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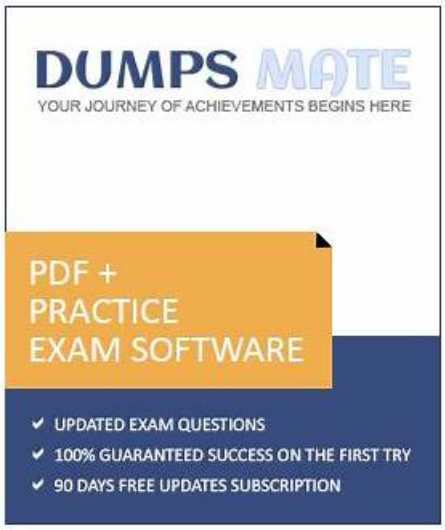

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Peoplecert ITIL-4-BRM Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 4	• 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	• 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 (Q38-Q43):

NEW QUESTION # 38
What is an output of the 'managing business relationship journeys' process?

- A. Business relationship principles and models
- B. A review of the organization's culture
- C. BRM training and awareness material
- D. Updated relationship records

Answer: D

Explanation:
An output of managing business relationship journeys is updated relationship records, which capture the current status and outcomes of those journeys for ongoing management.

NEW QUESTION # 39
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. Business relationship principles
- D. Organization's strategy

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 # 40
Which is an example of the 'Prepare the team' step of Gemba walks?

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

Answer: B

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 # 41
What key question should be asked when verifying and adjusting a business relationship model?

- A. Does the agent understand the context and the applicable relationship model?
- B. Did we deviate from the model or did the model not work as expected?
- C. Is this a new or existing relationship?
- D. Is there an applicable relationship model?

Answer: B

Explanation:
Verifying and adjusting the business relationship model requires assessing whether deviations occurred because the process wasn't followed or because the model itself was ineffective.

NEW QUESTION # 42
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. 2 and 3
- B. 1 and 2
- C. 1 and 4
- D. 3 and 4

Answer: C

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 # 43

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