

ITIL 4 Foundation

Total score: 30.00 out of 40.00.

Percentage Score: 75%.

Congratulations!! You passed the exam.

Candidate Name	Hans Ivan Francisco
Candidate Number	9980086793450350
Assessment Test Code	100435458589_en
Examination Date	Sep 01 2025 21:40:18
Test Report Date	Sep 01 2025 22:29:08
Total score	30.00
Maximum score	40.00
Percentage Score	75%
Assessment Result Label	Passed

Topic Description	Number of awarded marks	Number of possible marks	Success Rate
ITIL4F_1 - Understand the key concepts of service management	2.00	5.00	<div><div></div></div> 40.00%
ITIL4F_2 - Understand how the ITIL guiding principles can help an organization adopt and adapt service management	5.00	6.00	<div><div></div></div> 83.33%
ITIL4F_3 - Understand the four dimensions of service management	2.00	2.00	<div><div></div></div> 100.00%
ITIL4F_4 - Understand the purpose and components of the ITIL service value system	1.00	1.00	<div><div></div></div> 100.00%
ITIL4F_5 - Understand the activities of the service value chain, and how they interconnect	2.00	2.00	<div><div></div></div> 100.00%
ITIL4F_6 - Know the purpose and key terms of 15 ITIL practices	6.00	7.00	<div><div></div></div> 85.71%
ITIL4F_7 - Understand 7 ITIL practices	12.00	17.00	<div><div></div></div> 70.59%
Total score	30.00	40.00	<div><div></div></div> 75%