

Brain ITIL-4-BRM Exam | Professional Peoplecert Formal ITIL-4-BRM Test: ITIL 4 Specialist: Business Relationship Management



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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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 (Q29-Q34):

NEW QUESTION # 29

An organization is observing the interactions they have with their customers when negotiating service targets. Which technique is this an example of?

- A. Value stream mapping
- B. Voice of the customer
- C. **Gemba walk**
- D. Stakeholder analysis and mapping

Answer: C

Explanation:

A Gemba walk involves directly observing work and interactions in the real environment such as customer negotiations to gain firsthand insights into processes.

NEW QUESTION # 30

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

Answer: C

Explanation:

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

NEW QUESTION # 31

Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A relationship manager records the findings of observing the negotiation of service targets
- B. **A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service**
- C. A relationship manager asks another manager to join the Gemba walk for onboarding new customers
- D. A relationship manager discusses the findings of a Gemba walk with other stakeholders

Answer: B

Explanation:

"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

NEW QUESTION # 32

Which is an example of an approach to managing a business relationship in a clear domain?

- A. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest
- **B. A business relationship manager is provided with a detailed set of instructions for gathering information about new customers**
- C. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers
- D. A business relationship manager is provided high-level guidance for customer discussions

Answer: B

Explanation:

In a clear domain, processes are well understood and documented; providing a detailed set of instructions aligns with that clarity, guiding the BRM's information-gathering.

NEW QUESTION # 33

What is an output of the 'managing business relationship journeys' process?

- **A. Updated relationship records**
- B. Business relationship principles and models
- C. BRM training and awareness material
- D. A review of the organization's culture

Answer: A

Explanation:

An output of managing business relationship journeys is updated relationship records, which capture the current status and outcomes of those journeys for ongoing management.

NEW QUESTION # 34

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ITIL 4 Specialist: Business Relationship Management exam practice questions play a crucial role in ITIL 4 Specialist: Business Relationship Management ITIL-4-BRM exam preparation and give you insights ITIL 4 Specialist: Business Relationship Management exam view. You are aware of the ITIL 4 Specialist: Business Relationship Management ITIL-4-BRM exam topics, structure, and a number of the questions that you will face in the upcoming ITIL 4 Specialist: Business Relationship Management ITIL-4-BRM Exam. You can evaluate your Salesforce ITIL 4 Specialist: Business Relationship Management exam preparation performance and work on the weak topic areas. But here is the problem where you will get ITIL 4 Specialist: Business Relationship Management exam questions.

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