ITIL® Qualification

Statement of Result

Alexander Ahmed Gyger

Exam Date : **17 Dec 2020**	Issue Date : **17 Aug 2022**	Candidate Number: **9980056249231469**

Candidate : **Alexander Ahmed Gyger**

Exam Level:**ITIL 4 Foundation**	Module : **ITIL4 Foundation**

Overall Result : **PASS**

Maximum Score : **40**	Candidate Score: **34**	Percentage Score : **85%**

Result Breakdown

Topic Description	Number of marks awarded	Number of possible marks	Success Rate
ITIL4F_1-Understand the key concepts of service management	4	5	80.00%
ITIL4F_2-Understand how the ITIL guiding principles can help an organization adopt and adapt service management	5	6	83.33%
ITIL4F_3-Understand the four dimensions of service management	2	2	100.00%
ITIL4F_4-Understand the purpose and components of the ITIL service value system	1	1	100.00%
ITIL4F_5-Understand the activities of the service value chain, and how they interconnect	1	2	50.00%
ITIL4F_6-Know the purpose and key terms of 15 ITIL practices	6	7	85.71%
ITIL4F_7-Understand 7 ITIL practices	15	17	88.24%
	34	40	85%

Notes :