

# New ITIL-4-BRM Test Vce - New ITIL-4-BRM Test Prep



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

| Topic   | Details  |
|---------|--|
| Topic 1 | <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 2 | <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 3 | <ul style="list-style-type: none"> <li>• <b>Capability Assessment Using the ITIL Maturity Model:</b> 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 4 | <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>  |
| Topic 5 | <ul style="list-style-type: none"> <li>• <b>Business Relationship Management Roles and Responsibilities:</b> 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> |

## Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q11-Q16):

### NEW QUESTION # 11

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

**Answer: C**

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 # 12

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

**Answer: A**

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 # 13

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

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

**Answer: C**

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 # 14

An organization has assembled a small team to do a self-assessment of its business relationship management capabilities in advance of a formal assessment. The team has reviewed all the criteria for level 2.

What should this team do NEXT?

- A. Set the target capability level.
- B. Proceed to Level 3.
- C. Identify evidence for every criterion that has been met.
- D. Look for evidence of missing capabilities.

**Answer: C**

Explanation:

After reviewing Level 2 criteria, the next step is to collect and document evidence for each criterion that has been met to validate the assessment before moving forward.

### NEW QUESTION # 15

Which BEST describes the service relationship journey?

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

**Answer: D**

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 # 16

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