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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

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

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q41-Q46):

NEW QUESTION # 41
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. 3 and 4
- D. 1 and 3

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 # 42
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. 3 and 4**
- B. 1 and 2
- C. 1 and 4
- D. 2 and 3

Answer: A

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 # 43
Which activity is the responsibility of the 'sponsor' role?

- A. Uses the service
- B. Takes responsibility for the outcomes of service consumption
- C. Authorizes the budget for service consumption
- D. Defines the requirements for a service

Answer: C

Explanation:
The sponsor is the individual who secures and authorizes funding for service consumption, ensuring that the necessary budget is allocated.

NEW QUESTION # 44
An organization has assembled a small team to do a self-assessment of its business relationship management capabilities in advance of a formal assessment. The team has reviewed all the criteria for level 2.
What should this team do NEXT?

- A. Look for evidence of missing capabilities.
- B. Identify evidence for every criterion that has been met.
- C. Proceed to Level 3.
- D. Set the target capability level.

Answer: B

Explanation:
After reviewing Level 2 criteria, the next step is to collect and document evidence for each criterion that has been met to validate the assessment before moving forward.

NEW QUESTION # 45
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. Keep satisfied
- B. Keep informed
- C. Manage closely
- D. Monitor

Answer: C

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 # 46
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