



## Test Score Report

**Student Name:**

**Course Title:** ITIL: The Service Desk and Incident Management Course Score: **33%**

	<b>Pre-test Score</b>	<b>Highest Score</b>	<b>Current Score</b>
<b>IT Service Management (ITSM) Overview</b>	98%	100%	100%
Lesson Overview	100%	100%	100%
ITIL and ITSM	100%	100%	100%
ITSM Benefits	100%	100%	100%
ITSM Problems and Costs	90%	100%	100%

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