ITIL® Qualification

Statement of Result

William Parker Jackson

Exam Date : 30 Oct 2023	**Issue Date :** 31 Oct 2023	**Candidate Number:** 9980095906897314

Candidate : William Parker Jackson

Exam Level: ITIL 4 Foundation	**Module :** ITIL4 Foundation

Overall Result : PASS

Maximum Score : 40 **Candidate Score:** 38 **Percentage Score :** 95%

Result Breakdown

Topic Description	Number of marks awarded	Number of possible marks	Success Rate
ITIL4F_1-Understand the key concepts of service management	5	5	100.00%
ITIL4F_2-Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6	6	100.00%
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	7	7	100.00%
ITIL4F_7-Understand 7 ITIL practices	15	17	88.24%
	38	40	95%

Notes :

For more information please contact PeopleCert at info@peoplecert.org