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Coaching Report

30 June 2015

Registration Code	EXN5391990
Name	Ewerton de Lira Lopes
Exam Session	1319521
Module	ITIL® Foundation Certificate in IT Service Management
Exam date	22/06/2015
Final Score	with a score of 80% where 65% is needed
Max Score	40
Cut-Off score	26
Result	Passed

Topic Analysis

4971 ITILFND01 Service Management as a practice_PR	3 / 3	100%
4972 ITILFND02 The Service Lifecycle_PR	3 / 3	100%
4973 ITILFND03 Generic concepts and definitions_PR	3 / 7	43%
4974 ITILFND04 Key Principles and Models_PR	5 / 5	100%
4975 ITILFND05 Major Processes_PR	7 / 9	78%
4976 ITILFND05 Minor Processes_PR	7 / 8	88%
4977 ITILFND06 Functions_PR	2 / 3	67%
4978 ITILFND07 Roles_PR	2 / 2	100%

