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The desktop Peoplecert ITIL-4-BRM practice exam software has all specifications of the web-based format. It is offline software that enables users to go through the Selling ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) practice exam without having any internet connection. Windows computers support the desktop ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) practice exam software.

Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">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 4	<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 5	<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.
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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q24-Q29):

NEW QUESTION # 24

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

Answer: D

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 # 25

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

- **A. Key metrics**
- B. The service value system
- C. One of the four dimensions of service management
- D. The organization's strategy

Answer: A

Explanation:

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

NEW QUESTION # 26

A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Customer
- B. User
- **C. Sponsor**

- D. Provider

Answer: C

Explanation:

By authorizing the purchase, the parent is assuming the sponsor role.

NEW QUESTION # 27

The service relationship between an internal service provider and the business involves many business stakeholders who may have different interests and priorities.

Which TWO factors additionally increase the complexity of the service relationships and should be considered by the service provider?

1. Dependencies on partner and suppliers
2. Dependencies on other internal service providers
3. Dependencies on the service consumer
4. Dependencies on internal users

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

Answer: A

Explanation:

Dependencies on partner and suppliers (1) and on other internal service providers (2) introduce additional complexity in coordinating and managing the end-to-end service relationship.

NEW QUESTION # 28

In the context of a cooperative relationship, which would NOT be a role of business relationship management?

- A. Balancing becoming a trusted partner with investing too much in high-value services
- B. Achieving strategic alignment and setting common goals and priorities
- C. Identifying tailored services that meet service outcome and experience expectations
- D. Using information to look for new ways to add value for the service consumers

Answer: A

Explanation:

In a cooperative relationship, Business Relationship Management focuses on adding value, achieving strategic alignment, and identifying tailored services; balancing the risk of over-investing in high-value services is not one of its defined roles.

NEW QUESTION # 29

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A lot of effort, commitment, and in-depth ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam questions preparation is required to pass this Peoplecert ITIL-4-BRM exam. For the complete and comprehensive ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) exam dumps preparation you can trust valid, updated, and ITIL-4-BRM Questions which you can download from the BraindumpStudy platform quickly and easily.

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