

# ITIL-4-BRM시험대비덤프데모문제, ITIL-4-BRM시험 대비최신버전덤프



Fast2test의 Peoplecert인증ITIL-4-BRM시험대비덤프는 실제시험문제 출제경향을 충분히 연구하여 제작한 완벽한 결과물입니다. 실제시험문제가 바뀌면 덤프를 제일 빠른 시일내에 업데이트하도록 하기에 한번 구매하시면 1년동안 항상 가장 최신의Peoplecert인증ITIL-4-BRM시험덤프자료를 제공받을 수 있습니다.

## Peoplecert ITIL-4-BRM 시험요강:

| 주제   | 소개                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 주제 1 | <ul style="list-style-type: none"><li>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.</li></ul>                           |
| 주제 2 | <ul style="list-style-type: none"><li>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.</li></ul>                                                          |
| 주제 3 | <ul style="list-style-type: none"><li>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.</li></ul>                                                               |
| 주제 4 | <ul style="list-style-type: none"><li>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.</li></ul>                                        |
| 주제 5 | <ul style="list-style-type: none"><li>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.</li></ul> |

# ITIL-4-BRM시험대비 최신버전 덤프 - ITIL-4-BRM인기자격증 덤프공부 자료

Peoplecert ITIL-4-BRM 덤프에 대한 자신감이 어디서 시작된것이냐고 물으신다면Peoplecert ITIL-4-BRM덤프를 구매 하여 시험을 패스한 분들의 회소식에서 온다고 답해드리고 싶습니다. 저희Peoplecert ITIL-4-BRM덤프는 자주 업데이트되고 오래된 문제는 바로 삭제해버리고 최신 문제들을 추가하여 고객님의 가장 정확한 덤프를 제공해드릴수 있도록 하고 있습니다.

## 최신 Peoplecert ITIL ITIL-4-BRM 무료샘플문제 (Q41-Q46):

### 질문 # 41

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. Keep satisfied
- B. Keep informed
- C. Manage closely
- D. Monitor

정답: C

설명:

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.

### 질문 # 42

A small organization's problem management practice has been assessed at capability level 2, with only one criterion met at level 3. Which TWO factors should this organization consider MOST in the context of the "Where do we want to be?" step in the continual improvement model?

1. The costs and time required to achieve level 3
2. How to achieve level 5 for the practice
3. The impact of missing capabilities on the business
4. How to improve all four dimensions of service management at once

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

정답: B

설명:

In setting improvement targets, the organization should weigh the costs and time required to reach Level 3 (factor 1) and understand how the missing capabilities currently impact the business (factor 3), ensuring that objectives are both feasible and aligned with business priorities.

### 질문 # 43

What is the LOWEST level at which capability criteria related to practice automation is typically defined?

- A. Level 5
- B. Level 4
- C. Level 1
- D. Level 3

정답: B

설명:

In maturity models, automation of practice activities is typically introduced at Capability Level 4, where processes are quantitatively managed and supported by automated tooling.

#### 질문 # 44

Which BEST describes the service relationship journey?

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

정답: D

설명:

The service relationship journey encompasses the collaborative steps taken by both the service consumer and provider to co-create value through their interactions.

#### 질문 # 45

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

정답: D

설명:

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.

#### 질문 # 46

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