



Test Score Report

Student Name:

Course Title: ITIL: The Service Desk and Incident Management Course Score: **67%**

	Pre-test Score	Highest Score	Current Score
The Service Desk	80%	100%	100%
Lesson Overview	100%	100%	100%
Service Desk Structures	100%	100%	100%
Service Desk Activities	70%	100%	100%
Service Desk Process Control	81%	100%	100%
Service Desk Problems and Costs	83%	100%	100%

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