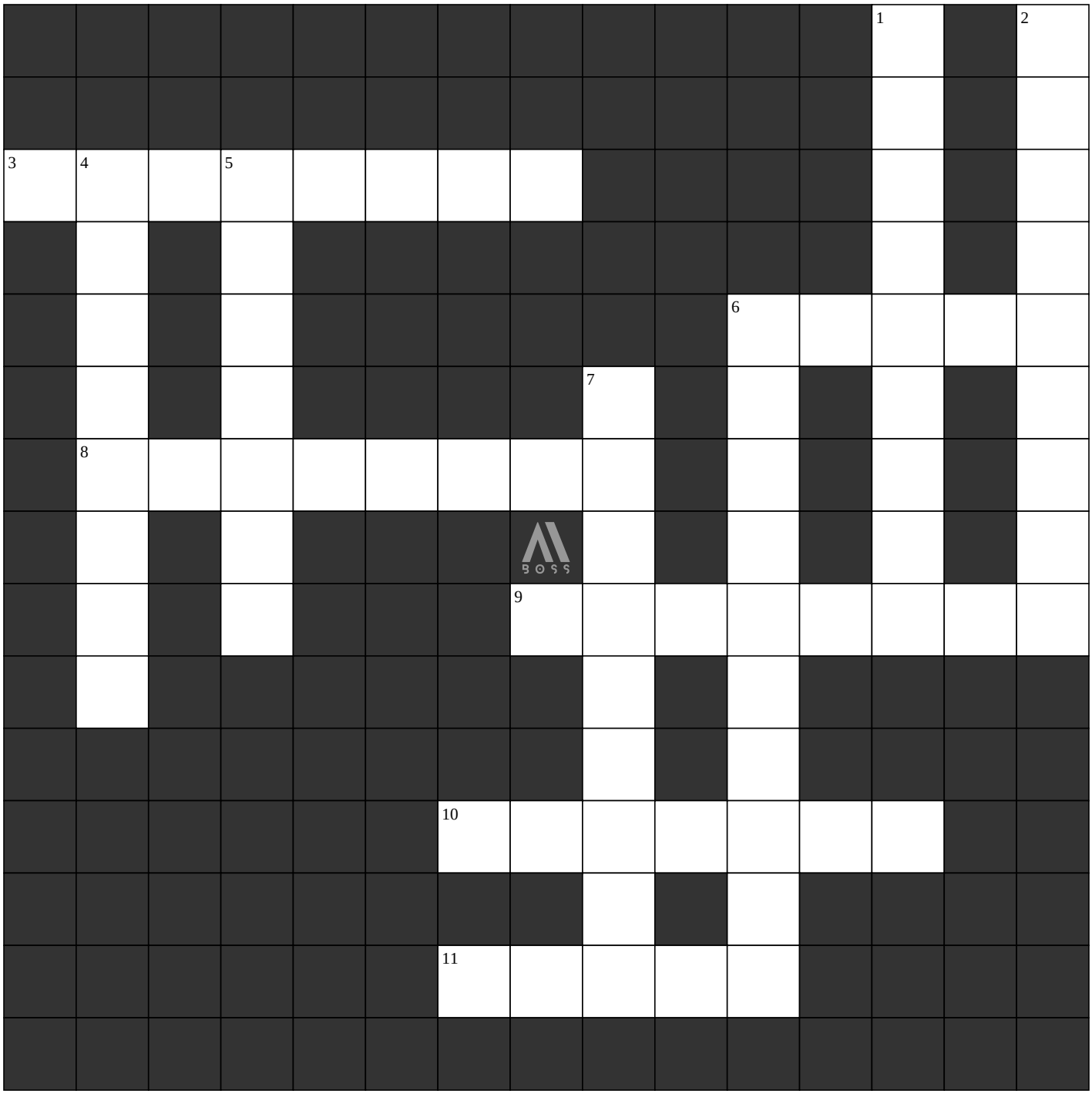


ACROSS

3. Name used to sign in to an account. (8)
6. A trial conducted on a small scale before wider use. (5)
8. Beginning to use a method or tool. (8)
9. A request to send someone on for specialist help. (8)
10. A person learning to do a job. (7)
11. A line of people or tasks waiting their turn. (5)

DOWN

1. A tool that mimics a process for practice. (9)
2. The amount by which a supply falls below a need. (9)
4. An imagined situation used to think through what could happen. (8)
5. The process of making a feature available to users. (7)
6. A choice someone favours over another option. (10)
7. Where a user interacts with a system. (9)