

Statement of Result

Robert Joseph Robinson

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Exam Date : 26 Oct 2021

Issue Date : 29 Oct 2021

Candidate Number: 9980021087994209

Candidate : Robert Joseph Robinson

Exam Level: ITIL 4 Foundation

Module : ITIL4 Foundation

Overall Result : PASS

Maximum Score :

40

Candidate Score:

28

Percentage Score :

70%

Result Breakdown

Topic Description	Number of marks awarded	Number of possible marks	Success Rate
ITIL4F_1-Understand the key concepts of service management	4	5	80.00%
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	2	2	100.00%
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	2	2	100.00%
ITIL4F_6-Know the purpose and key terms of 15 ITIL practices	6	7	85.71%
ITIL4F_7-Understand 7 ITIL practices	9	17	52.94%
	28	40	70%

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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