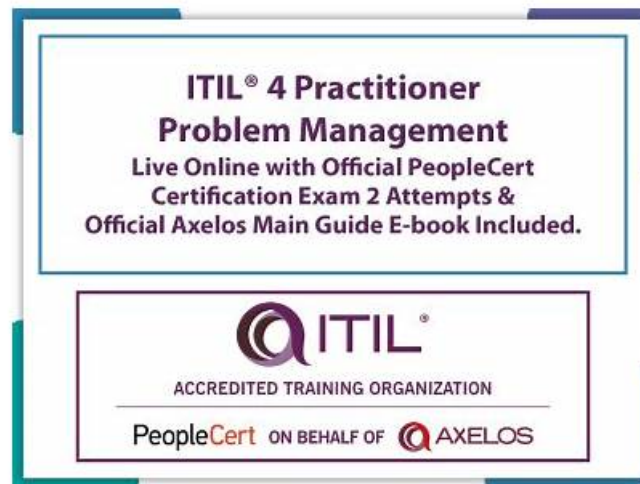


# Reliable ITIL-4-BRM Test Camp - Valid ITIL-4-BRM Test Online



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

Topic	Details
Topic 1	<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>
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>• 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 4	<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 5	<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>
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## ITIL 4 Specialist: Business Relationship Management Guaranteed Questions & ITIL-4-BRM Exam Training Pdf & ITIL 4 Specialist: Business Relationship Management Valid Test Review

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### Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q33-Q38):

#### NEW QUESTION # 33

Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a particular situation?

1. Workflow management tools
  2. Mind mapping
  3. Analysis and reporting tools
  4. Knowledge management and sharing tools
- A. 1 and 4
  - B. 1 and 2
  - C. 3 and 4
  - D. 2 and 3

**Answer: C**

Explanation:

Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable. Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

#### NEW QUESTION # 34

Which of the following describes a value stream?

- A. Asset of organizational resources designed for performing work or accomplishing an objective
- B. An operating model which defines the main activities required to respond to demand and facilitate value realization
- C. A model that defines the key aspects of a relationship journey for a set of business stakeholders
- D. A set of steps undertaken to create and deliver products and services

**Answer: D**

Explanation:

A value stream is defined as the series of steps an organization undertakes to create and deliver products or services, transforming demand into value.

#### NEW QUESTION # 35

Which is an example of 'Reviewing the VoC program'?

- A. Implementing improvements to a business relationship journey
- B. Surveying customers about their opinions of a new software application
- **C. Performing regular reviews of 'Voice of the customer' activities**
- D. Interpreting feedback from customers about the performance of a service and prioritizing actions

**Answer: C**

Explanation:

Reviewing the VoC program means conducting periodic evaluations of the overall Voice of the Customer activities to ensure the program remains effective and aligned with objectives.

#### **NEW QUESTION # 36**

Which activity in the 'managing business relationship journeys' process executes the activities for the business relationship journey?

- A. Manage exceptions
- B. Analyze the organization's culture, strategy, and stakeholders
- **C. Follow the business relationship model**
- D. Review the relationship

**Answer: C**

Explanation:

"Follow the business relationship model" is the activity that carries out the defined sequence of journey steps, executing the business relationship journey in practice.

#### **NEW QUESTION # 37**

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

**Answer: A**

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 # 38**

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