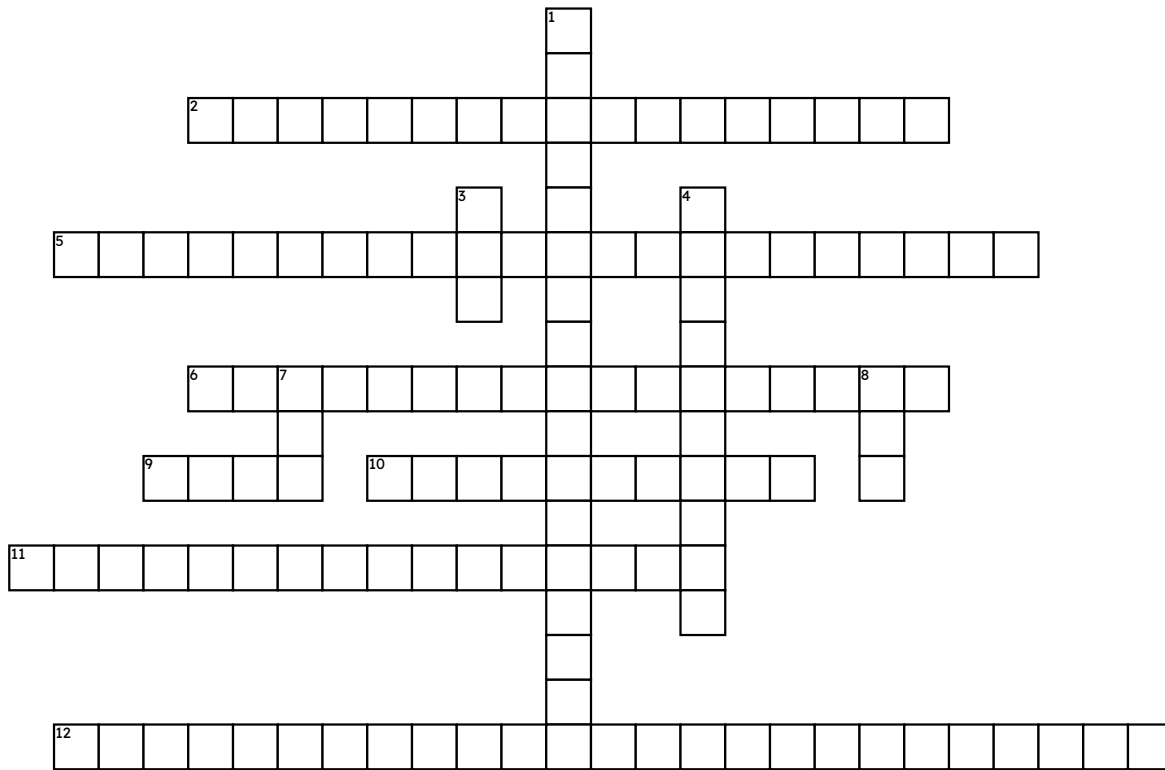


Name: _____

Date: _____

My Puzzle



Across

- 2.** Method of sharing the functional and business information with new associates.
- 5.** Drills / War tests conducted at regular intervals to avoid unforeseen condition..
- 6.** List that shows access for the associates according to their role and task they perform.
- 9.** Stores all your issues and any other specific tacit knowledge the out-going associate possesses.

10. Matrix which is followed for involvement of relevant stakeholder during the cause of major incident.

11. Document prepared well in advance, for any planned change or special batch schedules.

12. The agreement describes the responsibilities of each internal support group, including the process and time frame for delivery of their services.

Down

1. Document that describes all the operational procedures for the application, helps in performing operations safely.

3. Created for regular interval scheduled/special processing batch job streams.

4. Associates must log on to the Customer's environment using their valid and ___ credentials only

7. Meeting carried out for discussing all the changes with relevant stakeholders.

8. Follow the approved process for taking action toward alert and events.