ITIL-4-BRM Reliable Exam Question and Peoplecert Lab ITIL-4-BRM Questions: ITIL 4 Specialist: Business Relationship Management Pass Success

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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.

Topic 4	• 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.
Topic 5	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q32-Q37):

NEW QUESTION # 32
Which is an example of the 'explore' step of the service relationship journey?

- A. Checking a service provider's reviews online before contacting the organization
- B. Downloading a trial version of a service provider's software offering
- C. Providing a service provider feedback about a desired new feature
- D. Contacting a provider's service desk for assistance using a product

Answer: A

Explanation:
"Explore" involves researching potential service providers before engagement; checking reviews online exemplifies this initial discovery phase.

NEW QUESTION # 33
What is the LOWEST level at which capability criteria related to practice automation is typically defined?

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

Answer: B

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 # 34

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

Answer: A

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 # 35

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. Is escalation required?
- B. Who is responsible for managing the relationship?
- C. What is the role of BRM in each value stream?
- D. What are the events to monitor and process?

Answer: B

Explanation:
Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

NEW QUESTION # 36

What key question should be asked when verifying and adjusting a business relationship model?

- A. Is this a new or existing relationship?
- B. Is there an applicable relationship model?
- C. Does the agent understand the context and the applicable relationship model?
- D. Did we deviate from the model or did the model not work as expected?

Answer: D

Explanation:
Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 37

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