

# ITIL 4 Foundation

Total score: 28.00 out of 40.00.

Percentage score: 70%.

Congratulations!! You passed the exam.

Candidate Name	Robert Joseph Robinson
Candidate Number	9980021087994209
Assessment Test Code	100432859506_en
Examination Date	Oct 26 2021 20:56:40
Score Report Date	Oct 26 2021 21:23:18
Candidate Score	28.00
Maximum score	40.00
Percentage Score	70%
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	4.00	5.00	<div><div></div></div> 80.00%
ITIL4F_2 - Understand how the ITIL guiding principles can help an organization adopt and adapt service management	4.00	6.00	<div><div></div></div> 66.67%
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	9.00	17.00	<div><div></div></div> 52.94%
<b>Total score</b>	<b>28.00</b>	<b>40.00</b>	<div><div></div></div>

Please note that the results are provisional and subject to the final verification of PeopleCert