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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> 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 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"> 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.

Peoplecert ITIL 4 Specialist: Business Relationship Management Sample Questions (Q13-Q18):

NEW QUESTION # 13

Which is NOT an input to the 'Managing business relationship journeys' process?

- A. Service portfolio
- B. Roles and responsibilities
- C. Training materials**
- D. Business relationship models

Answer: C

Explanation:

Training materials support BRM development but are not an input to the Managing Business Relationship Journeys process; that process relies on defined roles and responsibilities, relationship models, and the service portfolio.

NEW QUESTION # 14

Which TWO means of automation should an organization use to check whether its business relationship models can be applied to a

particular situation?

1. Workflow management tools
2. Mind mapping
3. Analysis and reporting tools
4. Knowledge management and sharing tools

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

Answer: A

Explanation:

Analysis and reporting tools can automatically evaluate data and metrics to determine if a given relationship model is suitable. Knowledge management and sharing tools provide accessible repositories of models and contextual information to support automated decision-making on applicability.

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

Answer: A

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 is an example of 'Reviewing the VoC program'?

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

Answer: B

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 # 17

In the context of the "business relationship management" practice, which statement is CORRECT?

- A. Aims to manage agreements with consumers
- B. Focuses primarily on the needs of service users

- C. Nurtures relationships at strategic levels
- D. Focuses on relationships between individuals

Answer: C

Explanation:

The Business Relationship Management practice is designed to nurture and maintain relationships with stakeholders at strategic and organizational levels, ensuring alignment between the organization's strategy and stakeholder needs.

NEW QUESTION # 18

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