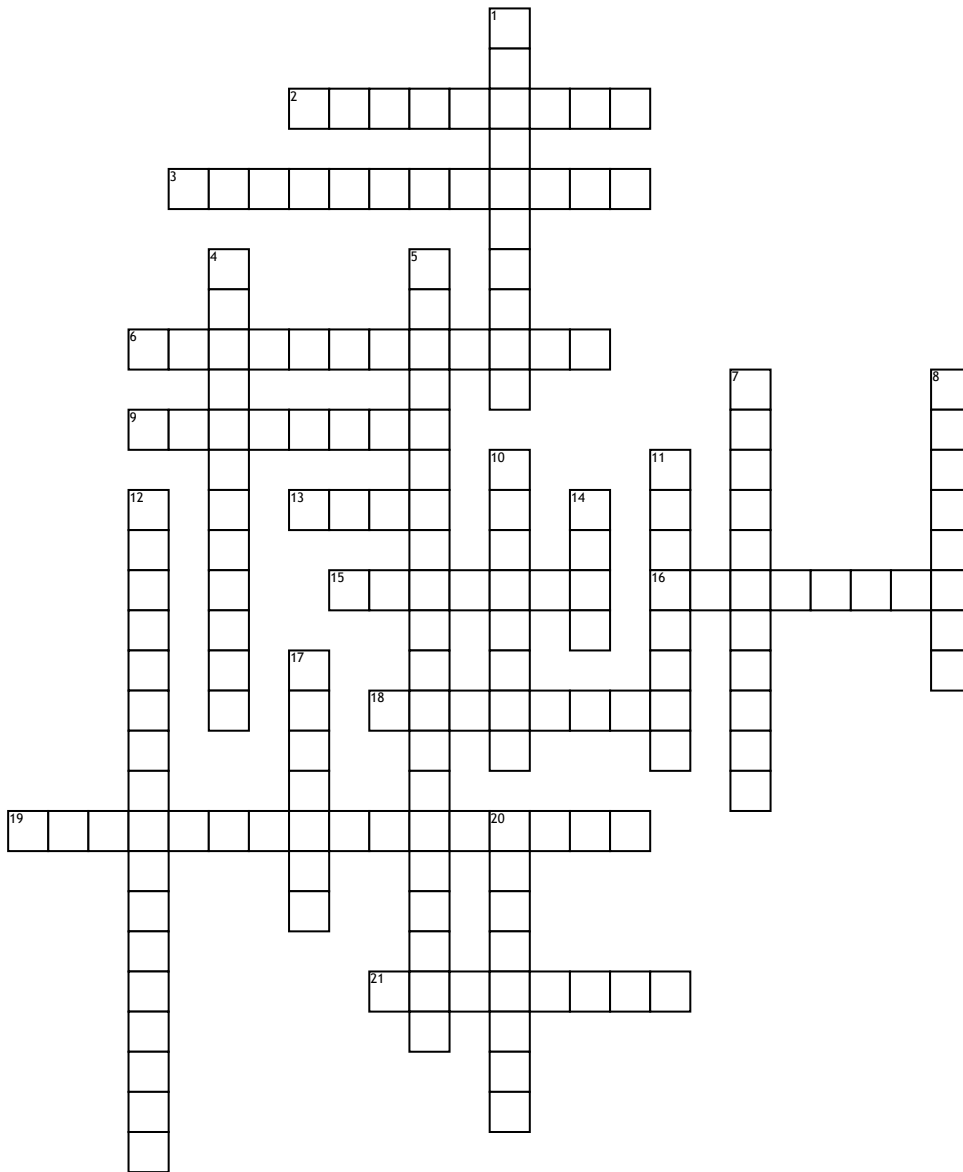


IT Infrastructure Intro Puzzle Fun



Across

2. How are the human element referred to in IT?
3. What is another name for software for spreadsheets, communications, internet browsing and email?
6. To resolve a reported incident what does a technician do?
9. What are people referred to who receive IT services?
13. Service Desk is the <blank> of IT
15. What type of machine allows specialized hardware and software for numerous users?
16. What does the service desk do with an incident that they cannot resolve
18. What are applications bought off the shelf referred to?

19. What IT service includes backup and recovery support?

21. What are servers, computers, switches and other equipment categorized as?

Down

1. What is the name of a ITIL ticketing tool?
4. What is a data center located over the internet called?
5. What is the name of a plan used in case of disasters?
7. What is another name for helpdesk?
8. Who needs hardware, software and networking to function?
10. What is the name of the team that manages access?
11. What platform is needed for email, web access and VOIP phone service?

12. What is the process of administering and managing computer networks?

14. What is the acronym for Software Development Life Cycle?

17. The <blank> team should ensure that all teams are engaged in a large business change

20. Type of ticket for an issue