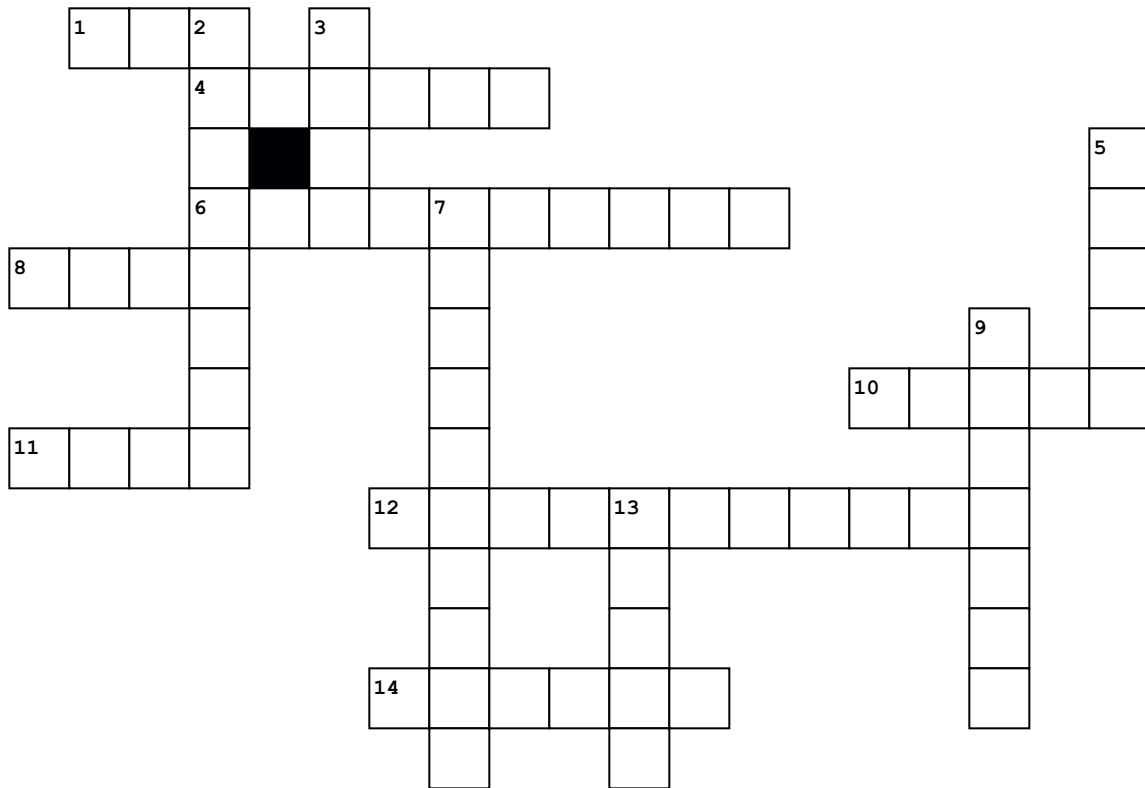


Rigor in Operations



Across

1. Any operationsl activities should be met within defined
4. RiO _____ to be taken by all support associates on a regular basis
6. The structure of RiO Core team, RiO Leaders, Account RiO Champions called as
8. Handover and takeover
10. Automation of Mails are called as
11. Certification/learning required for Operational Support Team
12. Wrong parameters and Data entry errors are due to
14. Avoid using _____ statements in the same SQL for update/delete

Down

2. Change Implementation should not be done without proper _____
3. Business impact of Error is very high.. Tolerance of Error is _____
5. Do Not Ignore any ALERT/ _____
7. _____ Matrix had to be maintained during critical issues
9. I will maintain _____ of my passwords
13. Information Security Manager must conduct quarterly _____ on Access Control List