

Newest ITIL-4-BRM Cert Exam Covers the Entire Syllabus of ITIL-4-BRM



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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	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 3	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 4	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 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 (Q18-Q23):

NEW QUESTION # 18

Which is NOT an input to the 'Managing business relationship journeys' process?

- A. Roles and responsibilities
- **B. Training materials**
- C. Business relationship models
- D. Service portfolio

Answer: B

Explanation:

Training materials support BRM development but are not an input to the Managing Business Relationship Journeys process; that process relies on defined roles and responsibilities, relationship models, and the service portfolio.

NEW QUESTION # 19

Which describes the skill of self-awareness?

- A. The ability to persuade stakeholders at all levels within an organization?
- B. The ability to question effectively and demonstrate active listening
- **C. The ability to be introspective and understand one's own behavior**
- D. The ability to understand trends in technology and influence long-term planning

Answer: C

Explanation:

Self-awareness is defined as the capacity for introspection and understanding one's own behaviors and their effects.

NEW QUESTION # 20

Which BEST describes the service relationship journey?

- A. The actions that a service provider undertakes to build a relationship with service consumers
- **B. The steps a service consumer and a service provider undertake together to co-create value**
- C. The actions that service consumers undertake to be able to use a provider's services
- D. The experience consumers have as a result of service interactions with a service provider

Answer: B

Explanation:

The service relationship journey encompasses the collaborative steps taken by both the service consumer and provider to co-create value through their interactions.

NEW QUESTION # 21

Which activity is typically shared between a business relationship manager and business relationship agent?

- A. Reviewing business relationships
- **B. Maintaining relationships with service consumer stakeholders**
- C. Developing business relationship models
- D. Following business relationship models

Answer: B

Explanation:

Both the business relationship manager and agent share the responsibility of maintaining relationships with service consumer stakeholders to ensure ongoing alignment and engagement.

NEW QUESTION # 22

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

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

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 # 23

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