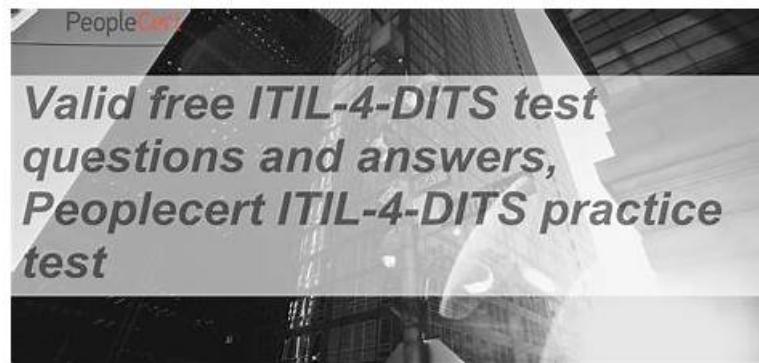


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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.
Topic 5	<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.

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

NEW QUESTION # 36

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 # 37

Which describes the skill of self-awareness?

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

Answer: D

Explanation:

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

NEW QUESTION # 38

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

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

Answer: B

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 # 39

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 actions that service consumers undertake to be able to use a provider's services
- 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 # 40

Which is an example of 'Reviewing the VoC program'?

- A. Interpreting feedback from customers about the performance of a service and prioritizing actions
- B. Surveying customers about their opinions of a new software application
- C. Implementing improvements to a business relationship journey
- D. Performing regular reviews of 'Voice of the customer' activities

Answer: D

Explanation:

Reviewing the VoC program means conducting periodic evaluations of the overall Voice of the Customer activities to ensure the program remains effective and aligned with objectives.

NEW QUESTION # 41

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