

Statement of Result

Karam Ajaj

van der foelartstraat 7, NETHERLANDS

Exam Date : 08 Feb 2022

Issue Date : 14 Feb 2022

Candidate Number: 9980053369506087

Candidate : Karam Ajaj

Exam Level: ITIL 4 Foundation

Module : ITIL4 Foundation

Overall Result : **PASS**

Maximum Score :

40

Candidate Score:

29

Percentage Score :

73%

Result Breakdown

Topic Description	Number of marks awarded	Number of possible marks	Success Rate
ITIL4F_1-Understand the key concepts of service management	3	5	60.00%
ITIL4F_2-Understand how the ITIL guiding principles can help an organization adopt and adapt service management	4	6	66.67%
ITIL4F_3-Understand the four dimensions of service management	1	2	50.00%
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	13	17	76.47%
	29	40	73%

Notes :

THIS IS NOT A CERTIFICATE

PeopleCert reserves the right to amend the information given before the issue of certificates to successful candidates

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