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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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q40-Q45):

NEW QUESTION # 40

Which skill requires a business relationship manager to be introspective and understand their own behavior?

- A. Written and verbal communications
- **B. Self-awareness**
- C. Strategic Thinking
- D. Persuasion/negotiation

Answer: B

Explanation:

Self-awareness involves introspection and understanding one's own behaviors, emotions, and impact on relationships, which is essential for a business relationship manager.

NEW QUESTION # 41

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

- A. A relationship manager asks another manager to join the Gemba walk for onboarding new customers
- **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 discusses the findings of a Gemba walk with other stakeholders
- D. A relationship manager records the findings of observing the negotiation of service targets

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 # 42

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

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

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 # 43

An organization has created a value stream to define new or changed service level agreements (SLAs).

What TWO activities in this value stream are most likely to include contributions from a business relationship management practice?

1. Identify customer requirements
2. Create a draft SLA
3. Verify that SLA is achievable
4. Negotiate agreed SLA

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

Answer: A

Explanation:

BRM engages in understanding and capturing customer requirements (activity 1) and plays a key role in negotiating the agreed SLA (activity 4) to ensure alignment with stakeholder expectations.

NEW QUESTION # 44

Which business relationship activity is MOST LIKELY to need leadership competency?

- **A. Embedding business relationship models into service value streams**
- B. Reviewing and adjusting business relationship models
- C. Following a business relationship model
- D. Identifying stakeholders and relationship model

Answer: A

Explanation:

Embedding business relationship models into service value streams requires leadership competency to influence organizational change, secure buy-in, and guide teams through adoption.

NEW QUESTION # 45

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