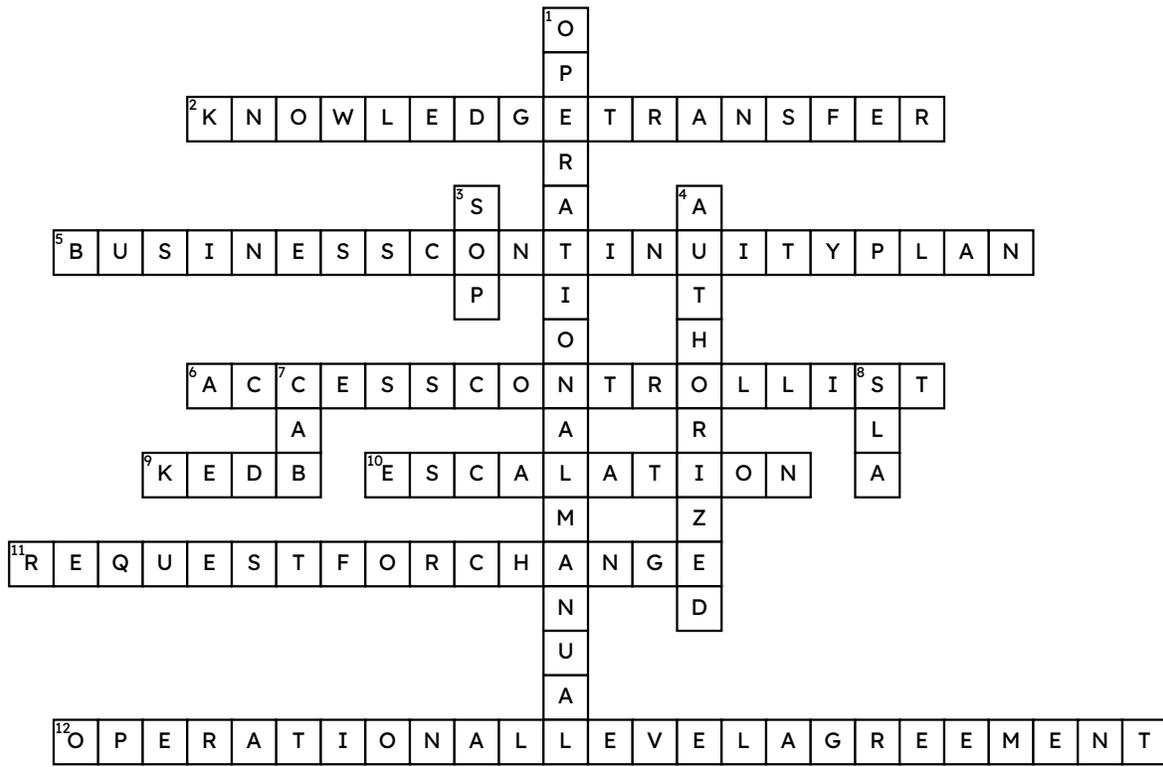


# My Puzzle



**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.