



This is to certify  
**Ziggy Rafiq**

Has achieved  
**ITIL Foundation Certificate in  
IT Service Management**

Effective from: **16 Jun 2025**

Renew by: **16 Jun 2028**

Certificate Number  
**GR671783811ZR**

Candidate Number  
**9980031149037100**

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**Byron Nicolaides**  
Founder and CEO, PeopleCert

Printed on : 17 June 2025

**Statement of Result**

Ziggy Rafiq

Exam Date : <b>16 Jun 2025</b>	Issue Date : <b>17 Jun 2025</b>	Candidate Number: <b>9980031149037100</b>
Candidate : <b>Ziggy Rafiq</b>		
Exam Level: <b>ITIL 4 Foundation</b>	Module : <b>ITIL4 Foundation</b>	

<b>Overall Result : PASS</b>
Maximum Score : <b>40</b> Candidate Score: <b>39</b> Percentage Score : <b>98%</b>

<b>Result Breakdown</b>			
Topic Description	Number of marks awarded	Number of possible marks	Success Rate
ITIL4F_1-Understand the key concepts of service management	4	5	80.00%
ITIL4F_2-Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6	6	100.00%
ITIL4F_3-Understand the four dimensions of service management	2	2	100.00%
ITIL4F_4-Understand the purpose and components of the ITIL service value system	1	1	100.00%
ITIL4F_5-Understand the activities of the service value chain, and how they interconnect	2	2	100.00%
ITIL4F_6-Know the purpose and key terms of 15 ITIL practices	7	7	100.00%
ITIL4F_7-Understand 7 ITIL practices	17	17	100.00%
	<b>39</b>	<b>40</b>	<b>98%</b>

Notes :

**THIS IS NOT A CERTIFICATE**  
 PeopleCert reserves the right to amend the information given before the issue of certificates to successful candidates