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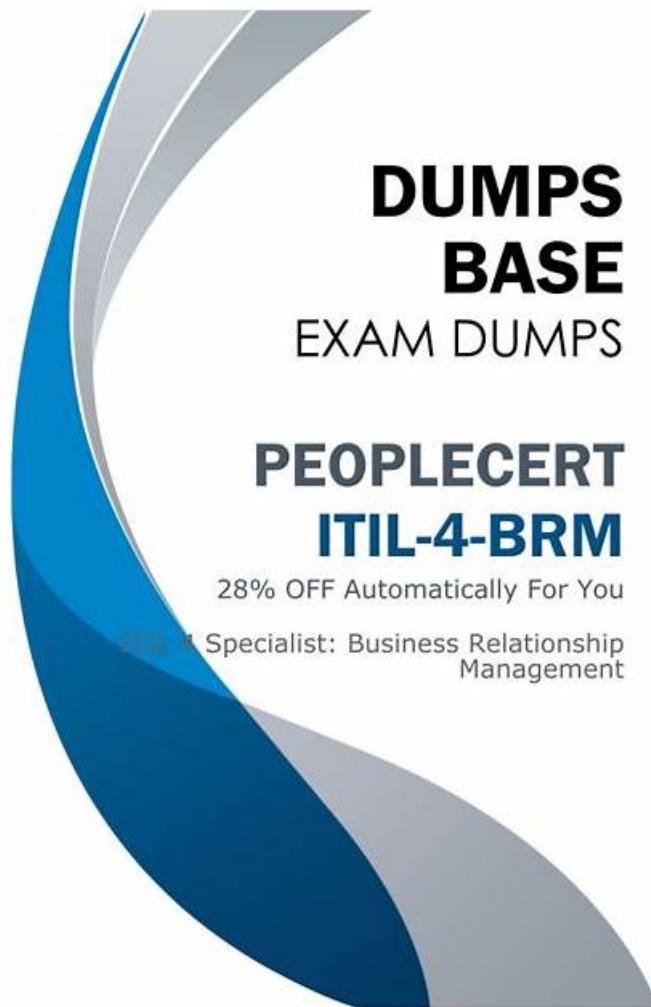
The field of Peoplecert is growing rapidly and you need the Peoplecert ITIL-4-BRM certification to advance your career in it. But clearing the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) test is not an easy task. Applicants often don't have enough time to study for the ITIL-4-BRM Exam. They are in desperate need of real ITIL-4-BRM exam questions which can help them prepare for the ITIL 4 Specialist: Business Relationship Management (ITIL-4-BRM) test successfully in a short time.

Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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.

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Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q20-Q25):

NEW QUESTION # 20
The business relationship managers at a large it service provider are exploring ways to improve the customer journey. As an objective of this initiative, they want to automate the feedback collection and reporting mechanisms that are used to monitor customer experience. Given this objective, what is the minimum target capability level for organization should set for this practice?

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

Answer: B

Explanation:
Automating feedback collection and reporting indicates a move towards quantitatively managed, tool-supported processes, which corresponds to Capability Level 4.

NEW QUESTION # 21
What technique is MOST appropriate to help a business relationship manager understand how a customer affects the business relationship journey?

- A. Business relationship models
- B. Gemba walk
- C. Voice of customer
- D. Stakeholder analysis and mapping

Answer: D

Explanation:
Stakeholder analysis and mapping helps the BRM identify and understand a customer's influence, interests, and impact on each stage of the relationship journey.

NEW QUESTION # 22
Which is an example of an approach to managing a business relationship in a clear domain?

- A. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers
- B. A business relationship manager is provided high-level guidance for customer discussions
- C. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest
- D. A business relationship manager is provided with a detailed set of instructions for gathering information about new customers

Answer: D

Explanation:
In a clear domain, processes are well understood and documented; providing a detailed set of instructions aligns with that clarity, guiding the BRM's information-gathering.

NEW QUESTION # 23
What key question should be asked when verifying and adjusting a business relationship model?

- A. Did we deviate from the model or did the model not work as expected?
- B. Is there an applicable relationship model?
- C. Does the agent understand the context and the applicable relationship model?
- D. Is this a new or existing relationship?

Answer: A

Explanation:
Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 24
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 5
- B. Level 4
- C. Level 2
- D. Level 3

Answer: B

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 # 25

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