

IT PRO DAY PUZZLER

Start solving. It's what you do best!

Use the clues to fill in the word boxes below. Words can go across or down. Letters are shared when the words intersect. 20 of 20 words placed. Use the letters in the shaded boxes to complete the phrase.

DOWN

1. One of the Final Fantasy VII protagonists, also used to describe the conflicts with lift and shift or starting fresh. (two words)
2. One of the earliest forms of removable media for personal computers. Available in multiple physical sizes. (two words, plural)
5. A small device or attachment that connects to a computer and enables or permits access to another system or set of functions – for example Wi-Fi or required for running protected software. Commonly used with PCMCIA cards.
7. When your computer freezes, the first question your service desk will generally ask is, "Have you tried ____ it?"
8. A self-service library of information or a ____ base, also Doctor Strange's armor.
10. Act of setting up a hardware or software system. Typically used to describe the first time this is completed after installation as the initial ____.
12. The ability to follow a real (as opposed to synthetic) transaction through the network is called ____ or a type of paper used to copy images.
16. ____ reduces human intervention to save time, optimize resources, and eliminate duplicate work.
19. A method of organizing work popularized by the Agile methodology, which features swim lanes, cards, and cadence cycles.

ACROSS

3. Stan, of comic book fame, would rather you refer to him using his legal surname.
4. The other side of ElopeRation
6. A CSAT ____ is used to collect insight about the user experience when interacting with a service, links for these are also found at the bottom of your printed receipts.
9. ____ intelligence is not just a sci-fi trope. It's also a useful tool in tech used by many businesses today.
11. First word of the operating system as designed by Cisco Systems for use in their routers, switches, and other infrastructure devices. Not to be confused with the Apple mobile device operating system.
13. Like the lock on your front door, ____ Authentication is used to verify users' identities for secure access to digital resources. (two words)
14. The point where two separate systems meet and interact, like when a human interacts with a computer. Typical examples are via command line or using a more graphical solution.
15. One of the original peer-to-peer networks, which used NETBIOS as the transport, allowed DOS, Windows, and OS/2 workstations from Artisoft to share printers, files, and other resources.
17. A formal recognition of achievement and/or knowledge, sometimes given by vendors or third-party organizations.
18. Surname of crewmate of the Tam siblings, an outlaw, a shepherd, a companion, and a mechanic. Pilot for Captain Malcolm. Married to Zoë.
20. The formal name for an older 25-pin interface, often used to connect to printers.

Data is both

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