

# ISO/IEC 20000 Foundation Examination Score Report

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**DATE:** 08-Öåâ-2010  
**SITE NUMBER:** 55098

**EXAM:** ISO/IEC 20000 Foundation

**SERIES:** ISO20KF

PASSING SCORE: 65% YOUR SCORE: 65% GRADE: Pass

This report shows the percentage of items in each section you answered correctly for the ISO/IEC 20000 Foundation test.

Section Title	0	100 Score
Definitions and principles of Service Quality Management		100
Positions of ISO/IEC 20000 in IT Service Management		62
Quality Specifications for IT Service Management		64
Code of Practice for IT Service Management		50



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