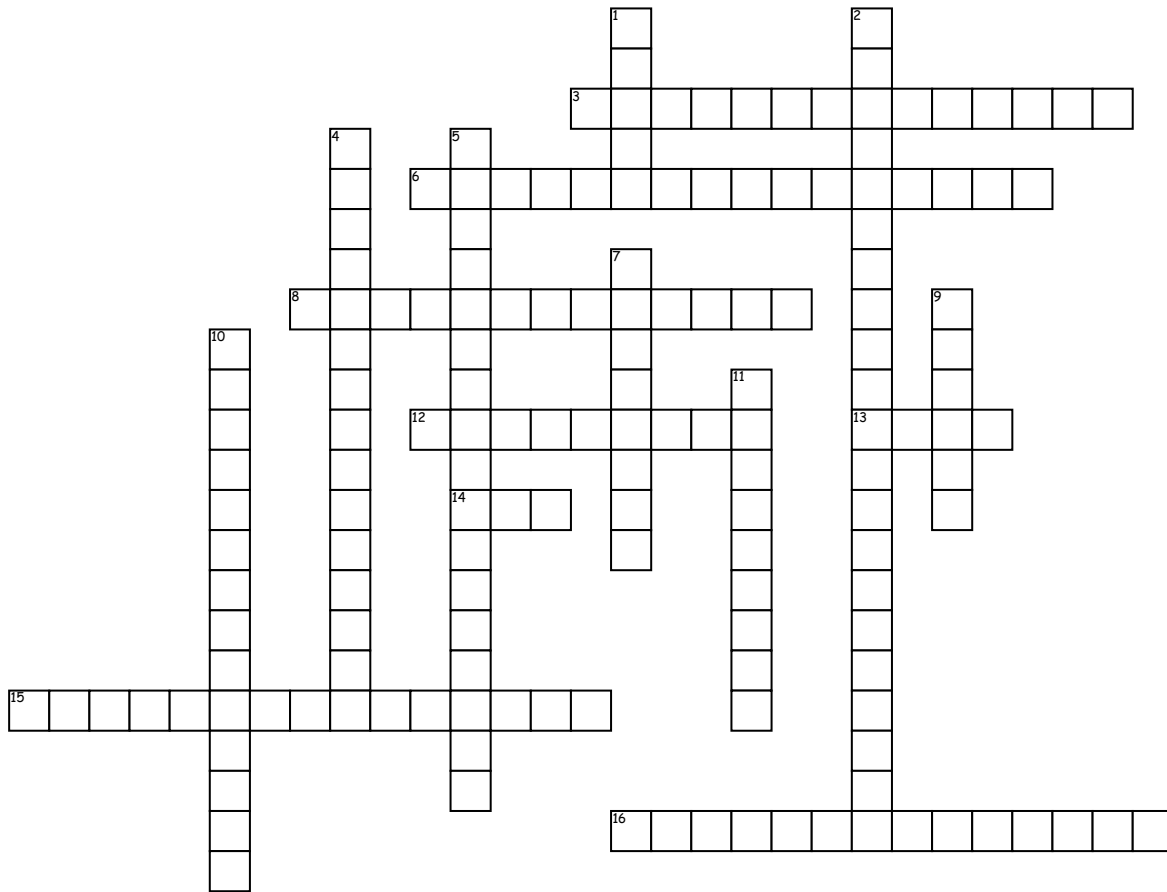


Standards Words and Phrases



Across

3. Essential communication and expectation-setting tool that frames what a Digital Factory is planning on accomplishing.

6. A major incident caused within the first 15 days after the go-live of the most recent release.

8. An Individual directly responsible for overseeing and managing the Budget within IDS.

12. Requirements put in place to achieve Management's intent documented within a policy.

13. A moderately-sized improvement that spans multiple sprints.

14. The abbreviation for the average time it takes to fully resolve an incident.

15. An individual or group that is responsible for supplying goods or services that are required to deliver IT services.

16. A comparison that must be performed monthly that includes variance explanations.

Down

1. The month the new Digital standards take effect.

2. A formal agreement between IT Management and third-party service providers.

4. An Individual directly responsible for overseeing and managing the resources within IDS.

5. A process defined to optimize the value to the business from investments.

7. The month the new Digital standards take effect.

9. A statement of Management's intent.

10. A prioritized list of work derived from a product roadmap.

11. A few, non-technical sentences that outline an end user's request.