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Coaching Report

14 March 2016

Registration Code	EXN5630002
Name	Hong Lin
Exam Session	1357710
Module	ITIL® Foundation Certificate in IT Service Management
Exam date	11/03/2016
Final Score	with a score of 95% where 65% is needed
Max Score	40
Cut-Off score	26
Result	Passed

Topic Analysis

5123 ITILFND01 Service Management as a practice_CH	3 / 3	100%
5124 ITILFND02 The Service Lifecycle_CH	2 / 3	67%
5125 ITILFND03 Generic concepts and definitions_CH	7 / 7	100%
5126 ITILFND04 Key Principles and Models_CH	5 / 5	100%
5127 ITILFND05 Major Processes_CH	9 / 9	100%
5128 ITILFND05 Minor Processes_CH	8 / 8	100%
5129 ITILFND06 Functions_CH	3 / 3	100%
5130 ITILFND07 Roles_CH	1 / 2	50%

