



APM GROUP

Loyalist

CERTIFICATION SERVICES

CERTIFICATE

This is to certify that

CHAD GREENSLADE

has successfully demonstrated knowledge to
meet the requirements of the

**ITIL® VERSION 3 FOUNDATION
EXAMINATION**

Julia Chapelle
Director, Loyalist Certification Services
August 07, 2009

Candidate 869985

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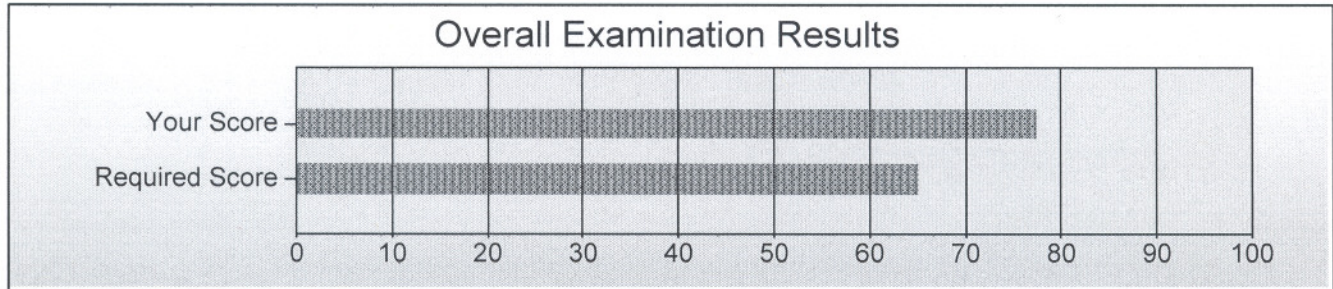
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Examination Results

Foundation Examination in IT Service Management

Candidate: **CHAD GREENSLADE**
Candidate ID: **869985**
Exam Date: **07 Aug 2009**
Exam Time: **04:00 PM**
Your score: **78%**
Result: **Pass**

Exam Location: **Chicago, IL**
Training Provider: **Pink Elephant Corp**
Exam Type: **Foundation**
Exam Name: **v3**



Passing Score: 26/40 (65%)

Your Score: 31/40 (78%)

Grade: Pass

Section Analysis	Category	Number Correct
1	Functions	1/2
2	Generic Concepts and Definitions	5/6
3	Key Principles and Models	4/5
4	Processes	13/18
5	Roles	1/2
6	Service Management as a Practice	2/2
7	Technology and Architecture	1/1
8	The Service Lifecycle	4/4

Exam Rewrite Options

**To schedule a rewrite for this exam,
you may contact your training provider
or email Loyalist Certification Services at:**

exams@loyalistc.on.ca

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CERTIFICATION SERVICES

11 Bay Bridge Road
Belleville, ON K8P 3P6
Canada

www.LCSexams.com

090914 00:34:44L 510
www.LCSexams.com
www.PostesCanada.ca



CHAD GREENSLADE
912 BRIARCLIFF CT.
ARLINGTON TX 76012
US



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