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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
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Topic 1	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 4	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q36-Q41):

NEW QUESTION # 36

Identify the missing word(s) in the following sentence.

A key challenge of the business relationship management practice is a lack of understanding of the operating models of the [?].

- A. Key stakeholders
- B. IT service provider
- C. Service consumer
- D. External regulators

Answer: C

Explanation:

A core challenge for Business Relationship Management is that the practice often lacks insight into the operating models of the service consumer, which hampers its ability to align services with consumer needs.

NEW QUESTION # 37

Which is an example of the 'Prepare the team' step of Gemba walks?

- A. A business relationship manager informs staff of a future Gemba walk of the value stream for creating a new service
- B. A relationship manager discusses the findings of a Gemba walk with other stakeholders
- C. A relationship manager records the findings of observing the negotiation of service targets
- D. A relationship manager asks another manager to join the Gemba walk for onboarding new customers

Answer: A

Explanation:

"Prepare the team" involves informing and readying participants for the upcoming Gemba walk; notifying staff about the future observation aligns with that preparatory activity.

NEW QUESTION # 38

Which describes the skill of self-awareness?

- A. The ability to question effectively and demonstrate active listening
- **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 understand trends in technology and influence long-term planning

Answer: B

Explanation:

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

NEW QUESTION # 39

Which question should be considered during the 'Identify stakeholders and relationship model' activity of the 'Managing business relationship journeys' process?

- A. Is escalation required?
- B. What are the events to monitor and process?
- **C. Who is responsible for managing the relationship?**
- D. What is the role of BRM in each value stream?

Answer: C

Explanation:

Determining "Who is responsible for managing the relationship?" is central to identifying stakeholders and selecting the appropriate relationship model.

NEW QUESTION # 40

Which input used to develop the business relationship management approach is an output of the workforce and talent management practice?

- **A. Assessment of the organization's culture**
- B. Service portfolio
- C. Organization's strategy
- D. Business relationship principles

Answer: A

Explanation:

An assessment of the organization's culture is produced by the Workforce and Talent Management practice and serves as an input when developing the Business Relationship Management approach.

NEW QUESTION # 41

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