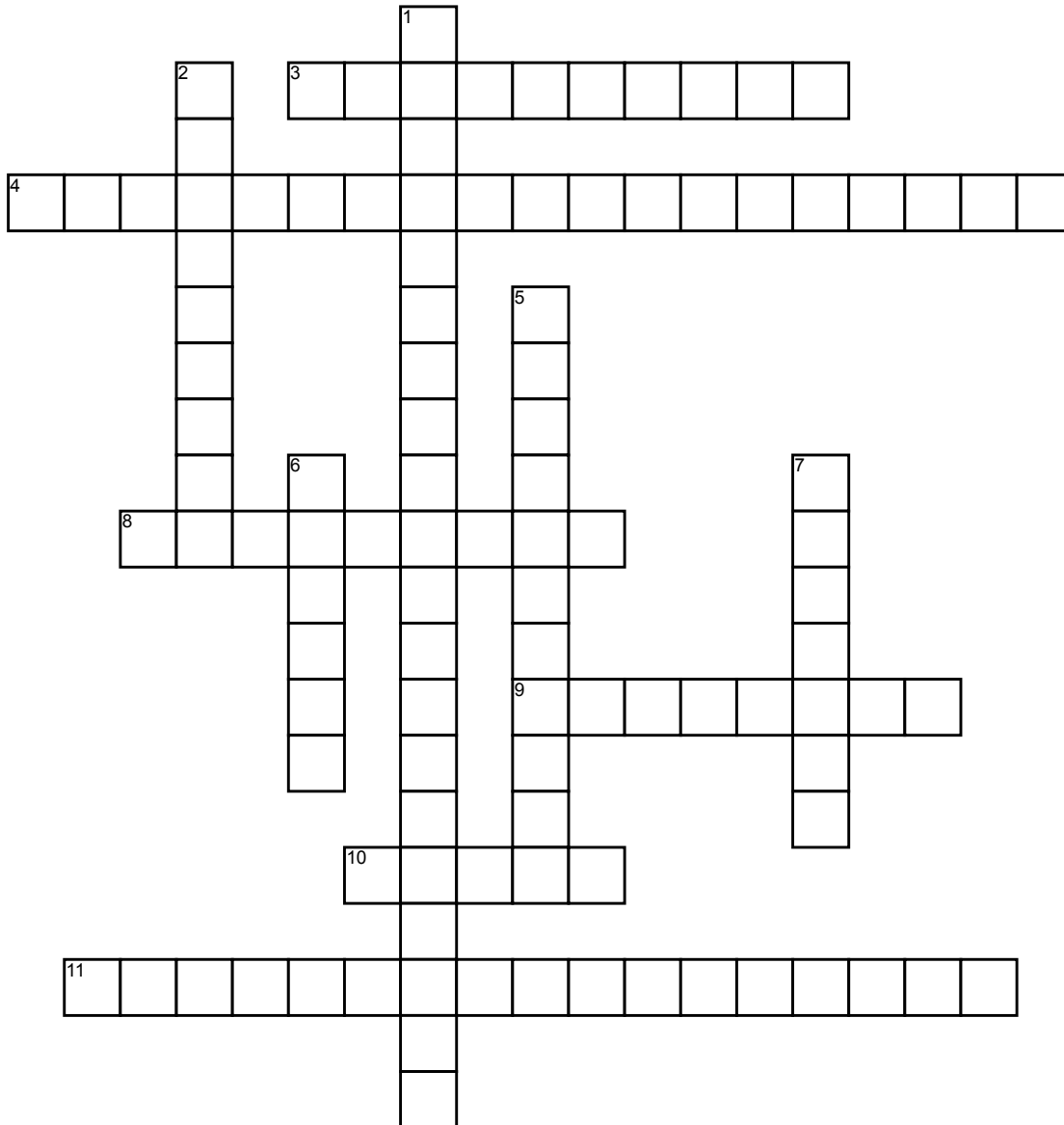


# ITIL 4 Crossword



## 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)