

# Pass Guaranteed 2026 Peoplecert Latest ITIL-4-BRM: ITIL 4 Specialist: Business Relationship Management Exam Overviews



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## Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Capability Assessment Using the ITIL Maturity Model: This section of the exam measures the skills of a Service Relationship Manager and involves assessing the current maturity of the organization's relationship management capabilities. The focus is on applying the ITIL Maturity Model to identify gaps, guide improvements, and support long-term growth through structured capability development.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Performance Measurement and Success Factors: This section of the exam measures the skills of a Business Relationship Manager and focuses on identifying appropriate metrics and key success factors to evaluate relationship effectiveness. Candidates will learn how to use these indicators to continuously improve relationship management practices and align them with the organization's strategic goals.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Strategic and Operational Stakeholder Engagement: This section of the exam measures the skills of a Business Relationship Manager and addresses how to ensure that stakeholders at every level understand and support the service strategy. It highlights the importance of engaging both strategic and operational stakeholders in co-creating value, aligning expectations, and working toward shared goals across the service value system</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Relationship Models and Value Co-Creation: This section of the exam measures the skills of a Service Relationship Manager and covers how to develop and apply effective relationship models based on ITIL best practices. It focuses on fostering long-term collaboration between service providers and consumers to improve communication, transparency, and the overall customer experience in a structured and measurable way.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>Business Relationship Management Roles and Responsibilities: This section of the exam measures the skills of a Service Relationship Manager and focuses on identifying and defining the core responsibilities, skills, and knowledge areas required for successful business relationship management. Candidates will be expected to understand how this role contributes to connecting service providers with consumers and aligning IT services with business outcomes.</li> </ul>
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### **Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q16-Q21):**

#### **NEW QUESTION # 16**

Which TWO statements about BRM and third-party services are CORRECT?

1. BRM does not focus on suppliers as they never interact directly with the organization's users
2. BRM ensures that, where appropriate, suppliers follow a service provider's BRM approach
3. BRM is not directly involved in and does not need to understand supplier services
4. BRM needs to understand dependencies on supplier services as they influence user experience

- A. 1 and 3
- B. 1 and 2
- **C. 2 and 4**
- D. 3 and 4

#### **Answer: C**

Explanation:

Statement 2 is correct because BRM ensures that suppliers align with the organization's relationship management approach when interacting with consumers.

Statement 4 is correct because understanding supplier dependencies is vital for BRM to manage and influence the overall user experience.

#### **NEW QUESTION # 17**

In the context of the "business relationship management" practice, which statement is CORRECT?

- **A. Nurtures relationships at strategic levels**
- B. Aims to manage agreements with consumers
- C. Focuses on relationships between individuals
- D. Focuses primarily on the needs of service users

#### **Answer: A**

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

#### **NEW QUESTION # 18**

What is the LOWEST level at which capability criteria related to practice automation is typically defined?

- A. Level 3
- B. Level 5
- C. Level 1
- D. **Level 4**

**Answer: D**

Explanation:

In maturity models, automation of practice activities is typically introduced at Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

**NEW QUESTION # 19**

An organization has created a value stream to define new or changed service level agreements (SLAs).

What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?

1. Identify customer requirements
2. Create a draft SLA
3. Verify that SLA is achievable
4. Negotiate agreed SLA

- A. 1 and 2
- **B. 1 and 4**
- C. 3 and 4
- D. 2 and 3

**Answer: B**

Explanation:

BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA (activity 4) to ensure alignment with stakeholder expectations.

**NEW QUESTION # 20**

As part of a stakeholder analysis, a senior manager has been identified who has financial control over BRM activities and is keen to see BRM succeed within the organization.

Which communication strategy should be used for this stakeholder?

- **A. Manage closely**
- B. Keep informed
- C. Monitor
- D. Keep satisfied

**Answer: A**

Explanation:

A stakeholder with both high power (financial control) and high interest (keen to see BRM succeed) requires a "manage closely" strategy to ensure their needs and expectations are proactively addressed.

**NEW QUESTION # 21**

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## Sample Questions

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