

# Peoplecert ITIL-4-BRM Exam is Easy with Our High-quality Sample ITIL-4-BRM Exam: ITIL 4 Specialist: Business Relationship Management Surely



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## Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 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>
Topic 3	<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>
Topic 4	<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>

Topic 5	<ul style="list-style-type: none"> <li>• <b>Relationship Models and Value Co-Creation:</b> 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>
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### Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q34-Q39):

#### NEW QUESTION # 34

Which is an example of 'Analysing the Voice of the customer'?

- **A. Interpreting feedback from customers about a software application and prioritizing actions**
- B. Responding to a customer regarding their concerns about relationship management activities.
- C. Performing regular reviews of 'Voice of the customer' activities
- D. Surveying customers about their opinions of a new software application

**Answer: A**

Explanation:

Analysing the Voice of the Customer involves reviewing and interpreting customer feedback to identify priorities and actions, which is exemplified by interpreting feedback and prioritizing actions.

#### NEW QUESTION # 35

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

**Answer: B**

Explanation:

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.

#### NEW QUESTION # 36

Which BEST describes the service relationship journey?

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

**Answer: C**

Explanation:

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

#### NEW QUESTION # 37

A parent is authorizing the purchase of a cell phone for her child. What role is the parent assuming?

- A. Sponsor
- B. Customer
- C. Provider
- D. User

**Answer: A**

Explanation:

By authorizing the purchase, the parent is assuming the sponsor role.

#### NEW QUESTION # 38

Which statement about the relationship between the capability criteria and the four dimensions of service management is CORRECT?

- A. Not all capability criteria have been mapped to one of the four dimensions
- B. Each capability criterion is linked to only one of the four dimensions
- C. Each capability level contains the same number of criteria for each of the four dimensions
- D. Each capability level contains one or more criteria for each of the four dimensions

**Answer: D**

Explanation:

At every capability level, there are one or more criteria corresponding to each of the four dimensions of service management, ensuring balanced consideration across all dimensions.

#### NEW QUESTION # 39

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