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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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 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"> • 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q11-Q16):

NEW QUESTION # 11

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

- A. Developing business relationship models
- B. **Coordinating interactions between the service provider and service consumer**
- C. Maintaining business relationship models
- D. Managing business relationship exceptions

Answer: B

Explanation:

Both the business relationship manager and agents collaborate to coordinate interactions between the service provider and service consumer, ensuring seamless communication and alignment.

NEW QUESTION # 12

Which BEST describes the service relationship journey?

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

Answer: A

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 # 13

In the context of the capability model, what are the capability criteria for each practice success factor mapped to?

- A. One of the four dimensions of service management

- B. The service value system
- **C. Key metrics**
- D. The organization's strategy

Answer: C

Explanation:

Capability criteria are specific, measurable attributes of success factors and are directly mapped to key metrics used to assess practice performance.

NEW QUESTION # 14

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

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

Answer: B

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 # 15

Part of an organization's strategy is to use consumer feedback as part of the service quality measurement and reporting. The business relationship management (BRM) practice is an important component of that strategy, and an objective has been set to automate, as much as possible, the collection and analysis of feedback. Given this objective, what is the minimum target capability level the organization should set for this practice?

- A. Level 2
- B. Level 5
- C. Level 3
- **D. Level 4**

Answer: D

Explanation:

The objective to automate the collection and analysis of feedback aligns with Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

NEW QUESTION # 16

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The ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) practice exam software in desktop and web-based versions has a lot of premium features. One of which is the customization of ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) practice exams. The ITIL-4-BRM Practice Tests are specially made for the customers so that they can practice unlimited times and improve day by day and pass Peoplecert ITIL-4-BRM certification exam with good grades.

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