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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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	• 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 (Q12-Q17):

NEW QUESTION # 12
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 detailed set of instructions for gathering information about new customers
- B. A business relationship manager is provided with a set of principles to apply when discussing sustainability issues with customers
- C. A business relationship manager is provided high-level guidance for customer discussions
- D. A business relationship manager uses a Gemba walk for analysing stakeholders influence and interest

Answer: A

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 # 13
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. 2 and 4
- B. 1 and 2
- C. 1 and 3
- D. 3 and 4

Answer: C

Explanation:
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.

NEW QUESTION # 14
Which is an example of the 'explore' step of the service relationship journey?

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

Answer: D

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

NEW QUESTION # 15
The service relationship between an internal service provider and the business involves many business stakeholders who may have different, interests and priorities.
Which TWO factors additionally increase the complexity of the service relationships and should be considered by the service provider?
1. Dependencies on partner and suppliers
2. Dependencies on other internal service providers
3. Dependencies on the service consumer
4. Dependencies on internal users

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

Answer: B

Explanation:
Dependencies on partner and suppliers (1) and on other internal service providers (2) introduce additional complexity in coordinating and managing the end-to-end service relationship.

NEW QUESTION # 16
Which describes the skill of self-awareness?

- A. The ability to understand trends in technology and influence long-term planning
- B. The ability to be introspective and understand one's own behavior
- C. The ability to persuade stakeholders at all levels within an organization?
- D. The ability to question effectively and demonstrate active listening

Answer: B

Explanation:
Self-awareness is defined as the capacity for introspection and understanding one's own behaviors and their effects.

NEW QUESTION # 17
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