



Test Score Report

Student Name:

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

	Pre-test Score	Highest Score	Current Score
Incident Management	85%	100%	100%
Lesson Overview	100%	100%	100%
Incident Management Objectives and Process	78%	100%	100%
Incident Management Activities	40%	100%	100%
Incident Management Process Control	93%	100%	100%
Incident Management Problems and Costs	100%	100%	100%

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