ITIL-4-BRM Test Braindumps: ITIL 4 Specialist: Business Relationship Management & ITIL-4-BRM Exam Collection

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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 5	• 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 (Q13-Q18):

NEW QUESTION # 13
What is an output of the 'managing business relationship journeys' process?

- A. Business relationship principles and models
- B. BRM training and awareness material
- C. A review of the organization's culture
- D. Updated relationship records

Answer: D

Explanation:
An output of managing business relationship journeys is updated relationship records, which capture the current status and outcomes of those journeys for ongoing management.

NEW QUESTION # 14
Which activity is typically a responsibility that is shared between a business relationship manager and a business relationship agent?

- A. Managing business relationship exceptions
- B. Coordinating interactions between the service provider and service consumer
- C. Maintaining business relationship models
- D. Developing business relationship models

Answer: B

Explanation:
Both the business relationship manager and agents collaborate to coordinate interactions between the service provider and service consumer, ensuring seamless communication and alignment.

NEW QUESTION # 15
Which is an example of the 'explore' step of the service relationship journey?

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

Answer: A

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

NEW QUESTION # 16
An organization has set an objective that by the end of the year it will develop and communicate values and principles to be adopted by everyone within the organization relative to business relationship management (BRM).
What metric can BEST be used to assess whether this objective has been met?

- A. Adoption of a common approach to BRM
- B. The service provider's image in the business
  C Number and percentage of terminated contracts
- C. Satisfaction of key stakeholders with the relationship

Answer: A

Explanation:
Measuring the adoption of a common approach to BRM directly reflects whether the newly developed values and principles have been communicated and embraced across the organization by year's end.

NEW QUESTION # 17
What technique is MOST appropriate to help a business relationship manager understand how a customer affects the business relationship journey?

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

Answer: A

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 # 18
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