



EXAM SUMMARY FOR Erica Andrews

CANDIDATE ID: 100644089

EXAM DETAILS

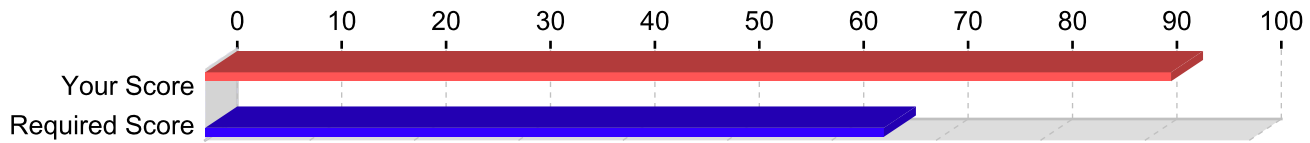
Date: 2/1/14 10:26 AM

Score: 37/40(92.5%)

Exam Name: ITIL® Foundation in IT Service Management

Result: PASS

Overall Examination Results



Passing Score: 65% Your Score: 92.5% Grade: PASS

Topic Name	Your Score
Service Management as a Practice	100.0%
The ITIL Service Lifecycle	100.0%
Generic Concepts and Definitions	100.0%
Key Principles and Models	100.0%
Processes	82.3%
Functions	100.0%
Roles	100.0%
Technology & Architecture	100.0%

ITIL ® exam syllabuses, with details such as the Blooms Testing Level for each syllabus unit, can be found at <http://www.itil-officialsite.com/Qualifications/ITILQualificationScheme.aspx> .

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This is to certify that

Erica Andrews, PMP

Has achieved the

ITIL® Foundation in IT Service Management

Effective from

February 01, 2014

Certificate number

1002023606

Registration number

50015-V14000964

Ian W. Daykin

CSME Chief Executive Officer