PASSPORT WEB A.T.E.S.

ITIL 4 Foundation

Total score: 38.00 out of 40.00.

Percentage Score: 95%.

Congratulations!! You passed the exam.

Candidate Name	William Parker Jackson
Candidate Number	9980095906897314
Assessment Test Code	100434230719_en
Examination Date	Oct 30 2023 09:47:48
Test Report Date	Oct 31 2023 08:35:11
Total score	38.00
Maximum score	40.00
Percentage Score	95%
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**	**5.00**	**5.00**		100.00%
ITIL4F_2 - **Understand how the ITIL guiding principles can help an organization adopt and adapt service management**	**6.00**	**6.00**		100.00%
ITIL4F_3 - **Understand the four dimensions of service management**	**2.00**	**2.00**		100.00%
ITIL4F_4 - **Understand the purpose and components of the ITIL service value system**	**1.00**	**1.00**		100.00%
ITIL4F_5 - **Understand the activities of the service value chain, and how they interconnect**	**2.00**	**2.00**		100.00%
ITIL4F_6 - **Know the purpose and key terms of 15 ITIL practices**	**7.00**	**7.00**		100.00%
ITIL4F_7 - **Understand 7 ITIL practices**	**15.00**	**17.00**		88.24%
Total score	**38.00**	**40.00**		**95%**

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