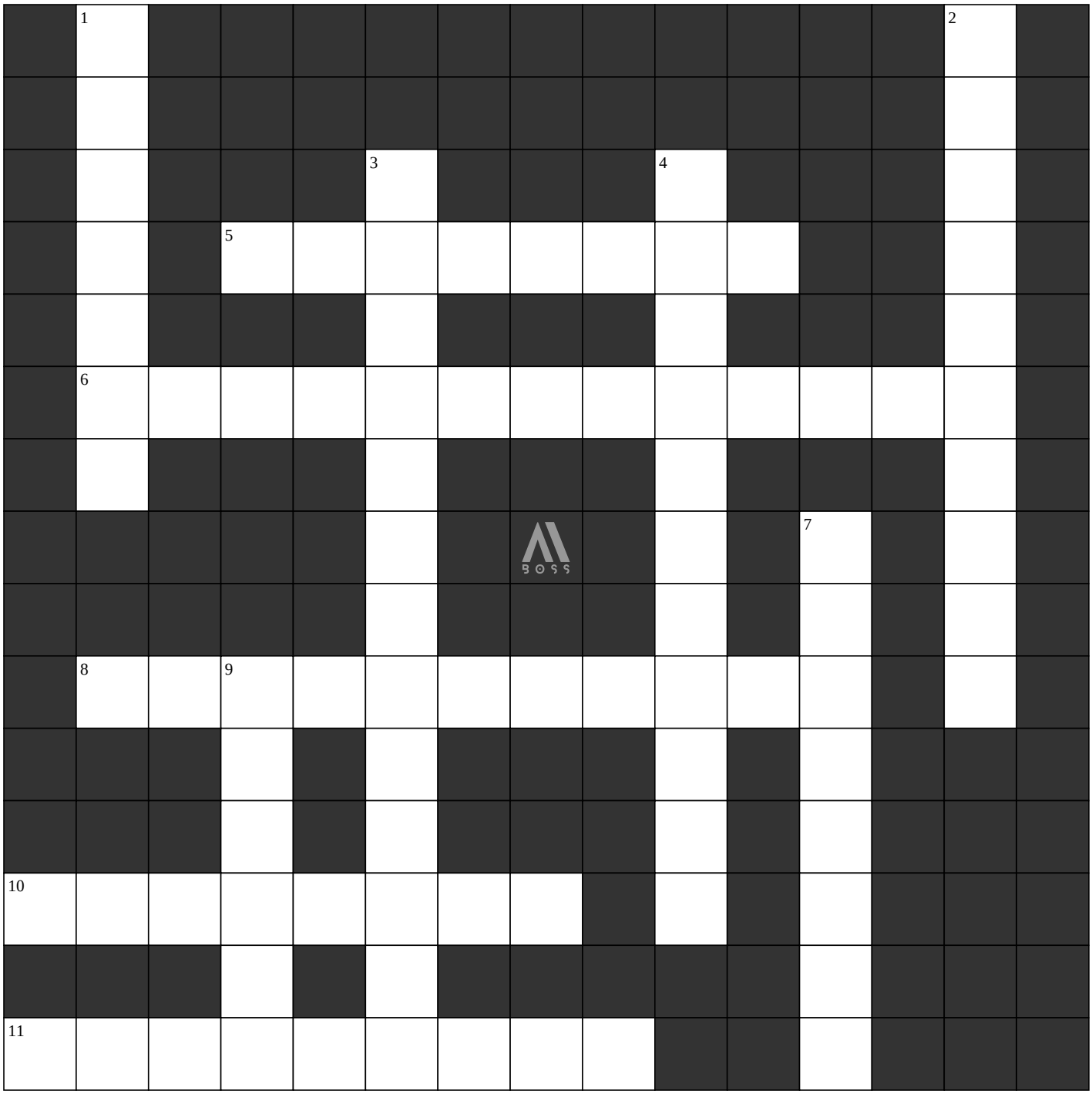


ACROSS

5. List of terms with meanings or equivalents. (8)
6. Understanding the meaning of a message. (13)
8. Person who conveys speech in another language. (11)
10. Amount of work a service can handle. (8)
11. Support someone requires and has yet to receive. (9)

DOWN

1. Delay between a request and a response. (7)
2. History of how a document was made and revised. (10)
3. Support for a claim from separate evidence. (13)
4. Rendering written text in another language. (11)
7. Amount of work assigned to a team or person. (8)
9. Sorting new requests by urgency or need. (6)