



Test Score Report

Student Name:

Course Title: ITIL: Problem and Change Management **Course Score:** 100%

	Pre-test Score	Highest Score	Current Score
Change Management	70%	100%	100%
Lesson Overview	100%	100%	100%
The Change Management Process	60%	100%	100%
Change Management Activities	58%	100%	100%
Change Management Process Control	82%	100%	100%
Change Management Problems and Costs	100%	100%	100%

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