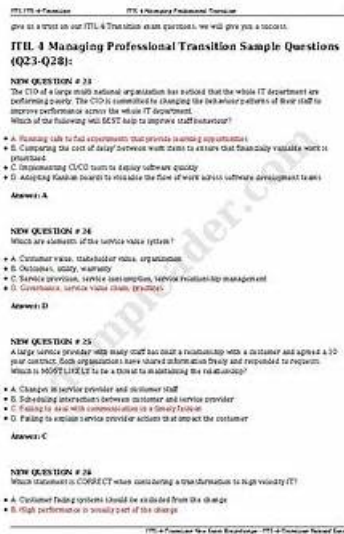# New ITIL-4-BRM Exam Bootcamp, Pdf ITIL-4-BRM Braindumps

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q35-Q40):

NEW QUESTION # 35
Which is an example of the 'explore' step of the service relationship journey?

- A. Downloading a trial version of a service provider's software offering
- B. Contacting a provider's service desk for assistance using a product
- C. Checking a service provider's reviews online before contacting the organization
- D. Providing a service provider feedback about a desired new feature

Answer: C

Explanation:
"Explore" involves researching potential service providers before engagement; checking reviews online exemplifies this initial discovery phase.

NEW QUESTION # 36
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. Monitor
- B. Manage closely
- C. Keep satisfied
- D. Keep informed

Answer: B

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 # 37
Which skill requires a business relationship manager to be introspective and understand their own behavior?

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

Answer: C

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 # 38
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. Proceed to Level 3.
- B. Set the target capability level.
- C. Look for evidence of missing capabilities.
- D. Identify evidence for every criterion that has been met.

Answer: D

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 # 39
Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

- A. Service portfolio
- B. Organization's strategy
- C. Assessment of the organization's culture
- D. Business relationship principles

Answer: C

Explanation:
An assessment of the organization's culture is produced by the Workforce and Talent Management practice and serves as an input when developing the Business Relationship Management approach.

NEW QUESTION # 40

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